



Village
of Oswego

ENTERPRISE INFORMATION MANAGEMENT SYSTEM

Request for Proposal

November 2, 2015

REQUEST FOR PROPOSAL

ENTERPRISE INFORMATION MANAGEMENT SOLUTION

The Village of Oswego (Village) is evaluating new software to satisfy its Financial (GL, Bank Reconciliation, Budgeting, Project/Grant Accounting, Contract Management, Requisitions, Purchase Orders, Accounts Payable, Accounts Receivable, Cashiering w/Online Payments, Financial Reporting), People Management (Human Resources, Applicant Tracking, Payroll, Time Keeping), Land Management (Planning, Permits, Inspections, Code Enforcement, Business Licensing, Parcel/Address Management), and Maintenance Management (Work Order & Infrastructure Assets, Inventory Management, Fleet Maintenance) application needs. The Village will also be considering the option of acquiring CIS/Utility Billing (Water, Wastewater, and Garbage).

- Response instructions are contained in **Sections 3, 4, 5 and 6** of the *Request For Proposal* (RFP) document.
- **Section 5** of the RFP contains feature/function and other information worksheets. Please complete these worksheets using the electronic forms (Excel format) and as directed in the RFP instructions.
- Effort has been made to keep the RFP and feature/function listing as brief as possible.
- The proposal should include all costs associated with training, implementation, hardware specifications, interface estimates, file conversion assistance, custom modification estimates, annual maintenance, and support.

- ♦ **Intent to propose** notification is to be directed to Joe Renzetti, GIS/IT Coordinator, by email to jrenzetti@oswegoil.org no later than **November 10th, 2015**.
- ♦ **Questions** related to this RFP are to be directed, in writing, to Joe Renzetti, GIS/IT Coordinator by e-mail at jrenzetti@oswegoil.org no later than **November 19th, 2015**. Only written questions submitted by email by the above stated date will be accepted.
- ♦ Please **submit your proposal** by **4:00pm local time December 17th, 2015** electronically and in hard copy, as follows:

Electronic: In Microsoft Word and Excel format emailed to jrenzetti@oswegoil.org and amercado@clientfirstcg.com

Printed: Ten (10) copies sent to:

Tina Touchette
Village Clerk
Village of Oswego
100 Parkers Mill
Oswego, IL 60543

Thank you for your participation. We look forward to reviewing your proposal.

Sincerely,



Joe Renzetti
GIS/IT Coordinator

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1 PROJECT OBJECTIVES AND PROCESS

PURPOSE

This information was developed in a format to facilitate the preparation of a proposal in response to this *Request for Proposal* and the subsequent evaluation of that response.

Current major software utilized by the Village includes Microsoft Office Suite versions 2007-2013, MSI (Harris) Financial software package for General Ledger, Utility Billing, Permits, Fixed Assets, Cash Receipting, Budget Planning, Accounts Payable, Accounts Receivable; Capers (adjudication software), HR/Payroll (Paylocity), NOVAtime (Timekeeping), Laserfiche (EDMS), ArcGIS, and other proprietary software. The goal of the Village is to implement an integrated enterprise resource planning system utilizing best practices, automated workflow, project management tools, and other suitable applications.

The final decision will be based on a number of evaluation criteria, primarily how well the proposed solution will meet the Village's overall functional requirements. The requirements noted in this RFP are designed to meet these objectives.

OBJECTIVE

The objectives for this project are to:

- Improve customer relations
- Reduce manual processes and increase productivity
- Reduce paper and paper oriented processes
- Provide for GIS Integration
- Improve integration between applications and other systems
- Improve citizen/customer's ability to interact and do business with and in the Village
- Take advantage of newer technology

The following list of functionality is the focus of this RFP.

Please note that analysis and presentation of some of this information was completed and documented according to the Village's organizational structure, not necessarily according to the software module architecture of these types of systems. Although there are some redundancies, it is necessary for each of the Village's departments to evaluate their specific needs. Please answer the functionality questions as best you can, regardless of where in your system the function or process is completed.

The Village is looking for the best overall solution to meet their current and future needs. It is understood that there are no perfect solutions and that the applicable vendor may vary in their capability to meet the Village's overall system needs.

VILLAGE OF OSWEGO BACKGROUND

Located about 50 miles west of Chicago in Kendall County at the confluence of Waubonsie Creek and the Fox River, Oswego was settled, at least in part, for its transportation potential. A limestone shelf creates a natural, smooth-bottomed, ford across the river just above the mouth of the creek, making it a favored crossing, first for Native Americans and then for the American settlers who began arriving in the 1830s.

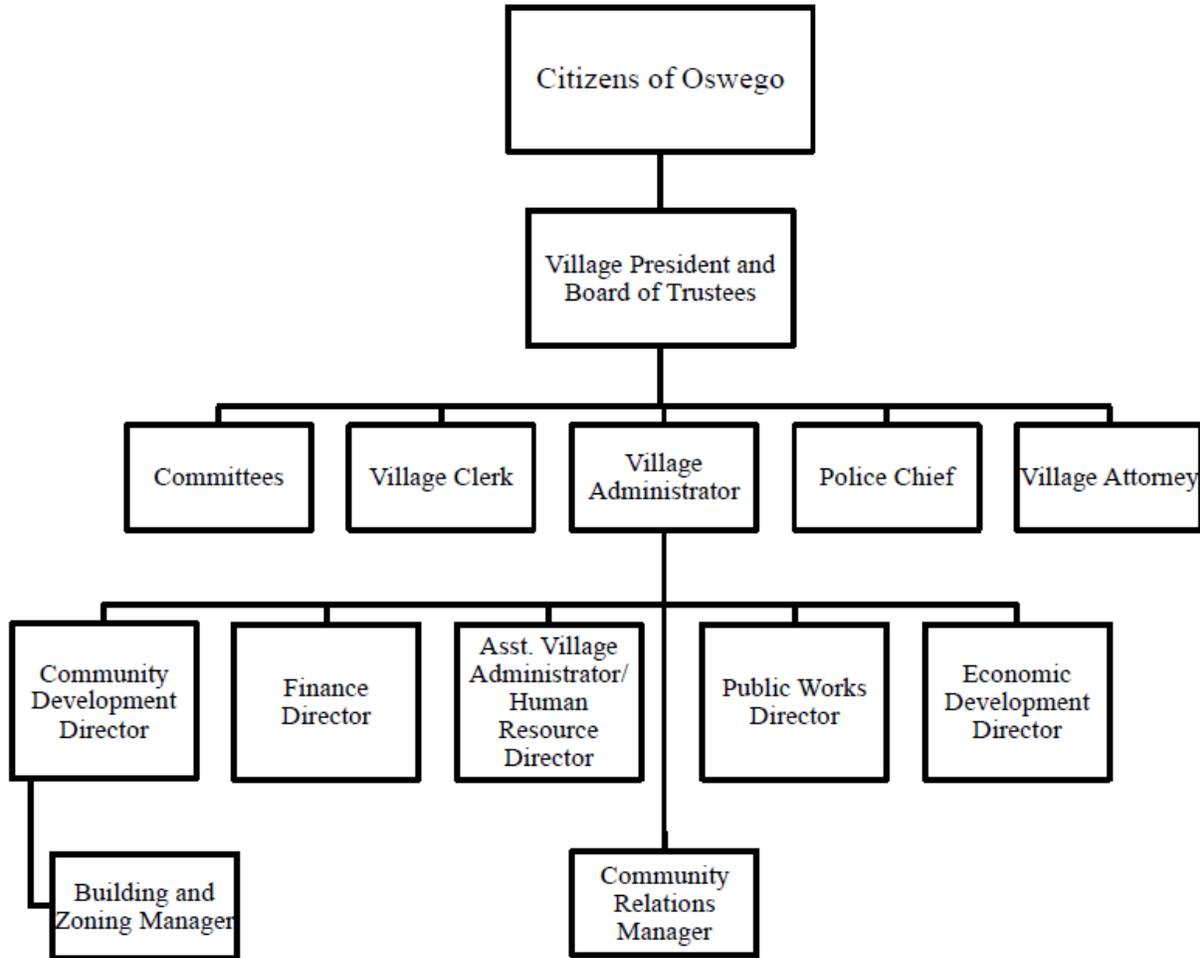
The village's population growth has been robust. In the 1990 U.S. Census, Oswego's population stood at 3,875. Just seven years later, a special census showed its population had risen above 9,000, finally surpassing Boulder Hill and making it the largest community in Kendall County. In the 2000 census, Oswego's population had grown to 13,326. Four years later, a special census counted nearly 20,000 residents living in Oswego's municipal limits. Today, Oswego's population is 32,174.

The Village is organized into the following operational entities:

- Administration
- Building & Zoning
- Community Development
- Community Relations
- Economic Development
- Finance
- Human Resources
- IT/GIS
- Tourism Bureau
- Police
- Public Works
- Village Clerk

Additional information is obtainable at <http://www.oswegoil.org/>

VILLAGE OF OSWEGO ORGANIZATIONAL CHART



Additional organizational information is obtainable at <http://www.oswegoil.org/>

System Functionality Requirements

The Village is looking for an integrated enterprise system, which is to include the following list of primary functionality (modules). This list is not intended to be all-inclusive/exclusive, or organized by specific software modules.

Financial Management

- General Ledger
- Bank Reconciliation
- Budgeting
- Project Accounting
- Grant Accounting
- Requisitions
- Purchase Orders
- Contracts Management
- Accounts Payable
- Accounts Receivable
- Cash Receipts
- Fixed Assets
- Financial Reporting

People Management

- Human Resources
- Applicant Tracking
- Employee Self-Service
- Payroll
- Time and Attendance (electronic)

Land Management

- Planning
- Permitting
- Inspections
- Code Enforcement
- Licensing & Registrations
- Parcel/Address Management
- GIS Integration

Utility Billing

- Utility Billing
- Customer Service
- Online Utility Accounts and Payments
- Service Requests

Maintenance Management

- Work Order Management
- Inventory Management
- Infrastructure Asset
- Fleet Maintenance

Other

- Citizen Request Management (CRM)
- Ad hoc Reporting
- General System and Security

Online Capabilities

- Online Permitting
- Online Inspections
- Online Code Enforcement
- Online Licensing and Registration
- Citizen Request/Complaint Management
- Online Utility Customer Service
- Online Payments

Integration/Interfaces

(See Integration/Interface Table for complete listing)

- GIS (ArcInfo Version 10.2)
- EDMS (Laserfiche. See "Document Management Capabilities")
- HR/Payroll (Paylocity Version 15.3.7.180)
- Timekeeping (NOVAtime Web-based)
- Benefits Enrollment and Administration (Workterra Web-based)
- Fuel Management System (OPW's FL6 version 1.10)
- IVR (Vendor to Indicate Partners)
- Credit Card/Online Payments (accept credit card payments into billing system)
- MSI (Adjudication Software Version 7.0)
- ACH Payment Processing
- Direct Deposit (create direct deposit file for upload to bank)
- EFT (recurring EFT Bank Draft Payments)
- Import of G/L Entries
- Import of cancelled checks
- Illinois Municipal Retirement Fund System (IMRF)
- ITRON (UB Automatic Meter Reading System Web-based Version)
- Sensus/AutoRead (Hand Held Meter Reading Collection Devices Version 6.0)
- Outsourced Utility Bill Printing (Third Millennium -TMA)
- Lock Box Remittances Processor
- State Contractors Licensing Board (Building Permit licensing validation)
- County Assessor's Parcel Information
- Ad Hoc Reporting Writer (if Ad Hoc is not provided as a part of your proposal)

The Village seeks to install the system utilizing the vendor to provide all services, including software, installation, process discovery, training, project management, interfaces, conversion assistance, maintenance, and support. Applicable hardware specifications with sizing documentation should also be provided.

PROCESS AND SCHEDULE

The process is for the Village to review the proposals, evaluate the solutions, and finalize a project scope of work. Using subsequent interviews, demonstrations, reference checks, and/or site visits, the Village will then make a final decision.

The following is the current estimated timeline:

Selection Process Step	Estimated Date(s)
Release and Issuance of the <i>Request for Proposal</i> (RFP)	November 2, 2015
Notification by vendors of Intent to Respond	November 10, 2015
Final Date for vendors to Submit Questions	November 19, 2015
Date for Publishing Answers to vendors' Questions	December 3, 2015
Proposals Due	December 17, 2015
Decision on vendor Finalists (short-list)	January 21, 2016
Demonstrations By vendor Finalists	Weeks of Feb 8 – 15, Feb 15 – 19 & Feb 22 – 26, 2016
User Site Visits	Week of March 7 - 11, 2016
Final vendor Selection	March 2016
Contract Negotiations Process	March/April 2016
Implementation Start (estimated)	April/May 2016

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EVALUATION CRITERIA

The Village reserves the right to select the vendor who best meets the overall needs of the Village, based primarily on the following criteria (not listed in any order of importance):

- The overall capability to provide the required software features and capabilities
- The flexibility of the application software, including the availability of tools to allow the novice user to “drill down and across” and perform Ad Hoc analysis and reporting
- The amount of vendor support that will be available for installation, conversion, training, ongoing modifications, and software support
- The total costs of the system over a ten-year period, including direct and indirect costs
- The vendor's performance record to date in meeting the requirements of their existing customers, including the availability of users similar to the Village to allow reference investigation
- The expandability of the proposed solution, including the ease of upgrading the proposed system by adding components to accommodate future needs
- Adherence to the requested Information specifications, thoroughness of the proposal, as well as the overall format of the presentation
- The financial stability, longevity, and strength of the vendor
- Corporate direction (potential organizational/industry restructurings, mergers, acquisitions, etc.)
- Future technology direction (major changes in architecture, database, platforms, languages, etc.)
- The internal controls provided within the system which prevent unauthorized access to data and provide adequate audit trails
- The capability to perform required conversions of existing data files
- The seamless integration of the various system modules and ability to meet the interface/integration requirements noted in this RFP
- Ease and intuitive use of software interface (for both internal staff and Web customers)
- Availability and ease of use of mobile and online applications
- Ability to meet contract requirements

3 SPECIFIC RESPONSE REQUIREMENTS

Include the following items in the order listed below (and indexed in the same manner) in your response to this *Request For Proposal (RFP)*.

During the needs assessment phase of the project, key issues were discussed regarding alternate information management solutions. Following is a list of specific concerns of the Village. Please respond to each issue in detail regarding how the proposed solution will satisfy each concern.

PROGRAMMING LANGUAGES

Please provide information on all programming languages used for each proposed required application.

OPERATING SYSTEMS

Please provide a description of the proposed server and desktop operating systems used by your products and which server software option is being proposed? (Include server software name, year, and version)

DATABASE

The Village expects the information system to be based on a very stable and flexible relational database standard. The Village's preference is MS SQL. Please briefly describe the relational database platforms available in the use of your products and which database option(s) are being proposed? (Include database management system name, year, and version)

USER INTERFACE CONFIGURATIONS

The Village desires to move forward with advancing technologies and therefore prefers a thin-client architecture or browser user interface (BUI). Screen-scraping technology configurations will not be considered. Please describe your client architecture.

REPORTING CAPABILITIES

Please provide information on overall system/solution reporting capabilities (e.g., canned reports, financial reporting, Ad Hoc reporting, executive dashboard, etc.)

DOCUMENT MANAGEMENT CAPABILITIES

Please provide information on your document management capabilities and options, including integration to third-party EDMS solutions. The Village currently operates Laserfiche and the Village's preference is to retain Laserfiche as their enterprise EDMS environment. Please describe your Laserfiche integration capabilities.

WORKFLOW CAPABILITIES

Please provide information on your system's workflow capabilities. Describe the integration level with all systems. If you have no workflow capabilities, please indicate.

APPLICATION SECURITY

Please describe application and user security features/capabilities. Indicate any special security features (e.g., user security, function security, file security, field-level security, etc.) provided by the software. Please also confirm your support of Active Directory and if you provide single sign-on capabilities.

APPLICATION SOFTWARE

Please complete the Software Features, Functions, and Capabilities Listing contained in the electronic file provided with the RFP **Section 5 (Appendix A)**.

The proposed software should demonstrate an online, integrated method of processing the noted application modules, and allow for immediate update of all information. Access to information in either summary or detail should be obtained easily and intuitively. The proposed software's data entry screens should be designed to facilitate rapid data entry.

For each application software module proposed, indicate whether your organization developed the module, or if the module is available because of a third-party relationship that has been established with another vendor.

In addition to the required and optional software information requested in **Section 5**, provide general information on other application modules not requested in this RFP which may be of interest or benefit to the Village.

OPTIONAL APPLICATION SOFTWARE (HR, PAYROLL, TIME KEEPING & BENEFITS)

The Village currently uses Paylocity as their Human Resources/Payroll solution, NOVAtime for Timekeeping, and Workterra for Benefits Enrollment and Administration but would like to explore the vendor's Human Resources, Payroll, Timekeeping, and Benefits Administration capabilities. As a result Oswego requests that vendors prepare their proposal as though these solutions will continue to stay in place with the requested integration/interfaces defined in this RFP. *However, vendors are asked to complete the feature/function requirements worksheets for this functionality and provide optional pricing for payroll and time keeping as a potential replacement to the existing systems.*

SOFTWARE CUSTOMIZATION AND ENHANCEMENTS

Please provide information regarding the capability to provide the Village with software customizations, including all applicable rates.

SYSTEM VERSIONING AND UPDATES

Please describe your software versioning and update policies/practices. Include, at a minimum, how often you issue updates (new versions) and confirm that new versions are provided as part of your annual maintenance and support fees.

LICENSING MODEL

Please describe your licensing models (e.g., concurrent user, named user, revenue, transaction volumes, etc.) and provide examples. Also state the number of the most current version level that has been released for install in live customer production environments and confirm what version you propose to install in response to this RFP. The following table lists the Village’s estimated number of full and inquiry only users by module.

Module	Full User	Inquiry User	Total Users
Financial Management			
General Ledger	4	26	30
Budgeting	9	14	23
Project and Grant Accounting	3	2	5
Purchasing and Requisitions	19	1	20
Contract Management	6	0	6
Accounts Payable	5	13	18
Accounts Receivable	15	7	22
Cash Receipts	18	3	21
Fixed Assets	9	2	11
Financial Reporting	4	0	4
People Management			
Human Resources	2	2	4
Applicant Tracking	7	7	14
Payroll	5	10	15
Time and Attendance	16	N/A	16
Employee Self Service	16	N/A	16
Utility Billing			
Utility Billing/CIS	5	33	38
Service Requests/Orders	5	19	24
Mobile Service Orders	20	N/A	25
Land Management			
Planning	3	20	23
Permitting	9	27	36
Inspections	9	19	28
Mobile Inspections	6	N/A	6
Code Enforcement	9	81	90
Mobile Code Enforcement	3	N/A	3
Licensing and Registration	4	95	99
Parcel/Address Management	2	N/A	2
Electronic Review Markups	7	N/A	7
Maintenance Management			
Work Order Management	10	34	44
Mobile Work Orders	20	N/A	30
Inventory Management	10	32	42
Fleet Maintenance	10	24	34

Module	Full User	Inquiry User	Total Users
Other			
Ad Hoc Reporting (in addition to	4	0	4
Citizen Request Management	N/A	N/A	N/A

HOSTED/SAAS MODEL

If you are proposing a hosted option, please add lines as necessary in the Annual Recurring Costs section of **Section 5 (Appendix G)** for your hosting fees. If you wish to propose both a Traditional In-House license model and a Hosted option, please submit two (2) copies of **Appendix G** with a copy for each option.

HARDWARE REQUIREMENTS

Please provide all hardware specifications including servers, workstations, and other equipment. Include estimated costs (if applicable) in **Section 5 (Appendix G)**.

CHART OF ACCOUNT RESTRUCTURING

The Village is interested in changing the chart of account structure prior to converting year end general ledger account balances into the system. Please indicate how this can be accomplished while maintaining the ability to track which new general ledger accounts corresponded to the previous accounts.

INTEGRATION/INTERFACE CAPABILITIES

The Village is expecting to expand its integration and interfaces with key systems. Please describe any current capabilities, partnerships, or future considerations for the following types of applications/systems:

Native Module	Enterprise Module Interface	Description
Paylocity (HR/Payroll)		
Payroll	General Ledger	Ability to import journal entries from Paylocity into the General Ledger (e.g., labor expense distribution for salaries, benefits, and deductions).
Payroll	General Ledger	Ability to integrate with Paylocity to General Ledger in order to drill down to related Payroll data.
Payroll	General Ledger	Ability for Paylocity to automatically book payroll accrual for fiscal year-end reporting and budgeting.
Payroll	General Ledger	Ability for the system to adjust accrual liabilities based on an employee's latest rate at year end, which resides in Paylocity.
Payroll	Budgeting	Ability to extract actual wage amount information from Paylocity by department and employee position or employee group.

Native Module	Enterprise Module Interface	Description
Payroll	Budgeting	Ability to interface with Paylocity to perform what-if analysis for labor negotiation and budget projection purposes (e.g., impact of 5% pay increase).
Payroll	Project Accounting	Ability for the system to update Project Accounting from project account information entered in Paylocity.
Payroll	Project Accounting	Ability to receive labor distribution data from Paylocity into Project Accounting (including actual benefit costs).
Payroll	Accounts Payable	Provide for the integration with Paylocity to allow for automatic creation of Accounts Payable transactions for various payments (e.g., benefit providers, garnishments, employee reimbursement expenses, and retirement system.)
Payroll	Accounts Payable	Integrate with Paylocity to process employee reimbursements.
Payroll	Accounts Receivable	Ability to integrate Accounts Receivable with Paylocity to allow billing of related insurance premiums and other recoverables (e.g., employee on leave of absence or retirees).
Human Resources	Budgeting	Provide for integration with budget preparation.
Human Resources	Budgeting	Provide for position control and ability to include vacant and requested positions.
Human Resources	Accounts Payable	Human Resources should be integrated with Accounts Payable for benefit and balance due payment requests.
Human Resources	Accounts Receivable	Ability to integrate Accounts Receivable with Paylocity to allow billing of related insurance premiums and other recoverables (i.e., employee on leave of absence or retirees).
Human Resources	Applicant Tracking	Ability for web based application entry to integrate with Paylocity's Human Resources application with no re-keying required.
NOVAtime (Timekeeping)		
Time and Attendance	Payroll	Ability to provide bi-directional integration between NOVAtime and the Payroll module.
Time and Attendance	Human Resources	Ability to provide bi-directional integration between NOVAtime and the Human Resources module.
Time and Attendance	Work Orders	System must provide integration to the work order management system so that hours on timesheets can be linked to work orders.
Time and Attendance	Project Accounting	Ability to provide labor distribution data from NOVAtime to Project Accounting.
WorkTerra (Benefit Enrollments and Administration)		
Benefit Enrollments and Administration	Human Resources	Ability to integrate with WorkTerra (Web-based Version) for benefit enrollments and administration
ITRON (UB Automatic Meter Reading System)		
Automatic Meter Reading System	CIS/Utility Billing	Ability to support uploading of current and historical meter readings into the Utility Billing System from the Itron (Web Portal Version) Internet based automated meter reading/collection system.

Native Module	Enterprise Module Interface	Description
Sensus/AutoRead (Hand Held Meter Reading Collection Devices Version 6.00)		
Hand Held Meter Reading	CIS/Utility Billing	Ability to support uploading of Sensus/AutoRead (Version 6.0) to process meter handheld reads that do not come in through Itron, including current and historical meter readings into the Utility Billing System.
Third Millennium -TMA (Print/Mail)		
Bill Printing and Mailing	CIS/Utility Billing	Ability to integrate with Third Millennium Assoc (TMA) for data processing, printing, and mailing services.
MSI (Adjudication)		
Adjudication Transactions	General Ledger	Ability to Interface with MSI's Adjudication Software for posting of journal entries from fines collected.
Adjudication Transactions	Accounts Receivable	Ability to Interface with MSI Inc.'s Adjudication Software for the collection of fines.
Electronic Content/Document Management System		
General Ledger Project / Grant Accounting Purchasing and Requisitioning Contract Management Accounts Payable Accounts Receivable Cashiering Fixed Assets Human Resources Payroll Timekeeping Planning Permitting Code Enforcement Work Order and Infra Assets Inventory Management Fleet Maintenance	Electronic Content/Document Management System	System must integrate with prominent Electronic Document Management System including, Laserfiche, Hyland OnBase, or other. Please list EDMS systems your solution integrates/interfaces with and describe the extent of the interface/integration functionality available. Note: The Village currently operates Laserfiche and the Village's preference is to retain Laserfiche as their enterprise EDMS environment. Please describe your Laserfiche integration capabilities.
Geographic Information System (GIS)		
Planning Permitting Code Enforcement Licensing/Registration Parcel / Address Management Work Order and Infra Assets CRM	Esri GISx	Ability to interface to GIS mapping products that support Esri formats, including ArcGIS. Identify if your solution integrate with Esri's Cloud/Hosted platform – ArcGIS Online.

Native Module	Enterprise Module Interface	Description
See-Click-Fix		
CRM Work Orders Code Enforcement	See-Click-Fix	Ability to interface with existing CRM (See-Click-Fix), or provide alternative CRM.
Individual Module Integrations		
General Ledger	ACH Transactions	ACH transactions to debit customer bank checking accounts automatically for monthly payments.
General Ledger	Import G/L Entries	Ability to accept a download payments file from a third party credit card payments processor (e.g., Online payments: animal licensing, parking tickets, permits, etc.)
General Ledger	Import Recurring G/L Entry	Ability to import Excel recurring journal entries from third-party vendor exported file. Please comment on the acceptable file formats
General Ledger	Investment Banks	Provide interface to investment banks to allow tracking of investments and monthly-pooled interest allocations (journal entries, daily/monthly statements, wires, transfers.)
General Ledger	Service Banks	Provide ability to interface to service banks for monthly trustee statements for journal entries; daily and monthly statements, wires, and transfers.
General Ledger	Workers Comp	Workers compensation voucher and check file.
General Ledger	Bank Statements	Provide the ability to accept a downloaded bank statement file.
General Ledger	Bank Voided Checks	Ability to import cancelled checks from the bank accounts for AP and Payroll.
Accounts Payable	Credit Card Download	Allow interface to download credit card purchases by cardholder.
Accounts Payable	Electronic Payment	Ability for electronic payments to be made to vendors via ACH/Direct Deposit and wire transfers (Push Pay.)
Accounts Payable	Purchasing Card	Allow interface to download P-Card payments file.
Cashiering	Credit Card Processing	Ability to interface with credit card payment processing.
Cashiering	Online Credit Card Payments	Provide for customer payment, via the Internet.
Financial Reporting	Download Transactions	Provide downloading of transactions details to PC. Vendors, describe methods for each application.
Financial Reporting Ad Hoc Reporting	Report Writer	Ability to integrate with a third-party report writing tools, such as Crystal Reports and Cognos.
Ad Hoc Reporting	SSRS	Ability to integrate SSRS Reporting Services into the Application for documents and statistical reporting needs.
Accounts Payable Payroll	Positive Pay	System should provide the ability to interface with financial institutions for positive pay on checks.
Payroll	Direct Deposit	Report and data file for transmission to bank.
Payroll	IMRF	Ability to integrate with the Illinois Municipal Retirement Fund System (IMRF).
Payroll	Fed and State Reporting	Quarterly reporting and balancing of payroll to IRS 941 and Illinois 941.
Payroll	State Reporting	Provide an electronic file for Quarterly Illinois Department of Employment Security report.

Native Module	Enterprise Module Interface	Description
Payroll	Child Support Deductions	Ability to extract child support data file with case number and deduction amount by employee for submission to Illinois State disbursement agency.
Payroll	SSA (W-2's)	Generate annual W-2 forms for all Agency employees.
Payroll	Wire Transfers	Ability to wire transfer payments to benefits vendors (insurance companies, unions, United Way, etc.)
Timekeeping	Time Entry	Ability for everyone to enter their own time records through a smart phone, iPad, time clock, etc.
Utility Billing / CIS	Interactive Voice Response	Ability to integrate with an interactive voice response system to automatically process past due and shut-off notification calls. Vendors, please list your IVR partners in comments.
Utility Billing / CIS	Import/Export Transactions	Provide import/export of detail transactions specifically to Microsoft applications from inquiry and maintenance screens.
Utility Billing / CIS	Lockbox	System should provide the ability to interface to Lockbox/Remittance Processing system.
Utility Billing / CIS	Mobile Service Orders	Mobile application access in the field for service orders.
Planning	Electronic Plan Submittals	Ability to receive plan submittals electronically through the agency's website.
Planning	Electronic Review Markups	Capable of online plan review with ability to markup plans and add comments
Planning	MS Outlook	Provide integration between Microsoft Outlook and the Condition of Approval process to automatically send due date reminders.
Planning	MS Word	Provide integration to MS Word processing for entry of comments and conditions and to produce project summary documents and notifications.
Permitting	County Assessor	Ability to access County Assessor records directly within the application.
Permitting	State License Board	Ability to extract contractor information from the State License Board and populate fields in permit modules contractor database.
Permitting	State License Board	Integrate permit application and process to the State License Board for contractor inquiries (e.g. contractor licenses, insurance, bond, etc.).
Inspections	Mobile Resulting	Allow inspectors in the field to result inspections in real-time using a laptop or other hand-held devices such as smartphones or tablets (e.g., iPads or Windows-based tablets).
Inspections	Result Printing	Ability to print inspection results and comments, on location, using a mobile tablet or laptop, to a wireless printer.
Inspections	Mobile Photo Attachments	Allow inspectors in the field to attach photos and documents to an inspection record in real-time using laptops or other hand-held devices, such as smartphones or tablets.
Code Enforcement	MS Outlook	Ability for the system to integrate with Microsoft Outlook to attach e-mails to the code case record.
Code Enforcement	Mobile Application	Ability to use mobile devices, such as an iPad, mobile tablet and/or laptop, with full application access.
Code Enforcement	Mobile App Attachments	Ability to attach photos from mobile device, such as an iPad, mobile tablet and/or laptop.

Native Module	Enterprise Module Interface	Description
Code Enforcement	Public Mobile Application	Ability for the public to submit a request through a mobile application. NOTE: Indicate if application requires third-party integration or is a current standard feature.
Licensing/Registration	State License Board	Ability to Integrate the Business License application to the State License Board, in order to automatically check the contractors State license type, license number, and expiration date(s) for their license and insurance.
Licensing/Registration	State License Board – Online Licenses	Ability to Integrate the Business License application to the State License Board in order to automatically check and prevent the issuance of a business license to a contractor that is submitting or renewing an online business license application with an expired State license.
Work Order and Infra Assets	WO Map Routing	Ability to generate a map of work orders and provide a suggested route.
Work Order and Infra Assets	Mobile Application	Ability for the mobile application to retrieve GIS information.
Inventory Management Fleet Maintenance	Fuel Management System	Need integration with OPW's FL6 Fuel Management System (Version 1.10)
General System	Email/Calendar Integration	Sending emails, calendar meetings/appointment invites, etc., from system, utilizing standard SMTP protocols.
General System	Active Directory	Support of Single Sign-on and Active Directory and/or Azure AD

COST CONSIDERATIONS

Initial one-time costs for hardware (if applicable), implementation, training, software licensing, travel and related costs, etc., must be included with the price proposal. See electronic price proposal form **Section 5 (Appendices G and H)**.

Recurring annual costs should be described in the proposal, clearly stating what is included (e.g., application upgrades, state and/or federal reporting requirements, hours of support, etc.), **Section 5 (Appendices G and H)**. The Village prefers unlimited telephone support. If 24/7 telephone support is available, price proposals should clearly indicate total recurring costs for that support option. If after-hours support is only available at an hourly rate, this should clearly be indicated.

The objective is to have **no hidden or unexpected costs**.

MOBILE FIELD COMPUTING

Please describe your solution’s mobile field computing options, including full application access through wireless VPN connectivity (i.e., no vendor software required), mobile field application for use with laptops, or mobile field applications with use of tablets (e.g., iPads, Surface, etc.)

TELEPHONE AND OTHER SUPPORT

Please describe all support services available from your company in **Section 5 (Appendix B)**. Specifically address the following issues:

- Normal hours of availability

- Website support information
- Online chat
- Remote system access capabilities
- Access via toll-free 800 number
- Costs
- Quality Assurance program(s)
- Other support services
- Service-Level Agreements (SLA) – response time (by priority or severity levels), escalation processes, and other metrics

IMPLEMENTATION METHODOLOGY

- Please describe your implementation methodology, with milestones and timeframe. **Include a preliminary implementation schedule** for all applications, including the required time for system and application training, program testing, and conversion. Please include how you expect to sequence the installation of the various applications or application groupings.
- The Village anticipates electronic data conversions, depending on cost. Please include estimated range of costs for data conversions for each application, if available, and a description of data that would be typically converted. Costs for proposed data conversion are to be included **(Section 5, Appendix H)**.

TRAINING AND EDUCATION

Please provide your consulting and training options, including classroom (on-site and off-site), online (group and self-paced), training videos, and manuals. Include training for all required staff and users. Include ongoing training and user support group training options.

PROJECT MANAGEMENT

The Village will provide a designated project manager, and expects the vendor to do the same. Please include recommended vendor project management costs **(Section 5, Appendix G)** in the proposal and **describe, in detail, services to be provided**. The Village reserves the right to accept or reject changes in vendor project management personnel.

SUBCONTRACTOR AND THIRD-PARTY RELATIONSHIPS

Please describe any subcontractor relationships and/or third-party providers that will be used for this implementation.

Note: If a vendor chooses to partner with a third-party vendor to address some requirements, this must be clearly stated in the response. Be specific when describing applications and the third-party vendor solution provider. Third-party vendors will be required to demonstrate their portion of the application solution along with all other required information being provided by the prime vendor.

CUSTOMER IMPLEMENTATION RESPONSIBILITIES

Please describe and/or provide a list of the typical customers' implementation responsibilities.

SAMPLE USER AND TECHNICAL MANUALS & OTHER DOCUMENTATION

Please provide the following:

- Sample Application User Manual
- Sample Application User Online Documentation
- Sample Technical User Manual
- Sample Technical User Online Documentation
- Sample Training Syllabus
- Sample Section of a Detailed Implementation Project Schedule

VENDOR/RESELLER INFORMATION

Please provide all information related to your company as requested in RFP **Section 5 (Appendices)**. In addition, specifically address the following issues:

- Describe your research-and-development approach and process
- If you are a software reseller/partner, please provide the same company, customer demographics, and reference information for your specific company in addition to the software vendor's information (see **Section 5, Appendices B, C, D, and E**)
- If your proposed solution belongs to a parent/consolidation company only provide customer base figures and references for the proposed solution. (see **Section 5, Appendices D, E,F**)
- Technology direction
- Please describe short-, medium-, and long-term direction regarding major changes in architecture, database, platforms, languages, etc.

CORPORATE STRUCTURE CHANGES

Please explain whether there are any known circumstances, such as major organizational restructuring, mergers, and/or acquisition plans, which are under consideration.

VENDOR FINANCIAL INFORMATION

Short-listed vendors may be required to provide copies of your organization's last three (3) years of audited financial statements, including any pending litigation, in a confidential manner to the Village Finance Director. Please **do not** send financial statements with your proposal.

USER GROUPS

Provide information regarding organized user groups, including frequency and location of user group meetings. Also, indicate who conducts the meetings, and who is responsible for establishing meeting agendas. Please also describe a local (State or regional) user groups or meetings.

REFERENCES AND USER BASE

Please provide references for a minimum of ten (10) completed projects of similar scope and nature to the Village, **preferably within the same region** and within the last three (3) years.

A reference worksheet is provided in **Section 5 (Appendix E)**.

Please provide total number of customers (software provider and reseller, if applicable) for the applications according to demographic request worksheet provided in **Section 5 (Appendix D)**.

If your proposed solution belongs to a parent/consolidation company only provide customer base figures and references for the proposed solution. (See **Section 5, Appendices D, E, F**)

Additionally, please provide an organization name list of all active customers within the state of Illinois. Contact information is not necessary.

Lastly, please provide the **number** of new customers (original go-lives) implementing the proposed applications in each of the last three (3) years.

4

VOLUMES & CONVERSIONS

The tables below summarize the estimated volumes of transactions and records associated with the application processing requirements and preliminary conversion requirements.

GENERAL INFORMATION

Description	Value or Quantity
Village Population	32,174
Village Annual General Fund operating budget	\$16,328,380
Number of Village Employees	127

USER INFORMATION

Description ¹	Value or Quantity
Number of Village Users	
Full-User Licenses	57
Inquiry-Only User Licenses	63

¹See the table under the “Licensing Model” of section 3 Specific Response Requirements for user counts by individual module

VOLUMES INFORMATION

Volume Description	Quantity	Estimated Annual Quantity
FINANCIAL MANAGEMENT		
General Ledger		
G/L - Number of funds	13	
G/L – Account numbers	1,580	
Bank Accounts	12	
Programs/Projects & Grants (Project Accounting)		
Projects/Programs	TBD	
Grants	20	
Requisitions & Purchase Orders		
Purchase Orders	800	
Average Number of Line Items Per PO/Req	5	
Vendors (active)	1,000	
Contracts (active)	5	
FINANCIAL MANAGEMENT		

Volume Description	Quantity	Estimated Annual Quantity
Accounts Payable		
A/P Checks		5,000
Check Run Cycles	25	
Village Issued Employee-use Credit Cards	30	
Accounts Receivable		
Persons/Entities Invoiced		170
Invoices		200
Average Number of Line Items Per Invoice	5-10	
Other Cash Receipts		
Total Cash Receipts		\$6,500,000
Total Cash Receipt Transactions (est.)		10,000
Cashiering Locations (counters)	2	
Cashiering Terminals	3?	
Fixed Assets		
Fixed Assets	475	
PEOPLE MANAGEMENT		
New Hire Applications		300
Full Time Employees	112	
Part Time Employees	15	
Seasonal Employees	4	
LAND MGMT./COMMUNITY DEVELOPMENT		
Addresses	13,487	
Parcels	13,481	
Planning/Entitlement Projects		65
Engineering Projects		75
Building Permits		1700
Inspections		5,200
Code Enforcement Cases/Citations		4,336
Business Licenses & Registrations	1,500	
UTILITY BILLING / CUSTOMER INFORMATION SYSTEM		
Water Customers	11,200	
Sewer Customers	11,200	
Utility Billing Frequency	bimonthly	
Utility Cash Receipts		\$7,000,000
Utility Online Transactions		10,000
Service Requests		200
MAINTENANCE/ASSET MANAGEMENT		
Fleet Vehicles	40	

Volume Description	Quantity	Estimated Annual Quantity
Fleet Maintained Equipment	45	
Fleet Work Orders		500
Water/Sewer Work Orders		472
Landscape & Grounds Work Orders		230
Streets Work Orders		906
Village Facility Building Work Orders		101

CONVERSION INFORMATION

Application/Information	Existing Software Product	
	Software Application Name	Version
Financial Management		
General Ledger Accounts	MSI	7
Fixed Assets	MSI	7
Vendor Master Records	MSI	7
Customer Master Records (excluding	MSI	7
CIS/Utility Billing		
Customer/Account Master Records	MSI	7
Payment History	MSI	7
Open Transactions	MSI	7
Consumption History	MSI	7
Human Resources		
Employee Master Records	Paylocity/Excel	15.3.7.180/2010
Payroll		
Payroll Records	Paylocity	15.3.7.180
Land Management		
Address/Parcel Records	GIS	10.2
Active Planning Projects	Access/Excel	2010
Active Permit Applications	Access/Excel	2010
Active License Master Records	Access/Excel	2010
Historical Planning Projects	Access/Excel	2010
Historical Permit Records	Access/Excel	2010
Historical Inspections	Access/Excel	2010
Historical Code Enforcement Cases	Access/Excel	2010
Inventory		
Inventory Items	Excel	2010

5 PROPOSAL FORMS & SUPPORTING INFORMATION

This section of the RFP explains the required proposal forms and other supporting information designed to assist the vendors in their response.

VENDOR ELECTRONIC RESPONSE FILES

The multi-tab Excel spreadsheet files contain all appendices listed below. *Appendices* must be filled-in and submitted using these electronic forms (multi-tab Excel files), and must also be printed and included in your proposal.

Oswego EIMS RFP Appendix A (the following .xls files)

Appendix A1 – Financial Management Feature/Function Worksheet Tabs

Appendix A2 – People Management Feature/Function Worksheet Tabs

Appendix A3 – Utility Billing Feature/Function Worksheet Tabs

Appendix A4 – Land Management Feature/Function Worksheet Tabs

Appendix A5 – Maintenance Management Feature/Function Worksheet Tabs

Appendix A6 – Other Feature/Function Worksheet Tabs

Oswego EIMS RFP Appendices B-J.xls

Appendix B Vendor Profile

Appendix C Vendor Financial Information

Appendix D Vendor Customer Base

Appendix E Vendor References

Appendix F Vendor General System

Appendix G Project Costs

Appendix H Interface Costs

Appendix I Conversion Costs

Appendix J Modification Costs

VILLAGE RESPONSE FORMS

This section lists the required forms that must be submitted with your response to this Request for Proposal:

Appendix K Drug Free Workplace Certification

Appendix L Non-Collusion Certificate

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PROPOSAL INSTRUCTIONS

This section outlines the information that is requested to be included in your proposal. Please include a table of contents at the beginning of your proposal clearly outlining the contents of each section.

GENERAL PROPOSAL INSTRUCTIONS

Software features, functions, and capability information should also be submitted electronically using the forms and instructions contained in the RFP.

- Response instructions are contained in **Sections 3, 4, 5, and 6** of the *Request for proposal* (RFP) document.
- **Section 5** of the RFP contains vendor information worksheets. Please complete these worksheets using the electronic forms (Excel format) and as directed in the RFP instructions.
- The proposal should include all costs associated with training, implementation, hardware specifications, interface estimates, file conversion assistance, custom modification estimates, annual maintenance, and support.

- ♦ **Intent to propose** notification is to be directed to Joe Renzetti, GIS/IT Coordinator, by email to jrenzetti@oswegoil.org no later than **November 10th, 2015**.
- ♦ **Questions** related to this RFP are to be directed, in writing, to Joe Renzetti, GIS/IT Coordinator by e-mail at jrenzetti@oswegoil.org no later than **November 19th, 2015**. Only written questions submitted by email by the above stated date will be accepted.
- ♦ Please **submit your proposal** by **5:00pm local time** on **December 17th, 2015** electronically and in hard copy, as follows:

Electronic: In Microsoft Word and Excel format emailed to jrenzetti@oswegoil.org and amercado@clientfirstcg.com

Printed: Ten (10) copies sent to:
Tina Touchette
Village Clerk
Village of Oswego
 100 Parkers Mill
 Oswego, IL 60543

Requests for extension of the submission date will not be granted. Vendors submitting proposals should allow for normal mail or delivery time to ensure timely receipt of their proposal.

Responses to the *Specific Proposal Requirements* identified in **Section 3 MUST** be completed and indexed appropriately. In addition, all forms and checklists identified in **Section 5** must also be included in your hard copy response. Failure to include any of the requested information within your proposal may result in rejection/disqualification.

PROPOSAL FORMAT

Proposals should be made in accordance with the RFP format provided herein, with all blank spaces in the Appendices properly filled in. Numbers shall be stated in whole dollars.

Please provide the following sections, as a minimum:

- **Executive Summary**
- **Understanding of Project Objectives**
- **Specific Proposal Requirements (see *Section 3*)**
- **Detailed Proposal and Contractual Requirements (including exceptions taken to any RFP requirement)**
- **Remaining Appendices not included in another section**

Proposals shall be addressed as indicated. A duly authorized official representing the vendor must sign all proposals. Proposals that contain omissions, erasures, alterations, or additions not called for, conditional or alternate proposals unless called for, or irregularities of any kind, may be rejected or disqualified.

Proposers will be asked to complete, sign and return to the Village the Drug Free Workplace Certification (*Appendix K*) and Non-Collusion Certificate (*Appendix L*) with this *Request for Proposal*.

Modification of proposals will be acceptable only if delivered in writing to the place of the proposal prior to the proposal due date and time. Should the vendor find discrepancies in, detect omissions from the RFP, or be in doubt as to the meaning of any point, they shall at once notify **Joe Renzetti, GIS/IT Coordinator**, at jrenzetti@oswegoil.org. The Village will then send written instructions/clarifications to all vendors. If the proposal and specifications are found to disagree after the contract is awarded, the Village shall be the judge as to which was intended. **Vendors are prohibited from contacting any of the Village officials or employees regarding this *Request for Proposal*.** All questions must be directed, in writing, to **Joe Renzetti, GIS/IT Coordinator**, at jrenzetti@oswegoil.org. Failure to comply with this provision may result in rejection/disqualification of your proposal.

No negotiations, decisions, or actions shall be executed by the vendor as a result of any discussions with any of the Village officials, employees, and/or consultant. Only those transactions provided in written form from the Village may be considered binding. In addition, the Village will only honor transactions from vendors which are written and signed.

The Village reserves the right to terminate the selection process at any time and to reject any or all proposals. The contract will be awarded to the vendor whose overall qualifications best meet the requirements of the Village.

The Village shall not be liable for any pre-contract costs incurred by interested vendors participating in the selection process.

The contents of each vendor's proposal to the Village—including technical specifications for hardware and software, purchase and lease prices, and hardware and software maintenance fees—shall remain valid for a minimum of 120 calendar days from the proposal due date.

All proposals must include copies of all sample contracts for hardware (if applicable), systems software, application software, hardware maintenance (if applicable), and software support. Please note that all contracts will be subject to negotiation between the Village and the selected vendor.

Please note that the final contract may not include all the applications or all the equipment listed in this *Request for Proposal*.

This *Request for Proposal* and the selected vendor's Proposal, including all representations, warranties and commitments contained in the proposal and related correspondence shall be contractual obligations included in the written final contract for services, equipment and software.

The Village will be awarding a contract to a single vendor for all core applications. Vendors are allowed to provide a proposal that includes subcontractors, but the Village will be entering into a

single agreement with one vendor acting as a prime contractor. The prime contractor will be responsible for the timeliness, quality, and deliverables provided by any subcontractors under the prime contractor's agreement.

7 DISCLOSURES & CONTRACTUAL REQUIREMENTS

Please note that any exceptions to the following requirements, as well as other sections of this *Request for Proposal* should be addressed in a separate section of the vendor's proposal.

BULLETINS AND ADDENDA

Any bulletins or addenda to the specifications contained in this RFP issued during the period between issuance of the RFP and receipt of proposals are to be considered covered in the proposal, and in awarding a contract, they will become a part thereof. The vendors shall acknowledge receipt of bulletins or addenda in their proposal cover letter.

REJECTION OF PROPOSALS

Proposals that are not prepared in accordance with these instructions to vendors may be rejected or disqualified. If not rejected, the Village may demand correction of any deficiency and accept the corrected Proposal upon compliance with these instructions to proposing vendors.

ACCEPTANCE OF A PROPOSAL

Proposals submitted are offers only, and the decision to accept or reject will be based on the quality, reliability, capability, reputation, and expertise of the proposing vendors.

The Village reserves the right to accept the proposal that is, in its judgment, the best and most favorable to the interests of the Village; to reject the lowest price proposal; to accept any item of any proposal; to reject any and all proposals; and to waive irregularities and informalities in any proposal submitted or in the *Request for Proposal* process, provided, however, that the waiver of any prior defect or informality shall not be considered a waiver of any future or similar defect or informality. Proposing vendors should not rely upon, or anticipate, such waivers in submitting their proposal.

INSURANCE

The proposing vendor may be required to meet the Village of Oswego insurance requirements. Unless otherwise specified the vendor shall, before commencing any work, provide a certificate of Insurance to the Village of Oswego naming the Village as an additionally named insured in the following minimum amounts with specific coverage.

- Commercial General Liability Insurance Coverage of not less than one million dollars (\$1,000,000.00) in the aggregate,
- Worker's Compensation Insurance with limits as required by the applicable statutes of the State of Illinois,
- Commercial Automobile Liability Insurance covering vendor's owned, non-owned, and leased vehicles with coverage limits of not less than one million dollars (\$1,000,000.00) per accident, and
- Umbrella or Excess Liability Insurance coverage of not less than one million (\$1,000,000.00) per occurrence.

ADDITIONAL INSURANCE PROVISIONS

Endorsements. For Commercial General Liability Insurance and Automobile Liability Insurance, vendor will provide endorsements naming the Village, its officers, agents, volunteers, and employees as additional insured.

Cancellation. Insurance will be in force during the life of any final contract and any extensions of it and will not be canceled without prior written notice of at least thirty (30) days to the Village sent pursuant to the notice provisions of the final contract.

Failure to Maintain Coverage. If vendor fails to maintain any of these insurance coverage's, then the Village will have the option to declare vendor in breach of the final contract, or may purchase replacement insurance or pay the premiums that are due on existing policies in order to maintain the required coverage's. Vendor is responsible for any payments made by the Village to obtain or maintain insurance, and the Village may collect these payments from vendor, or deduct the amount paid from any sums due vendor under the final contract.

Submission of Insurance Policies. The Village reserves the right to require, at any time, complete and certified copies of any or all required insurance policies.

Primary Coverage. For any claims related to the final contract, the vendor's insurance coverage will be primary insurance with respect to the Village, its officers, agents, volunteers, and employees. Any insurance or self-insurance maintained by the Village for itself, its officers, agents, volunteers, and employees, will be in excess of vendor's insurance and not contribute to any judgment rendered against the Village.

Reduction in Coverage/Material Changes. Vendor will notify the Village in writing pursuant to the notice provisions of the final contract at least thirty (30) days prior to any reduction in any of the insurance coverage required pursuant to this RFP or any material changes to the respective insurance policies.

Waiver of Subrogation. The policies shall contain a waiver of subrogation for the benefit of the Village.

PROFESSIONAL LIABILITY

In performing its professional services, the vendor will use the degree of care and skill ordinarily exercised, under similar circumstances, by reputable members of its profession practicing in the same or similar locality at the time the services are provided. The vendor covenants that it is protected by professional liability insurance in an amount not less than \$1,000,000.00 and will provide certificates of insurance upon request.

INDEMNIFICATION

To the fullest extent permitted by law, vendor shall indemnify, defend, save and hold the Village, its trustees, officers, employees, agents, attorneys and lenders (collectively the "Indemnitees") harmless from and against all loss and expense (including, but not limited to, reasonable attorney's fees and other costs and expenses) by reason of the liability imposed by law upon the Indemnitees, or any of them, for damages because of bodily injury, occupational sickness or disease, including death, resulting therefrom, sustained by any employees of Vendor or sub Consultants, while performing the work or while at the site where work under the Contract is being conducted or elsewhere, while engaged in the performance of Work under the vendor, or sustained by any person or persons other than employees of vendor, however such injuries may be caused, whether attributable to a breach of statutory duty or administrative regulation or otherwise, and such injuries for which liability is imputed to the Indemnitees, or any of them, or claims for property damage because of injury to or destruction of tangible property, directly or indirectly arising or alleged to arise out of the performance of or the failure to perform the work or the failure to protect the work or the site, or the condition of the work, the site, adjoining land or driveways, or streets or alleys used in connection with the performance of the work. Without limiting the generality of the foregoing, the defense and indemnity set forth in this section includes, subject only to the limitations contained in this section, all liabilities, damages, losses, claims, demands and actions on account of bodily injury, death or property loss to an Indemnatee or to any other person or entities, whether based upon, or claimed to be based upon, statutory, contractual, tort or other liability of any Indemnatee. In addition, such defense and indemnity shall include all liabilities, damages, losses, claims, demands and actions for defamation, false arrest, malicious prosecution or any other infringement or similar rights.

The provisions of the indemnity provided for herein shall not be construed to indemnify any Indemnatee for its own negligence. If any, to the extent not permitted by law or to eliminate or reduce any other indemnification, right or remedy which the Village is otherwise entitled to assert.

RIGHTS TO SOURCE CODE

Should the selected program contractor or vendor cease to exist or their organization become financially insolvent, rights to use the source code (for Village use only) shall be granted to the Village.

INTENTION

The vendor shall, unless otherwise specified, supply all installation, conversion, training, transportation, and incidentals necessary for the entire proper implementation of the selected systems. In addition, the vendor shall be responsible for the implementation in a most professional manner, a complete job and everything incidental thereto, as shown in the Proposal, stated in the specifications, or reasonably implied, all in accordance with the contract documents.

RIGHTS TO SUBMITTED MATERIALS

All proposals, responses, inquiries, or correspondences relating to or in reference to this RFP, and all reports, charts, displays and other documentation submitted by the vendor shall become the property of the Village when received. The Village reserves the right to use the material or any ideas submitted in any proposal in response to the RFP.

VENDOR DEMONSTRATIONS

Vendors may be requested, at no cost to the Village, to demonstrate the proposed software and hardware systems at a mutually agreeable date and site.

ASSIGNMENT

It is mutually understood and agreed that the Proposal and any final contract will be binding upon the vendor and its successors. Neither this RFP, any final contract, nor any part of either, or any monies due, or to become due under them, may be assigned by vendor without the prior written consent of the Village.

VENDOR REPRESENTATIONS AND WARRANTIES

In order for the Village to accept a Proposal, each vendor, by submitting a proposal, thereby represents and warrants as follows:

Status of vendor. Vendor will perform the Work in vendor's own way and pursuant to any final contract as an independent contractor and in pursuit of vendor's independent calling, and not as an employee of the Village. The persons used by vendor to provide the Work under any final contract will not be considered employees of the Village for any purposes.

The payment made to vendor pursuant to any final contract will be the full and complete compensation to which vendor is entitled. The Village will not make any federal or state tax withholdings on behalf of vendor or its officials, officers, agents, employees, or volunteers. The Village will not pay any Workers' Compensation insurance, retirement contributions, or unemployment contributions on behalf of vendor or its employees or subcontractors. Vendor

agrees to indemnify and pay the Village within thirty (30) days for any tax, retirement contribution, social security, overtime payment, unemployment payment or Workers' Compensation payment which the Village may be required to make on behalf of vendor or any agent, employee, or contractor of vendor for work done under any final contract. At the Village's election, the Village may deduct the amounts paid pursuant to this section, from any balance owing to vendor.

Vendor understands that its professional responsibility is solely to the Village. Vendor warrants that it presently has no interest, present or contemplated, and will not acquire any direct or indirect interest that would conflict with its performance of any final contract. Vendor further warrants that neither vendor, nor vendor's agents, employees, subcontractors, and vendors, have any ancillary real property, business interests, or income that will be affected by this RFP or final contract or, alternatively, that vendor will file with the Village an affidavit disclosing this interest. Vendor will not knowingly, and will take reasonable steps to ensure that it does not, employ a person having such an interest in the performance of a final contract. If, after employment of a person, vendor discovers that it has employed a person with a direct or indirect interest that would conflict with its performance of a final contract, vendor will promptly disclose the relationship to the Village and take such action as the Village may direct to remedy the conflict.

Discrimination and Harassment Prohibited. Vendor will comply with all applicable local, state, and federal laws and regulations prohibiting discrimination and harassment.

Jurisdiction, Venue, and Governing Law. Any action at law or in equity brought for the purpose of enforcing a right or rights provided for by this RFP or final contract will be tried in a court of competent jurisdiction in Kendall County, State of Illinois, and vendor and the Village will waive all provisions of law providing for a change of venue in these proceedings to any other county. The laws of the State of Illinois will govern this RFP and any final contract.

Waivers. The waiver by either the Village or vendor of any breach or violation of any term, covenant, or condition of this RFP or any final contract or of any provisions of any ordinance or law will not be deemed a waiver of such term, covenant, condition, ordinance or law. The subsequent acceptance by either party of any fee or other money that may become due hereunder will not be deemed to be a waiver of any preceding breach or violation by the other party of any term, covenant, or condition of the agreement or any applicable law.

Authority. The individuals executing this RFP and the instruments referenced in it on behalf of vendor each represent and warrant that they have the legal power, right and actual authority to bind vendor to the terms and conditions of this RFP.

COMPLIANCE WITH LAWS

Vendor will keep fully informed of federal, state, and local laws, ordinances, and regulations which in any manner affect those employed by vendor, or in any way affect the performance of the Work by vendor. Vendor will at all times observe and comply with these laws, ordinances, and regulations and will be responsible for the compliance of the Work with all applicable laws, ordinances, and regulations.

QUALIFICATIONS

It is expected that the proposing vendor has the requisite experience, ability, capital, facilities, organization, and staff to enable the proposing vendor to perform the work successfully and promptly, and to commence and complete the work within the proposed price and time frame.

ACKNOWLEDGMENTS

By submitting a proposal, a proposing vendor acknowledges and agrees to each of the following:

Reliance. The Village is relying on all warranties, representations, and statements made by the vendors in their proposals.

Reservations of Rights. The Village reserves the right to reject any and all Proposals, reserves the right to reject the lowest priced Proposal, and reserves such other rights as are set forth in the instructions to proposing vendors.

Acceptance. If a vendor's proposal is accepted by the Village, the vendor shall be bound by each and every term, condition and provision contained in the Request for Proposal, the vendor's proposal, and in the final contract to be negotiated between the selected vendor and the Village.

Remedies. Each of the rights and remedies reserved to the Village in this *Request for Proposal* shall be cumulative and additional to any other or further remedies provided in law or equity.

Severability. The provisions of this *Request for Proposal* shall be interpreted when possible to sustain their legality and enforceability as a whole. In the event any provision of this *Request for Proposal* shall be held invalid, illegal, or unenforceable by a court of competent jurisdiction, in whole or in part, neither the validity of the remaining part of such provision, nor the validity of any other provisions of this *Request for Proposal* shall be in any way affected thereby.

Amendments. No modification, addition, deletion, revision, alteration, or other change in this *Request for Proposal* shall be effective unless and until such change is reduced to writing and executed and delivered by the Village to the prospective vendors.

Village of Oswego - Enterprise Information Management System - Feature Function Requirements

Please input a "1" in the appropriate column to the right of the feature/function/capability statement. Further explanations, or information regarding 3rd party software and/or modification costs should also be provided in the comments column and Project Costs worksheet (Appendix G), if applicable. Each "non-title" row (?000) should have only one "1". **Blank rows will be scored as Not Available.**

Legend:

Standard - Current	Available in current software release
Standard - Next Release	Guaranteed available in next release of software
Report Writer	Report Writer function through Standard Reports or Ad Hoc Report Writer
3rd-Party Application	Please estimate general cost estimates in comments not a quote, unless available due to your resell arrangement.
Custom Modification	Custom programming by vendor (not meant to be a set-up configuration that is standard process through implementation. Please estimate general costs in comments (not a quote).
Not Available	Not available in current or next release; interfaced/integrated third-party application or through custom modification.

Application	Feature Number	Feature / Function / Capability	Standard - Current	Standard - Next	Report Writer	3rd-Party Application	Custom Modification	Not Available	Comments
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General Ledger	General Ledger								
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General Ledger	1.000	GENERAL LEDGER GENERAL FEATURES							
General Ledger	1.001	CHART OF ACCOUNTS STRUCTURE - System must provide user-defined chart of accounts structure (numeric) with a minimum of 30 characters for account description, other account number component descriptions, and support the following account structure: fund (2 digits), department (2 digits), division (2 digits), class (2 digits), function (4 digits), and sub-function (2 digits).							
General Ledger	1.002	GASB-34 - System must provide full compliance with the GASB-34 requirements.							
General Ledger	1.003	INACTIVE ACCOUNTS - Ability to deactivate an account without losing historical reporting.							
General Ledger	1.004	OLD G/L ACCOUNTS - Ability to provide a field that contains the old account number field.							
General Ledger	1.005	G/L DESCRIPTION - Ability to have a minimum of 250 characters for account description field.							
General Ledger	1.006	MANDATORY AND DESCRETIONARY ACCOUNTS - Ability to identify general ledger account numbers as mandatory or descretionary.							

Application	Feature Number	Feature / Function / Capability	Standard - Current	Standard - Next	Report Writer	3rd-Party Application	Custom Modification	Not Available	Comments
General Ledger	1.007	REGULATORY UPDATES - Provide updates (as part of normal maintenance) to system for State and Federal mandated requirements for processing and reporting.							
General Ledger	1.008	SUPPORT GAAFR BLUE BOOK CHART OF ACCOUNTS - The chart of account structure should be fully compliant with the GAAFR "Blue Book" illustrative account structure.							
General Ledger	1.009	ACCOUNT NUMBER ENTRY AND VALIDATION - System should automatically populate the remaining account number. System should also validate account number at data entry time, noting when account number is not existing, closed, or inactive. This also applies to all integrated applications.							
General Ledger	1.010	ACCOUNT NUMBER BALANCING VALIDATION - During all processing, the system edits transactions to ensure that each entry to a fund is balanced.							
General Ledger	1.011	NUMBER OF PERIODS - Ability to process a 13th period for year-end adjustments.							
General Ledger	1.012	ACCRUAL ACCOUNTING - Allow entity-wide journal accounts for modified to full accrual.							
General Ledger	1.013	FUND ACCRUAL METHOD OPTIONS - Ability for proprietary funds to account on a full accrual and general and special revenue funds on a modified accrual.							
General Ledger	1.014	DO TO/ DUE FROM - Provide for automation of intrafund and interfund clearing entries based on defined rules and ensure funds stay in balance.							
General Ledger	1.015	FUND ACCOUNTING - System must provide all procedural functions of a governmental fund accounting system, including governmental, proprietary (enterprise and internal service), and fiduciary fund types and account groups (general long-term debt and fixed assets).							
General Ledger	1.016	FUND ACCOUNTING - The system should allow for the maintenance of user-defined control accounts linked to subsidiary ledgers (i.e., accounts receivable, accounts payable, fixed assets and encumbrances).							

Application	Feature Number	Feature / Function / Capability	Standard - Current	Standard - Next	Report Writer	3rd-Party Application	Custom Modification	Not Available	Comments
General Ledger	1.017	G/L DRILLDOWN - The system has the ability to drill down to see all G/L account activities, regardless of the module, and include the related accounts of the source journal.							

Application	Feature Number	Feature / Function / Capability	Standard - Current	Standard - Next	Report Writer	3rd-Party Application	Custom Modification	Not Available	Comments
General Ledger	1.018	JOURNAL ENTRY, MANUAL, AND POSTING FROM OTHER MODULES							
General Ledger	1.019	ENTRY UPLOAD - System must allow uploading and posting of journal entries created by external sources (i.e., bank files, excel, etc.) providing audit trails with the ability to identify journal source.							
General Ledger	1.020	ENTRY NOTES - Allow unlimited notes per journal entries. Please use the comments section to explain any limitations.							
General Ledger	1.021	MANDATORY JOURNAL BALANCING - System must require balancing journal entries and balancing of individual funds and provide for error identification and correction before actual posting occurs. Advise the user of basic deficiencies in a transaction, such as invalid codes, invalid accounts, debit/credit, etc.							
General Ledger	1.022	AUTOMATIC REVERSING JOURNAL ENTRIES - System should allow accrual journal entries to be entered and automatically reversed on the specified reversal date.							
General Ledger	1.023	ALLOCATIONS - Ability to allocate transactions by percent (%) or dollar amount (\$).							
General Ledger	1.024	RECURRING AND STANDARD ENTRIES - System must provide recurring and standard journal entry capability, including:							
General Ledger	1.025	▪ Fixed accounts/fixed amounts							
General Ledger	1.026	▪ Fixed accounts/percentage amount splits							
General Ledger	1.027	▪ Fixed accounts/variable amount splits, and monthly, quarterly, and yearly entries							

Application	Feature Number	Feature / Function / Capability	Standard - Current	Standard - Next	Report Writer	3rd-Party Application	Custom Modification	Not Available	Comments
General Ledger	1.028	RECURRING ENTRIES - Ability to enter start and stop dates for each recurring entry with the ability to setup entries as:							
General Ledger	1.029	▪ Same amount each period							
General Ledger	1.030	▪ Different amount each period							
General Ledger	1.031	▪ Formula							
General Ledger	1.032	▪ Require user entry each period							
General Ledger	1.033	GENERAL LEDGER PROCESSING							
General Ledger	1.034	AUDIT TRAILS - System must provide edit listings and exception reporting of transaction processing by user.							
General Ledger	1.035	AUTOMATIC PERIOD-END PROCESSING - System must provide user-initiated, month-end and, year-end closing automated procedures/entries.							
General Ledger	1.036	PERIOD-END EARNINGS PROCESSING - Provide automatic calculation and posting of earnings (accrued interest) without external calculations and journal entries.							
General Ledger	1.037	CLOSED PERIODS - System must allow (with proper security clearance) the option to re-open a closed period.							
General Ledger	1.038	MULTIPLE OPEN FISCAL YEARS - Ability to have past and current fiscal years open simultaneously.							
General Ledger	1.039	YEAR-END CLOSING - System must provide year-end, system-generated closing transactions for rollover to new year (e.g., balance sheet accounts, encumbrances, project information). Allow for rollover to be performed multiple times.							
General Ledger	1.040	POOLED CASH - Ability to track and allocate interest income to departments for pooled cash.							
General Ledger	1.041	ACCRUALS - Ability to automatically offset accrual transactions by creating and posting the appropriate offsetting entries.							
General Ledger	1.042	FUNDS AND PROJECTS - Ability to post fund and project activity to full-accrual accounts and to automatically calculate fund balance/retained earnings and post to the appropriate accounts.							

Application	Feature Number	Feature / Function / Capability	Standard - Current	Standard - Next	Report Writer	3rd-Party Application	Custom Modification	Not Available	Comments
General Ledger	1.043	DEPRECIATION - Ability to process under modified and full accrual basis.							
General Ledger	1.044	ENCUMBRANCE ACCOUNTING - System must provide automated journal entries by fund for all encumbrance transactions generated by the Purchasing module.							
General Ledger	1.045	ENCUMBRANCE ROLL-OVER - System must provide the ability to roll-over all fiscal year-end encumbrances (i.e., open purchase orders and transaction information) to the new fiscal year and generate the new encumbrance and appropriation journal entries (i.e., purchase orders at the end of the fiscal year must roll-over and increase the budget for the new year by the amount of open purchase orders.)							
General Ledger	1.046	INQUIRY - ENCUMBRANCE - Encumbrance inquiry provides information on original encumbrance, amount liquidated to-date, and balance.							
General Ledger	1.047	ENCUMBRANCE STATUS REPORT - System must provide the ability to generate an encumbrance status report.							
General Ledger	1.048	TRANSACTION COMMENTS - Ability to enter comments for unreconciled transactions.							
General Ledger	1.049	TRANSACTION CATEGORIES - Ability to classify reconciliation items by type.							
General Ledger	1.050	RECONCILIATION STATUS - Ability to modify the status of bank reconciliations.							
General Ledger	1.051	MANUAL ENTRY RECONCILIATIONS - Ability to recognize postings made through the General Ledger for items such as bank charges, interest income, etc.							
General Ledger	1.052	RESERVALS - Ability for posted or voided items to be reversed to a cleared or outstanding status.							

Application	Feature Number	Feature / Function / Capability	Standard - Current	Standard - Next	Report Writer	3rd-Party Application	Custom Modification	Not Available	Comments
General Ledger	1.053	BANK RECONCILIATION							
General Ledger	1.054	BANK RECONCILIATION - Provide standard electronic bank reconciliation functionality (i.e., accounts payable and payroll checks).							
General Ledger	1.055	DOWNLOAD CHECK FILE - Ability to transfer cleared check file from bank into accounts payable, and payroll check files to reconcile outstanding checks.							
General Ledger	1.056	DOWNLOAD BANK STATEMENT - Provide the ability to accept a downloaded bank statement file.							
General Ledger	1.057	P-CARD DOWNLOAD & RECONCILIATION - Ability to download and reconcile a P-Card payments file.							
General Ledger	1.058	MISMATCH EXCEPTION REPORT - Provide an exception report showing mismatched amounts.							
General Ledger	1.059	CHANGE DOWNLOADED ERRORS - Ability to change errors from downloaded information.							
General Ledger	1.060	MATCHING RULES - Ability to configure matching rules to allow for automatically match bank transactions with general ledger transactions.							
General Ledger	1.061	MATCHING RULE OVERRIDE - Ability to manually override automatically reconciled transactions.							
General Ledger	1.062	USER RESTRICTIONS - System provides the ability to make corrections or changes during the reconciliation process with appropriate user authorization.							
General Ledger	1.063	MULTIPLE ACCOUNTS - Ability to reconcile unlimited number of accounts.							
General Ledger	1.064	OUTSTANDING CHECKS REPORT - Ability to generate daily, monthly, annual, or specified date-range reports that show the total amount and number of outstanding checks by bank account and by fund.							
General Ledger	1.065	VOIDED CHECKS - Ability to import cancelled checks from the bank accounts for AP and Payroll.							
General Ledger	1.066	CHECK RECONCILIATION TRACKING - Ability to track check activity dates, such as issue date, void date, reversal date, cleared date, and stop-payment dates.							

Application	Feature Number	Feature / Function / Capability	Standard - Current	Standard - Next	Report Writer	3rd-Party Application	Custom Modification	Not Available	Comments
General Ledger	1.067	MONTHLY TRANSACTION REPORT - Provide a monthly detailed transaction listing by bank account.							
General Ledger	1.068	SUMMARY RECONCILIATION REPORTS - Ability to generate a daily, monthly, annual, or specified date range report of all cleared checks by bank account, fund, check amount, check number, and payee.							
General Ledger	1.069	INQUIRIES/REPORTING							
General Ledger	1.070	SELECTIVELY CHOOSE AND SORT DATA - Provide the ability to selectively choose, and sort data and provide totals by any account segment (not necessarily sequential.)							
General Ledger	1.071	JOURNAL ENTRY SEARCH - Ability to search journal entries by the following information:							
General Ledger	1.072	▪ Dollar Amounts							
General Ledger	1.073	▪ Receipt Number							
General Ledger	1.074	▪ Description							
General Ledger	1.075	TRANSACTION INQUIRY - System must provide the capability to display both pending (not permanently posted) and encumbrance transaction amounts and descriptions for inquiry or reporting.							
General Ledger	1.076	DISPLAY ALL DETAIL - System must provide the ability to query online an account number (by date and/or account number range) and access all related detail transactions through "drill-down capability", whether stored in the general ledger or another module.							
General Ledger	1.077	ACCOUNT INQUIRY - Provide account number inquiry and display original budget, revised budget, encumbrances, expenditures, and available balance.							
General Ledger	1.078	SEARCHING USING WILDCARDS - The system has the ability to perform wild card search capabilities based on any segment or account description in the City's Chart of Accounts.							
General Ledger	1.079	G/L SEGMENT REPORTING - The system has the ability to generate a report across any segment or group of segments in the chart of accounts.							

Application	Feature Number	Feature / Function / Capability	Standard - Current	Standard - Next	Report Writer	3rd-Party Application	Custom Modification	Not Available	Comments
General Ledger	1.080	G/L COMBINED REPORTING - The system has the ability to generate a report across ranges that are not in sequence (e.g., combine funds that are not in sequence - 600 and 900 accounts.)							
General Ledger	1.081	FISCAL / CALENDAR YEAR REPORTING - Ability to run reports on a fiscal- and calendar-year basis.							
General Ledger	1.082	MULTI-YEAR REPORTS - Ability to generate multi-year reports (e.g., comparison, detail, etc.)							
General Ledger	1.083	HISTORICAL REPORTING - Ability to retain and report on ten historical fiscal years.							
General Ledger	1.084	HISTORICAL MONTHLY REPORTING - Ability to run all financial reports by month across multiple fiscal years.							
General Ledger	1.085	TRANSACTION DETAIL CONTENT - Detail transactions should contain vendor names where applicable; actual transaction date, source document reference, originating source, etc.) and ending balances by any accounting period.							
General Ledger	1.086	GENERAL LEDGER AND BUDGET REPORTING - Provide reporting ability for general ledger and budget reporting on cash and modified accrual basis.							
General Ledger	1.087	ACCESS SECURITY - Ability to restrict a department's inquiry and reporting based on their general ledger account codes only.							
General Ledger	1.088	REPORTING REQUIREMENTS - System must comply with current Generally Accepted Accounting Principles (GAAP), pronouncements of the Governmental Accounting Standards Board (GASB), Illinois state, and federal reporting requirements.							
General Ledger	1.089	ALLOCATION REPORTING - System must provide the capability to post allocations to general ledger and generate report of allocations.							

Application	Feature Number	Feature / Function / Capability	Standard - Current	Standard - Next	Report Writer	3rd-Party Application	Custom Modification	Not Available	Comments
General Ledger	1.090	PROOF AND POSTING REPORTS - System must provide proof and posting reports of cash, payables, payroll, receivables, inventory, and any other sub-ledgers producing automatic journal vouchers and adjusting journal entries prior to posting.							
General Ledger	1.091	BATCH REVIEW AND EDIT - System must provide the capability to review online and edit batches before permanent update.							
General Ledger	1.092	TRIAL BALANCE REPORT - System must provide on-demand Working Trial Balance, Detail Trial Balance, and Summary Trial Balance reports by selected funds.							
General Ledger	1.093	DETAIL AND SUMMARY GENERAL LEDGER - System must provide the ability to query and produce reports of general ledger detail transactions and summary transactions, sorted and summarized by any element(s) within the account number, including budget information.							
General Ledger	1.094	SUMMARY OF PROJECT STATUS REPORT - REVENUE AND EXPENDITURE - System must provide the ability to generate a summary of project status report with project-to-date budgets and actuals. Project detail transactions must be accessible from previous years.							
General Ledger	1.095	SUBSIDIARY RECONCILIATION REPORT - System must provide the ability to generate a subsidiary reconciliation report (e.g., accounts payable, accounts receivable.)							
General Ledger	1.096	FUND REPORTING - System must provide the ability to group selected funds for consolidated reporting.							
General Ledger	1.097	SUMMARY EXPENDITURE REPORT - System must provide the ability to generate a summary expenditure report with ability to sort by any element in the account structure.							
General Ledger	1.098	SUMMARY REVENUE REPORT - System must provide the ability to generate a summary revenue report with ability to sort by any element in chart of accounts.							

Application	Feature Number	Feature / Function / Capability	Standard - Current	Standard - Next	Report Writer	3rd-Party Application	Custom Modification	Not Available	Comments
General Ledger	1.099	DETAIL TRANSACTION EXPENDITURE REPORT - System must provide the ability to generate a detail transaction expenditure report with selected subtotals.							
General Ledger	1.100	DETAIL TRANSACTION REVENUE REPORT - System must provide the ability to generate a detail transaction revenue report with selected subtotals.							
General Ledger	1.101	COMPREHENSIVE ANNUAL FINANCIAL REPORTS (CAFR) - System should provide required comprehensive, formal financial reports.							
General Ledger	1.102	REPORT WRITING TOOL - System should provide a user-friendly financial report writing tool with sample reports to assist users in developing customized reports.							
General Ledger	1.103	INTERFACES AND INTEGRATIONS TO GENERAL LEDGER							
General Ledger	1.104	INTERFACE - WORK ORDER MANAGEMENT AND COST ACCOUNTING - System must provide an integration to an external work order management system, including ability to link work orders to project number in general ledger.							
General Ledger	1.105	INTEGRATION - MAINTENANCE MANAGEMENT - Maintenance Management should provide labor and parts costs to the general ledger.							
General Ledger	1.106	INTEGRATION - FLEET MAINTENANCE - Fleet Maintenance should provide labor and parts costs to the general ledger.							
General Ledger	1.107	IMPORT RECURRING G/L ENTRY - Ability to import Excel recurring journal entries from third-party vendor exported file. Please comment on the acceptable file formats							
General Ledger	1.108	IMPORT G/L ENTRIES - Ability to import G/L entries into the system.							
General Ledger	1.108	IMPORT G/L ENTRIES FROM PAYLOCITY - Ability to import journal entries from Paylocity into the General Ledger (e.g., labor expense distribution for salaries, benefits, and deductions).							

Application	Feature Number	Feature / Function / Capability	Standard - Current	Standard - Next	Report Writer	3rd-Party Application	Custom Modification	Not Available	Comments
General Ledger	1.108	YEAR END ACCRUALS FROM PAYLOCITY - Ability for Paylocity to automatically book payroll accrual for fiscal year-end reporting and budgeting.							
General Ledger	1.108	YEAR END ACCRUAL LIABILITIES FROM PAYLOCITY - Ability for the system to adjust accrual liabilities based on an employee's latest rate at year end, which resides in Paylocity.							
General Ledger	1.109	ACH TRANSACTIONS - ACH transactions to debit customer bank checking accounts automatically for monthly payments.							
General Ledger	1.110	INTERFACE - WORKERS COMP - Workers compensation voucher and check File.							
General Ledger	1.111	INTERFACE - INVESTMENT BANKS - Provide interface to investment banks to allow tracking of investments and monthly-pooled interest allocations (journal entries, daily/monthly statements, wires, transfers.)							
General Ledger	1.112	INTERFACE - SERVICE BANKS - Provide ability to interface to service banks for monthly trustee statements for journal entries; daily and monthly statements, wires, and transfers.							
General Ledger	1.113	INTERFACE - PAYROLL INTEGRATION - Ability to import labor expense distribution (salaries, benefits, and deductions) and reporting into pre-defined G/L account number(s).							
General Ledger	1.114	INTERFACE - PROJECT/GRANT ACCOUNTING - System must provide integration between the general ledger and project/grant accounting.							
General Ledger	1.115	INTEGRATION - ELECTRONIC DOCUMENT MANAGEMENT SYSTEM - The system must integrate with the Village's existing Laserfiche enterprise EDMS system. If your system does not integrate with Laserfiche please describe what other prominent EDMS system(s) you can integrate with or explain the EDMS or content management solution you propose for the Village's use with your system.							
General Ledger	1.116	INTERFACE - MICROSOFT EXCEL EXPORT - Provide for downloading of detail transactions to PC. Vendor to comment on methods of accomplishing for each application.							

Application	Feature Number	Feature / Function / Capability	Standard - Current	Standard - Next	Report Writer	3rd-Party Application	Custom Modification	Not Available	Comments
General Ledger	1.117	INTERFACE - MICROSOFT EXCEL IMPORT - Provide for uploading of detail transactions from PC. Vendor to comment on methods of accomplishing for each application.							

Village of Oswego - Enterprise Information Management System - Feature Function Requirements

Please input a "1" in the appropriate column to the right of the feature/function/capability statement. Further explanations, or information regarding 3rd party software and/or modification costs should also be provided in the comments column and Project Costs worksheet (Appendix G), if applicable. Each "non-title" row (?000) should have only one "1". **Blank rows will be scored as Not Available.**

Legend:

Standard - Current	Available in current software release
Standard - Next Release	Guaranteed available in next release of software
Report Writer	Report Writer function through Standard Reports or Ad Hoc Report Writer
3rd-Party Application	Please estimate general cost estimates in comments not a quote, unless available due to your resell arrangement.
Custom Modification	Custom programming by vendor (not meant to be a set-up configuration that is standard process through implementation. Please estimate general costs in comments (not a quote).
Not Available	Not available in current or next release; interfaced/integrated third-party application or through custom modification.

Application	Feature Number	Feature / Function / Capability	Standard - Current	Standard - Next	Report Writer	3rd-Party Application	Custom Modification	Not Available	Comments
Human Resources									
Human Resources	11.000	HUMAN RESOURCES - GENERAL							
Human Resources	11.001	USER-DEFINED FIELDS - Ability to add unlimited user-defined fields, as needed.							
Human Resources	11.002	EMPLOYEE FIELDS - Provide the ability to maintain and report on employee's current information such as:							
Human Resources	11.003	▪ Employee Number							
Human Resources	11.004	▪ Name (first, middle, last, suffix)							
Human Resources	11.005	▪ Address							
Human Resources	11.006	▪ City							
Human Resources	11.007	▪ County							
Human Resources	11.008	▪ State							
Human Resources	11.009	▪ Zip							
Human Resources	11.010	▪ Home Phone							
Human Resources	11.011	▪ Mobile Phone							
Human Resources	11.012	▪ Email Address							
Human Resources	11.013	▪ Gender							
Human Resources	11.014	▪ Birth Date							
Human Resources	11.015	▪ Marital Status							
Human Resources	11.016	▪ Emergency Contact Information							
Human Resources	11.017	▪ Education Start Date							
Human Resources	11.018	▪ Education End Date							
Human Resources	11.019	▪ Degree (for each)							

Application	Feature Number	Feature / Function / Capability	Standard - Current	Standard - Next	Report Writer	3rd-Party Application	Custom Modification	Not Available	Comments
Human Resources	11.020	▪ School							
Human Resources	11.021	▪ Hire Date							
Human Resources	11.022	▪ Anniversary Date							
Human Resources	11.023	▪ Evaluation Date							
Human Resources	11.024	▪ Status (e.g., active, leave, terminated, full-time, part-time, etc.)							
Human Resources	11.025	▪ Termination Date							
Human Resources	11.026	▪ Home Department							
Human Resources	11.027	▪ Division							
Human Resources	11.028	▪ Supervisor							
Human Resources	11.029	▪ Extension							
Human Resources	11.030	▪ Position Number							
Human Resources	11.031	▪ Position							
Human Resources	11.032	▪ Labor Distributions/Allocations (department splits)							
Human Resources	11.033	▪ Fund							
Human Resources	11.034	▪ Pay Type (hourly vs. salaried)							
Human Resources	11.035	▪ Primary Pay Rate (w/auto calculated pay equivalents)							
Human Resources	11.036	▪ Primary Pay Effective Date							
Human Resources	11.037	▪ Pay Grade							
Human Resources	11.038	▪ Pay Frequency							
Human Resources	11.039	▪ Default Hours Worked Each Week							
Human Resources	11.040	▪ Drivers License Number							
Human Resources	11.041	▪ Federal Exemptions							
Human Resources	11.042	▪ Additional Federal Percentage Amount							
Human Resources	11.043	▪ Additional Federal Dollar Amount							
Human Resources	11.044	▪ State Exemptions							
Human Resources	11.045	▪ Additional State Percentage Amount							
Human Resources	11.046	▪ Additional State Dollar Amount							
Human Resources	11.047	▪ Retirement Plan(s)							
Human Resources	11.048	▪ Time Off hours (e.g., comp Time, sick, vacation ,etc.)							
Human Resources	11.049	POSITION TYPE ID - Provide position type indicator (e.g., temporary, regular, part-time, seasonal, etc.).							
Human Resources	11.050	SALARY DATA - Provide fields to maintain current employee salary data (e.g., annual salary, pay period salary, hourly rate, other types of pay [e.g., acting pay, night shift pay, etc.]).							

Application	Feature Number	Feature / Function / Capability	Standard - Current	Standard - Next	Report Writer	3rd-Party Application	Custom Modification	Not Available	Comments
Human Resources	11.051	UNLIMITED PRIOR YEARS HISTORY - Maintain unlimited prior year's history and effective dates.							
Human Resources	11.052	ELECTRONIC PERSONNEL ACTIONS - Ability to electronically request, approve, and track all personnel actions, such as promotions, salary modifications, transfers, change in status, career incentive, etc..							
Human Resources	11.053	PERSONNEL ACTION FORMS - Ability for department supervisors to submit Personnel Action Forms online and automatically submit to appropriate Human Resource Department staff.							
Human Resources	11.054	COMPANY PROPERTY - Ability to track company property (e.g., vehicles, phones, laptops, etc.) and maintain history.							
Human Resources	11.055	COMPANY PROPERTY - Ability to define company property types (e.g., vehicles, phones, laptops, etc.).							
Human Resources	11.056	NOTES - Ability to add unlimited notes to employee record.							
Human Resources	11.057	ALERTS & AUTO EMAIL - Ability to set reminder alerts on all dates (e.g., birth date, award dates, performance appraisal due date, probationary period expiration date, etc.) and auto-email to anyone (e.g., supervisor).							
Human Resources	11.058	EMPLOYEE ALLOCATIONS - Ability to allocate an employees cost (salary, leave, insurance, taxes, etc.) by percentage to different program/cost centers. The total percentage must equal 100%.							
Human Resources	11.059	EMPLOYEE ALLOCATIONS - Program/Project/Cost Center allocation to be allocation of gross cost including benefits.							
Human Resources	11.060	EMPLOYEE ALLOWANCES - Ability to create and update employee allowances for selected staff members or groups.							
Human Resources	11.061	EMPLOYEE ALLOWANCES WITH DATES - Ability to create and update employee allowances for selected staff members or groups with expiration or renewal dates.							
Human Resources	11.062	TOTAL COMPENSATION REPORT - Provide total compensation report, including all pay, cost of benefits, including reimbursements to and by employees for a chosen period.							

Application	Feature Number	Feature / Function / Capability	Standard - Current	Standard - Next	Report Writer	3rd-Party Application	Custom Modification	Not Available	Comments
Human Resources	11.063	SALARY RANGE BY LEVEL - Track salary each level ranges (e.g., low, mid, and high points).							
Human Resources	11.064	SALARY CHANGES - Track salary changes (e.g., COLA increase - contract, longevity, step, annual review 0-5% general list within range, etc.).							
Human Resources	11.065	POSITION CONTROL							
Human Resources	11.066	HISTORY - Ability to see who has held position in the past.							
Human Resources	11.067	CURRENT CONTROL - Ability to see who holds the position now.							
Human Resources	11.068	POSITION REQUIREMENTS - Ability to set requirements for all positions, including required physical, drug, and work screenings which will populate the new employee record.							
Human Resources	11.069	OPEN POSITIONS - Ability to report how long a position has been open.							
Human Resources	11.070	OPEN POSITION COSTS - Ability to report all costs associated with open position.							
Human Resources	11.071	OPEN AVAILABILITY - Ability to report number of times a position has been open.							
Human Resources	11.072	POSITION ACTIVITY BY DEPARTMENT - Ability to report on position activity by department and division.							
Human Resources	11.073	NEW POSITION APPROVALS - Must have an approval process to create a new position.							
Human Resources	11.074	POSITION CHANGE NOTES - Track notes for each position change.							
Human Resources	11.075	POSITION NUMBERS - Ability to assign all new hires to a valid position number.							
Human Resources	11.076	POSITION NUMBERS - Ability to assign a 10-position code number (Program - 3 digits, Job Classification - 4 digits, Counter - 3 digits).							
Human Resources	11.077	INACTIVATE POSITION - Provide the ability to inactivate or delete a position while keeping employee classification history.							

Application	Feature Number	Feature / Function / Capability	Standard - Current	Standard - Next	Report Writer	3rd-Party Application	Custom Modification	Not Available	Comments
Human Resources	11.078	POSITION CHANGE WORKFLOW - Ability to notify user-defined department employees when changes in personnel occur (e.g., IT for passwords, payroll and prior departments, demographic changes, etc.).							
Human Resources	11.079	INQUIRY - Ability to inquire by job title or position number resulting in a display of employees that are filling the position.							
Human Resources	11.080	UNLIMITED USER-DEFINED POSITION INFO - Provide a classification system with rules that ensure proper enrollment with unlimited user-defined position titles, position numbers, benefits and unlimited pay step ranges per classification.							
Human Resources	11.081	POSITION HISTORY - Provide position history showing employees filling position, title change, reclassification, transfer of the position to another department, initiation, elimination, and related dates.							
Human Resources	11.082	POSITION EFFECTIVE DATES - Ability to assign effective date ranges to individuals entering and exiting positions.							
Human Resources	11.083	POSITION TRACKING - Provide a report showing department position number and status (filled, not filled).							
Human Resources	11.084	POSITION REPORTING - Ability to generate a periodic position department control report showing authorized, filled, and vacant by department and classification.							
Human Resources	11.085	APPLICANT TRACKING							
Human Resources	11.086	ONLINE APPLICANT TRACKING - Ability to post open positions online and accept online job applications.							
Human Resources	11.087	ONLINE APPLICANT TRACKING - Ability to provide notifications and letters to job applicants.							
Human Resources	11.088	NEW HIRES & TERMINATIONS - Ability to track new hires and terminations with user-defined fields.							
Human Resources	11.089	NEW HIRE TRACKING - Ability to track all new hire requirements and their completion dates (e.g., orientation class).							
Human Resources	11.090	TERMINATION CAUSE & DATE - Provide for entry of termination information (reason and date).							

Application	Feature Number	Feature / Function / Capability	Standard - Current	Standard - Next	Report Writer	3rd-Party Application	Custom Modification	Not Available	Comments
Human Resources	11.091	GRIEVANCE TRACKING - Ability to track grievance status, including employee ID, employee full name, title, grievance number, type, sub-type, steps with dates, notes, meetings, arbitration dates, settlement type, department, etc..							
Human Resources	11.092	DISCIPLINARY COMPLAINTS - Ability to track disciplinary complaints and report based on explanation, position, employee, supervisor involved, etc..							
Human Resources	11.093	DISCIPLINARY ACTIONS - Ability to track disciplinary actions and report based on explanation, position, employee, supervisor involved, suspension date, etc..							
Human Resources	11.094	DISCIPLINARY ATTACHMENTS - Provide ability to attach files or scan documents and attach to disciplinary records.							
Human Resources	11.095	EMPLOYEE INCIDENT REPORTING - Track employee incidents (i.e., accidents, injuries, asset loss, etc.).							
Human Resources	11.096	ATTACHMENTS - Ability to link document images to employee records for photos, I-9 forms, licenses and certificates.							
Human Resources	11.097	CUSTOM LETTERS & FORMS - Ability to create custom letters and forms (i.e., anniversary letters, birthday letters, probationary period reached letters, etc.).							
Human Resources	11.098	HIERARCHY LEVEL SECURITY - Ability to set security and drill-down levels so that a manager can have access to their staffs' general information, but not to specified fields (i.e., no access to social security numbers or other protected information).							
Human Resources	11.099	NEW POLICY REVIEWS - Ability to track policy reviews and acceptance.							
Human Resources	11.100	RENEWAL DATES - Ability to track management personnel contract renewal dates.							
Human Resources	11.101	MOU TRACKING - Ability to track history of Memorandum of Understanding (MOU) compensation and benefit plans by group.							
Human Resources	11.102	AUDIT TRAILS - Provide audit trails for every change made to data in the system.							

Application	Feature Number	Feature / Function / Capability	Standard - Current	Standard - Next	Report Writer	3rd-Party Application	Custom Modification	Not Available	Comments
Human Resources	11.103	REPORTING - Ability to generate a detailed position control report showing name, budgetary unit, accounting fund, and general ledger account number.							
Human Resources	11.104	REPORTING - Ability to generate a personnel action change summary report by type and department.							
Human Resources	11.105	ACCRUAL HOURS REPORT - Provide reporting of employee vacation, sick, compensation, administrative, and holiday hour balances available.							
Human Resources	11.106	EMPLOYEE HISTORY - Ability to track all employee historical information (e.g., salary dates, promotion dates, benefits, evaluation rating, etc.).							
Human Resources	11.107	GASB 45 - CENSUS REPORT - Ability to provide GASB 45 census report (employee birthday, sex, marital status, etc.)							
Human Resources	11.108	BENEFITS							
Human Resources	11.109	TRACK LONG-TERM LEAVE - Tracking and reporting of long-term leave (e.g., family and medical leave, maternity leave, time off without pay), and reason for leave without pay.							
Human Resources	11.110	ANNUAL LEAVE BANK - Track annual leave bank based on years of service and associated hours earned per pay period.							
Human Resources	11.111	ANNUAL LEAVE REIMBURSABLE - Ability to pay out accumulated annual leave benefit upon termination.							
Human Resources	11.112	SICK LEAVE UNREIMBURSABLE - Ability to restrict sick leave payout upon termination.							
Human Resources	11.113	SICK LEAVE & RETIREMENT BALANCE - Ability to add sick leave balance to time served for retirement benefit.							
Human Resources	11.114	PART TIME ACCRUALS - Ability to prorate part-time accruals by actual hours worked if consistently at a minimum of 30 hours per week.							
Human Resources	11.115	FISCAL & CALENDAR YEAR BENEFITS - Ability to track, accrue, and calculate benefits/supplements that are based on fiscal year schedules in addition to other benefits/supplements that are calculated based on a calendar year schedule.							

Application	Feature Number	Feature / Function / Capability	Standard - Current	Standard - Next	Report Writer	3rd-Party Application	Custom Modification	Not Available	Comments
Human Resources	11.116	MULTIPLE BENEFIT PLANS - Ability to have multiple benefit plans.							
Human Resources	11.117	BENEFIT INFORMATION - Capture and track all benefit information for multiple plans and tiers such as, but not limited to:							
Human Resources	11.118	▪ Employee Name							
Human Resources	11.119	▪ Social Security Number							
Human Resources	11.120	▪ Date of Birth							
Human Resources	11.121	▪ Spouse Name							
Human Resources	11.122	▪ Spouse Date of Birth							
Human Resources	11.123	▪ Spouse Social Security Number							
Human Resources	11.124	▪ Dependents Names							
Human Resources	11.125	▪ Dependents Dates of Birth							
Human Resources	11.126	▪ Dependents Social Security Number							
Human Resources	11.127	▪ Insurance Plans							
Human Resources	11.128	▪ Type of Coverage (e.g., employee only, employee plus one dependent, employee plus family, etc.)							
Human Resources	11.129	▪ COBRA Insurance Premium							
Human Resources	11.130	▪ Amount of Reimbursements to Employees							
Human Resources	11.131	▪ Benefit Deduction Amounts							
Human Resources	11.132	COST OF BENEFITS - Provide the ability to calculate the cost of benefits (employer and employee) based on current or anticipated changes in costs.							
Human Resources	11.133	MULTIPLE COMPENSATION BANKS - Ability to track different types of compensation banks for each employee (e.g., night shift hours, day shift hours, acting hours, overtime hours, etc.).							
Human Resources	11.134	DEFERRED COMPENSATION MATCH - Need ability to calculate a deferred compensation match based upon employee group, rate of pay, and years of service.							
Human Resources	11.135	ACCRUAL FLAG - Prevent an employee from accruing certain hours until having been hired for a user-defined period (e.g. no vacation accrual for the first year).							

Application	Feature Number	Feature / Function / Capability	Standard - Current	Standard - Next	Report Writer	3rd-Party Application	Custom Modification	Not Available	Comments
Human Resources	11.136	MAX ACCRUAL FLAG - Provide a flag or notification when an employees accrual (sick, vacation, etc.) has reached their maximum.							
Human Resources	11.137	YTD LEAVE USE & ACCRUAL - Ability to inquire online and generate reports detailing employee leave balance, accrual, use patterns on a cumulative calendar/fiscal YTD basis.							
Human Resources	11.138	COMPARE LEAVE USE & ACCRUAL - Ability to compare employee leave balance, accrual, and use patterns to the same period in prior year.							
Human Resources	11.139	LEAVE ACCRUAL STORAGE - Ability to store leave accrual and balances for a user-defined period of time.							
Human Resources	11.140	BENEFIT TRACKING - Ability to track the following information per employee:							
Human Resources	11.141	▪ Pension/Retirement Plans							
Human Resources	11.142	▪ Health, Dental and Vision Insurance							
Human Resources	11.143	▪ Life Insurance							
Human Resources	11.144	▪ Disability Insurance							
Human Resources	11.145	MULTIPLE LEAVE DESIGNATIONS - Ability to have unlimited leave designations.							
Human Resources	11.146	PAID LEAVE BENEFIT TRACKING - Ability to track the following information per employee:							
Human Resources	11.147	▪ Annual Leave							
Human Resources	11.148	▪ Holiday Pay							
Human Resources	11.149	▪ Emergency Leave							
Human Resources	11.150	▪ Family Medical Leave (FMLA)							
Human Resources	11.151	▪ Funeral/Bereavement Leave							
Human Resources	11.152	▪ Jury Duty							
Human Resources	11.153	▪ Military Leave							
Human Resources	11.154	▪ Work Injury Leave							
Human Resources	11.155	LEAVE BENEFIT - Ability for system to determine leave time benefit based on adjusted service date.							
Human Resources	11.156	BENEFIT COSTS ONLINE - Provide online view of benefit costs by benefit group, employee classification, department, etc..							

Application	Feature Number	Feature / Function / Capability	Standard - Current	Standard - Next	Report Writer	3rd-Party Application	Custom Modification	Not Available	Comments
Human Resources	11.157	MASS UPDATE - Ability to mass-update benefit plans (e.g., enrollment dates, and/or premium rates) based on annual open enrollment or, on an ad hoc basis.							
Human Resources	11.158	LENGTH OF SERVICE - Ability for system to automatically calculate the employee's length of service.							
Human Resources	11.159	PLAN INFORMATION - Ability to maintain and track:							
Human Resources	11.160	▪ Group number							
Human Resources	11.161	▪ Policy numbers							
Human Resources	11.162	▪ Addresses of outside agencies							
Human Resources	11.163	▪ Plan names							
Human Resources	11.164	▪ Plan descriptions							
Human Resources	11.165	▪ Plan dates							
Human Resources	11.166	▪ Plan years							
Human Resources	11.167	RULES BY EMPLOYEE CLASS - Ability to define benefit plan rules by employee group.							
Human Resources	11.168	RATE TABLES & CALC RULES - Ability to maintain rate tables and calculation rules.							
Human Resources	11.169	SPLIT COSTS TO DIVISION/PROGRAM - Ability to support and track both employee and employer benefit costs and allocate those cost to follow employee division and/or program/project splits.							
Human Resources	11.170	DEPENDENT TRACKING - Ability to track dependents for each employee, including whether or not they are full-time students.							
Human Resources	11.171	DEPENDENT TRACKING - Ability to track each benefit by specific dependent as they may be different within a family.							
Human Resources	11.172	HIPPA SECURITIES - System should have appropriate securities in place to avoid HIPPA violations (e.g., disclosure, reporting, inquires of confidential information, etc.).							
Human Resources	11.173	HIPPA SECURITIES - Ability to restrict information by fields or screen for HIPPA compliance.							
Human Resources	11.174	REPORTS MAIL MERGE - Ability to mail merge queried reports with standard template letters.							

Application	Feature Number	Feature / Function / Capability	Standard - Current	Standard - Next	Report Writer	3rd-Party Application	Custom Modification	Not Available	Comments
Human Resources	11.175	DEFERRED COMPENSATION REPORT - Weekly reporting of deferred compensation plans or retirement health savings.							
Human Resources	11.176	EMPLOYEE SELF-SERVICE							
Human Resources	11.177	WEB-BASED - Provide a Web-based employee self service module accessible through standard system user access or via the internet. Have employee and manager level user control options.							
Human Resources	11.178	EMPLOYEE & DEPENDENT INFORMATION UPDATES - Ability to change address, phone, emergency contacts, etc., for employee and dependents.							
Human Resources	11.179	BENEFIT ENROLLMENT AND INQUIRY - Allow employees to enroll and manage benefits (e.g., health insurance) via the Web from either work or home.							
Human Resources	11.180	HR RESOURCES - Provide the ability to download and print Human Resources Department-related forms.							
Human Resources	11.181	REQUEST LEAVE ONLINE - Ability to request leave online with supervisor ability to approve.							
Human Resources	11.182	HEALTH INS COVERAGE - Provide the ability for employees to review their health insurance coverage via the Web from either work or home.							
Human Resources	11.183	ONLINE PAY STUB HISTORY - Ability for employees to lookup historical pay stub information online.							
Human Resources	11.184	PRINT W-2s - Provide the ability for employees to print W-2's via the Web from either work or home.							
Human Resources	11.185	PRINT BENEFIT STATEMENTS - Provide the ability for employees to view and print benefits in a statement format via the Web from either work or home.							
Human Resources	11.186	SECURITY - Ability to set security levels for employees to be able to view and only change certain fields (e.g., address).							

Application	Feature Number	Feature / Function / Capability	Standard - Current	Standard - Next	Report Writer	3rd-Party Application	Custom Modification	Not Available	Comments
Human Resources	11.187	APPROVALS - Ability for Human Resources Department staff to approve changes employees make to user specified fields (i.e., address, leave, vacations). Allow routing to an individual or group of individuals for substitution or escalation approvals, if request not approved within time guidelines. Provide notification of actions to be sent via email.							
Human Resources	11.188	TIME RECORDS - Ability for everyone to view and enter their own time records online. Allow external time sheet usage with entry into the system to be at the employee or department level.							
Human Resources	11.189	LEAVE/ACCRUAL REPORTS - Ability for employee to view & print their own leave/accrual reports.							
Human Resources	11.190	VALID LEAVE CODES - Ability to determine if a person can use a benefited leave code, based on policy, user-definable.							
Human Resources	11.191	HEALTH INSURANCE/COBRA							
Human Resources	11.192	DEPENDENT INFORMATION - Provide the ability to maintain and report on dependent information such as:							
Human Resources	11.193	▪ Name							
Human Resources	11.194	▪ Address							
Human Resources	11.195	▪ Gender							
Human Resources	11.196	▪ Relationship							
Human Resources	11.197	▪ Birth Date							
Human Resources	11.198	▪ Other Insurance							
Human Resources	11.199	▪ Name of Company							
Human Resources	11.200	▪ Student Status							
Human Resources	11.201	▪ Military Status							
Human Resources	11.202	COST COMPARISONS - Ability to view cost (per pay check) comparison scenarios (i.e., eligible employee only vs. family coverage) online.							
Human Resources	11.203	ELIGIBILITY NOTIFICATIONS - Ability to automatically generate notices/letters of eligibility.							
Human Resources	11.204	CUSTOM ENROLLMENT FORMS - Ability to customize enrollment forms.							

Application	Feature Number	Feature / Function / Capability	Standard - Current	Standard - Next	Report Writer	3rd-Party Application	Custom Modification	Not Available	Comments
Human Resources	11.205	PENDING ENROLLMENTS & CHANGES - Ability to manage pending enrollments (including open enrollment) and changes.							
Human Resources	11.206	DEPENDENT ENROLLMENT REPORT - Ability to generate benefit enrollment dependent report.							
Human Resources	11.207	TERMINATION RULES - Ability to maintain rules for termination of employee coverage.							
Human Resources	11.208	RETROACTIVE DEDUCTIONS - Ability to automatically calculate retroactive deductions.							
Human Resources	11.209	PRE- & POST-TAX DEDUCTIONS - Ability to define plan deductions as both pre-tax and post-tax.							
Human Resources	11.210	ANNUAL STATEMENT OF BENEFITS - Ability to produce an "Annual Statement of Benefits" for each employee.							
Human Resources	11.211	EMPLOYEE & EMPLOYER PREMIUM REPORT - Provide a report that shows the premiums by employee and employer.							
Human Resources	11.212	ELIGIBLE FOR COVERAGE REPORT - Provide a report that shows when an employee becomes eligible for coverage and enrollment.							
Human Resources	11.213	COBRA - Ability to collect and track benefit payments for COBRA participants according to current requirements.							
Human Resources	11.214	COBRA - Provide COBRA capabilities to notify employees and dependents and process enrollments.							
Human Resources	11.215	COBRA - Track COBRA administration and premium collection.							
Human Resources	11.216	COBRA - Ability to track COBRA insurance coverage for qualified beneficiaries.							
Human Resources	11.217	FMLA							
Human Resources	11.218	BENEFIT PAYMENTS - Ability to collect and track benefit payments for FMLA participants according to current requirements.							
Human Resources	11.219	ELIGIBILITY - Ability to determine eligibility for FMLA.							
Human Resources	11.220	LEAVE TRACKING - Ability to track all leave on a rolling or user-defined calendar basis.							

Application	Feature Number	Feature / Function / Capability	Standard - Current	Standard - Next	Report Writer	3rd-Party Application	Custom Modification	Not Available	Comments
Human Resources	11.221	USER DEFINED FORMS - Ability to track when user defined forms are sent to the employee and when they are due back.							
Human Resources	11.222	DATA - Ability to track the following FMLA data elements:							
Human Resources	11.223	▪ Date FMLA requested							
Human Resources	11.224	▪ Reason for FMLA							
Human Resources	11.225	▪ History of when taken							
Human Resources	11.226	▪ Date due to return							
Human Resources	11.227	▪ Follow up notes/contacts							
Human Resources	11.228	▪ Doctor's note returned							
Human Resources	11.229	▪ Date doctor's note returned							
Human Resources	11.230	NOTIFICATIONS - Automatically generated letters with the date each is generated:							
Human Resources	11.231	▪ Approval letter							
Human Resources	11.232	▪ Rejection letter							
Human Resources	11.233	▪ Provisional letter							
Human Resources	11.234	▪ 2nd notification letter							
Human Resources	11.235	▪ Workers' Comp-related letter							
Human Resources	11.236	▪ Expiration letter							
Human Resources	11.237	▪ Owe for insurance/retirement letter							
Human Resources	11.238	ON LEAVE REPORT - Ability to report on who is out, when, and why, including the following fields:							
Human Resources	11.239	▪ Employee name (last, first)							
Human Resources	11.240	▪ Hire date							
Human Resources	11.241	▪ Date leave began							
Human Resources	11.242	▪ Estimated return to work date							
Human Resources	11.243	▪ Actual return to work date							
Human Resources	11.244	▪ Date leave expires							
Human Resources	11.245	▪ Reason/Leave							
Human Resources	11.246	▪ Termination date							

Application	Feature Number	Feature / Function / Capability	Standard - Current	Standard - Next	Report Writer	3rd-Party Application	Custom Modification	Not Available	Comments
Human Resources	11.247	WORKERS' COMPENSATION							
Human Resources	11.248	TRACK BY EMPLOYEE - Track hours and related dollars for workers compensation time off by employee.							
Human Resources	11.249	TRACK BY INJURY - Track hours and related dollars for Workers' Compensation related to personnel time off, by injury.							
Human Resources	11.250	DATA - Ability to track and report on the following data relating to accidents and injuries:							
Human Resources	11.251	▪ Workers' Comp Code							
Human Resources	11.252	▪ Date of injury							
Human Resources	11.253	▪ Time of injury							
Human Resources	11.254	▪ Type of injury							
Human Resources	11.255	▪ Explanation (unlimited text)							
Human Resources	11.256	▪ Body part injured							
Human Resources	11.257	▪ Geographic location (unlimited text)							
Human Resources	11.258	▪ Description of accident (unlimited text)							
Human Resources	11.259	▪ Description of medical care (unlimited text)							
Human Resources	11.260	▪ Name of medical facility							
Human Resources	11.261	▪ Address							
Human Resources	11.262	▪ Phone Number							
Human Resources	11.263	▪ Name of doctor							
Human Resources	11.264	▪ Dates seen							
Human Resources	11.265	▪ Days lost							
Human Resources	11.266	▪ Type of equipment involved							
Human Resources	11.267	▪ Witnesses and contact information							
Human Resources	11.268	▪ Cause of injury (unlimited text)							
Human Resources	11.269	▪ 1st aid only (yes/no)							
Human Resources	11.270	▪ Explain (unlimited text)							
Human Resources	11.271	▪ Date of claim							
Human Resources	11.272	▪ Status of claim							
Human Resources	11.273	▪ New review							
Human Resources	11.274	▪ Disposition of claim							
Human Resources	11.275	▪ Claim amount							
Human Resources	11.276	▪ Amount of loss							
Human Resources	11.277	▪ Case number							

Application	Feature Number	Feature / Function / Capability	Standard - Current	Standard - Next	Report Writer	3rd-Party Application	Custom Modification	Not Available	Comments
Human Resources	11.278	▪ Adjuster							
Human Resources	11.279	▪ Fatality (yes/no)							
Human Resources	11.280	▪ Date reported to supervisor							
Human Resources	11.281	▪ Misc. Notes							
Human Resources	11.282	WORKFLOW - Ability to track and notify user-defined departments at user-defined time frames using the following steps:							
Human Resources	11.283	▪ Job injury charged							
Human Resources	11.284	▪ Dates and number of hours to be charged							
Human Resources	11.285	▪ Total hours of sick or other eligible leave							
Human Resources	11.286	▪ Date employee returned to work							
Human Resources	11.287	▪ 14-day exhaustion notice/alert							
Human Resources	11.288	STATUS FIELD - Ability to track job injury status as (1) No Pay or (2) Use Other Leave.							
Human Resources	11.289	SELECTION FIELDS - Workers' Comp report selection fields: Date leave began, from and to date.							
Human Resources	11.290	REPORTING - Workers' Comp report including the following fields:							
Human Resources	11.291	▪ Employee Name (last, first)							
Human Resources	11.292	▪ Hire date							
Human Resources	11.293	▪ Date of injury							
Human Resources	11.294	▪ Date leave began (allow multiples)							
Human Resources	11.295	▪ Return to work date (allow multiples)							
Human Resources	11.296	▪ Reason / Injury							
Human Resources	11.297	▪ Restricted duty date							
Human Resources	11.298	ADJUSTMENTS & AUDIT TRAIL - Ability to adjust accrual balances (within security constraints) when sick, vacation, or administrative leaves are replaced by Worker's Compensation, including an audit trail of adjustments.							

Application	Feature Number	Feature / Function / Capability	Standard - Current	Standard - Next	Report Writer	3rd-Party Application	Custom Modification	Not Available	Comments
Human Resources	11.299	PERFORMANCE EVALUATIONS							
Human Resources	11.300	PERFORMANCE REVIEW CRITERIA - Ability to track and report on annual performance evaluations which use performance ratings (e.g., exceeds, meets, needs improvement, unacceptable) on individual items in grouped sections (e.g., goals & objectives, core competencies, etc.) with totals per section and an overall total performance rating.							
Human Resources	11.301	PERFORMANCE REVIEW ITERATIONS - Ability to maintain performance review information, including, but not limited to, the review period starting and ending dates, ratings, reason code for the review, current salary or step, and classification in which the employee was working during the review period.							
Human Resources	11.302	ONLINE WORKFLOW - Ability to conduct employee pay for performance reviews online with workflow between multiple authorized personnel.							
Human Resources	11.303	EVALUATION ATTACHMENTS - Ability to attach unlimited documents to the evaluation record.							
Human Resources	11.304	PRINT BY DIVISION - Print out employee reviews due by division.							
Human Resources	11.305	DEFINE SCHEDULE - Ability to define employee review schedule.							
Human Resources	11.306	PAST DUE NOTIFICATION - Provide a report/electronic message of employee reviews that are past due according to a user-specified time period.							
Human Resources	11.307	ANNUAL EVALUATION DATE - Ability to track an annual evaluation date separate from other dates, which can change based upon future position promotions.							
Human Resources	11.308	PERFORMANCE EVALUATION TRACKING - Ability to track and notify evaluators of performance evaluation due dates.							
Human Resources	11.309	PERFORMANCE EVALUATION TRACKING - Ability to track evaluation results (e.g., score, average scores, date, increase, etc.) and status.							

Application	Feature Number	Feature / Function / Capability	Standard - Current	Standard - Next	Report Writer	3rd-Party Application	Custom Modification	Not Available	Comments
Human Resources	11.310	MERIT PAY - Ability to apply a retro back pay date to begin new annual merit pay.							
Human Resources	11.311	MERIT PAY - Ability to generate a notification when an employee will received merit pay, but whose classification group was reduced.							
Human Resources	11.312	MASS PAY CHANGE - Ability to mass change percentage pay increases.							
Human Resources	11.313	MASS PAY CHANGE - Ability to exclude some employees from mass percentage pay increases.							
Human Resources	11.314	MERIT INCREASES - Ability to track, report, and adjust pay rates based upon merit percentage derived from the annual performance evaluation, which uses performance ratings (exceeds, meets, needs improvement, unacceptable) tied to a percentage increase.							
Human Resources	11.315	REPORT BY - Ability to report on all performance evaluation data, including all evaluations (i.e., ratings by section and in total, by Division and by Program).							
Human Resources	11.316	TRAINING & CERTIFICATION							
Human Resources	11.317	TRAINING ATTENDANCE - Ability to track training dates and attendance.							
Human Resources	11.318	EMPLOYEE EVENT TRACKING - Ability to scheduling, track and manage employee events.							
Human Resources	11.319	TRACK COMPLETIONS - Track courses completed by each employee. Allow inclusion of past training & certifications.							
Human Resources	11.320	TRACK DRIVER STATUS - Track driver records and license expirations.							
Human Resources	11.321	TRAINING STATISTICS - Ability to summarize and print training statistics within a date range, such as the number of courses, number of attendees by course, number of no-shows by course, instructor qualifications, etc.							
Human Resources	11.322	ATTENDANCE REQUIREMENTS BY EMPLOYEE GROUP - Ability to define course attendance requirements by an employee group.							

Application	Feature Number	Feature / Function / Capability	Standard - Current	Standard - Next	Report Writer	3rd-Party Application	Custom Modification	Not Available	Comments
Human Resources	11.323	NEW REQUIREMENTS - Ability for system to update new training requirements at the employee level when a new requirement is added to an employee group.							
Human Resources	11.324	OVERDUE REPORT - Ability to produce a "Training Overdue" report by department (full-time, part-time, substitute employee), name, and title.							
Human Resources	11.325	PAST DUE ALERTS - Automated email alerts to supervisors for employees upcoming and past due training and certification requirements.							
Human Resources	11.326	CERTIFICATION RENEWAL REQUIREMENTS - Ability to track requirements for certification renewal by certificate type and employee.							
Human Resources	11.327	RECERTIFICATION RENEWAL NOTICE - Ability to send a Certification Renewal Notice to employees and supervisors requiring recertification with agency defined notification periods.							
Human Resources	11.328	EXPIRED CERTIFICATION REPORT - Expired education/certification report by department, name, title, and due date.							
Human Resources	11.329	MANDATORY CLASS TRACKING - Ability to track and report attendance for position-specific and mandatory classes.							
Human Resources	11.330	TRACKING COSTS - Track costs associated with training classes.							
Human Resources	11.331	STIPENDS - Ability to track stipends for certain certifications (i.e., water license for Public Works employee).							
Human Resources	11.332	INTEGRATION							
Human Resources	11.333	INTEGRATION - ACCOUNTS PAYABLE - Human Resources should be integrated with Accounts Payable for benefit and balance due payment requests.							
Human Resources	11.334	INTEGRATION - ACCOUNTS RECEIVABLE - Human Resources should be integrated with Accounts Receivable to allow billing of related insurance premiums and other recoverables (i.e., employee on leave of absence or retirees).							

Application	Feature Number	Feature / Function / Capability	Standard - Current	Standard - Next	Report Writer	3rd-Party Application	Custom Modification	Not Available	Comments
Human Resources	11.335	INTEGRATION - NOVAtime - Ability to provide bi-directional integration between NOVAtime and the Human Resources module.							
Human Resources	11.336	INTEGRATION - WORKTERRA - Ability to integrate with WorkTerra for benefit enrollments and administration.							
Human Resources	11.337	INTEGRATION - PAYLOCITY - Ability to integrate with Paylocity in order to reflect changes made to employee information (e.g., change in pay rate, annual increases, etc.)							
Human Resources	11.338	INTEGRATION - ELECTRONIC DOCUMENT MANAGEMENT SYSTEM - The system must integrate with the Village's existing Laserfiche enterprise EDMS system. If your system does not integrate with Laserfiche please describe what other prominent EDMS system(s) you can integrate with or explain the EDMS or content management solution you propose for the Village's use with your system.							
Human Resources	11.339	INTEGRATION - BUDGETING - Provide for integration with budget preparation.							

Village of Oswego - Enterprise Information Management System - Feature Function Requirements

Please input a "1" in the appropriate column to the right of the feature/function/capability statement. Further explanations, or information regarding 3rd party software and/or modification costs should also be provided in the comments column and Project Costs worksheet (Appendix G), if applicable. Each "non-title" row (?000) should have only one "1". **Blank rows will be scored as Not Available.**

Legend:

Standard - Current	Available in current software release
Standard - Next Release	Guaranteed available in next release of software
Report Writer	Report Writer function through Standard Reports or Ad Hoc Report Writer
3rd-Party Application	Please estimate general cost estimates in comments not a quote, unless available due to your resell arrangement.
Custom Modification	Custom programming by vendor (not meant to be a set-up configuration that is standard process through implementation. Please estimate general costs in comments (not a quote).
Not Available	Not available in current or next release; interfaced/integrated third-party application or through custom modification.

Application	Feature Number	Feature / Function / Capability	Standard - Current	Standard - Next	Report Writer	3rd-Party Application	Custom Modification	Not Available	Comments
Utility Billing / Customer Information System									
Utility Billing / CIS	15.000	CUSTOMER SERVICE REQUIREMENTS							
Utility Billing / CIS	15.001	CUSTOMER MASTER RECORD FIELDS - Provide integrated customer master records to be shared, at a minimum, by Accounts Receivable, Payroll, Planning, Permitting, and Utility Billing.							
Utility Billing / CIS	15.002	CUSTOMER MASTER RECORD FIELDS - Include, at a minimum, the following fields for a Customer Master Record fields:							
Utility Billing / CIS	15.003	▪ Account Number							
Utility Billing / CIS	15.004	▪ Alternate Account Number							
Utility Billing / CIS	15.005	▪ Parcel ID							
Utility Billing / CIS	15.006	▪ Customer Name							
Utility Billing / CIS	15.007	▪ Address							
Utility Billing / CIS	15.008	▪ Account Status							
Utility Billing / CIS	15.009	▪ Bill Cycle							
Utility Billing / CIS	15.010	▪ Route							
Utility Billing / CIS	15.011	▪ Meter Read							
Utility Billing / CIS	15.012	▪ Customer Type (Owner, Tenant)							
Utility Billing / CIS	15.013	▪ Bill Class Code (e.g. Senior, regular, etc.)							
Utility Billing / CIS	15.014	▪ Customer Sub-Type (e.g. Senior, regular, etc.)							
Utility Billing / CIS	15.015	▪ Service Start Date							

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Utility Billing / CIS	15.016	▪ Physical Address							
Utility Billing / CIS	15.017	▪ Bill-to-Address							
Utility Billing / CIS	15.018	▪ Phone Number (e.g. Home, Work)							
Utility Billing / CIS	15.019	▪ E-mail Address							
Utility Billing / CIS	15.020	▪ Last 4 digits of Social Security Number							
Utility Billing / CIS	15.021	▪ Spouse Name							
Utility Billing / CIS	15.022	▪ Number of Units							
Utility Billing / CIS	15.023	▪ Number of Occupants							
Utility Billing / CIS	15.024	▪ First Bill Date							
Utility Billing / CIS	15.025	▪ Last Bill Date							
Utility Billing / CIS	15.026	▪ Current Bill Amount							
Utility Billing / CIS	15.027	▪ Current Penalties							
Utility Billing / CIS	15.028	▪ Prior Bill Amount							
Utility Billing / CIS	15.029	▪ Hazard Codes							
Utility Billing / CIS	15.030	▪ Location Codes							
Utility Billing / CIS	15.031	MULTIPLE SERVICE ADDRESSES - Ability to track multiple service addresses per single customer (e.g. multi-family, commercial shopping center.)							
Utility Billing / CIS	15.032	CONTACT & PROPERTY NOTES - Ability to maintain notes for both customer contacts and properties, including date and assigned type or category of call.							
Utility Billing / CIS	15.033	CUSTOMER ACCOUNTS STRUCTURE - System must provide a user-defined customer account structure (numeric) consisting of cycle/route/address (10 digits) and tenant code (2 digits).							
Utility Billing / CIS	15.034	USER-DEFINED FIELDS - Ability to create unlimited user-defined fields. Please comment on capabilities and/or limitations in the comment field.							

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Utility Billing / CIS	15.035	CUSTOMER ACCOUNT INQUIRY SEARCHING - Ability to inquire into customer account information by entering the following:							
Utility Billing / CIS	15.036	▪ Account number							
Utility Billing / CIS	15.037	▪ Account name (occupant or owner, first, last)							
Utility Billing / CIS	15.038	▪ Phone number							
Utility Billing / CIS	15.039	▪ Street address							
Utility Billing / CIS	15.040	▪ Meter ID							
Utility Billing / CIS	15.041	▪ Old account number							
Utility Billing / CIS	15.042	ON-LINE DRILL DOWN CAPABILITIES - "Drill down" from a summary level to the detail transactions that created it.							
Utility Billing / CIS	15.043	ATTACHMENTS - Ability to attach document files, digital pictures, and email communication to the customer or location.							
Utility Billing / CIS	15.044	SPECIAL ALERTS - Ability to generate special alerts at the customer master level (e.g., no checks, council members, employees, medical hardship do not shut-off, etc.)							
Utility Billing / CIS	15.045	DISTINGUISH FROM OCCUPANT AND OWNER - Ability to maintain owner data where the owner is not the occupant.							
Utility Billing / CIS	15.046	CUSTOMER ACCOUNT MESSAGE ENTRY - Ability to enter unlimited miscellaneous comments at the customer level.							
Utility Billing / CIS	15.047	REVERT BILL TO OWNER - Need system to automatically revert back to the property owner upon final bill of a tenant when new service has not yet been requested by a new tenant.							
Utility Billing / CIS	15.048	CUSTOMER BILLING IDENTIFICATION - Provide the ability to maintain billing address separate from service addresses.							
Utility Billing / CIS	15.049	CUSTOMER ACCOUNT AUDIT TRAILS - Ability to track, inquire, and print all transactions for customer accounts, including bills, usage, service orders, cash receipts, penalties, shut-offs, and turn-on's showing user ID, date, time, PC, screen or batch transaction ID.							

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Utility Billing / CIS	15.050	RESTRICTED USER ACCESS TO SPECIFIC TRANSACTIONS - Restrict access to system features and restrict specific transaction processing to designated, authorized personnel, by user, by function.							
Utility Billing / CIS	15.051	CASH OR CREDIT ONLY ALERT - Ability to provide a cashiering on-screen alert indicating that a customer may only make cash or credit card payments.							
Utility Billing / CIS	15.052	UTILITY BILLING AND INVOICING - PAYMENTS							
Utility Billing / CIS	15.053	BILL PRINT - Need bill to print detail adjustments and miscellaneous charges.							
Utility Billing / CIS	15.054	BILL PRINT - PAYMENT ARRANGEMENTS - Ability to include and display the payment arrangement amounts on the monthly bill.							
Utility Billing / CIS	15.055	BILL PRINT - MULTIPLE UTILITIES - Ability for utility bill to include more than one utility service (e.g., water, sewer, garbage, etc.)							
Utility Billing / CIS	15.056	BILL PRINT - MULTIPLE UTILITY ACCOUNTS - Ability for customers with multiple utility service accounts to receive all charges on one bill (e.g. school districts)							
Utility Billing / CIS	15.057	BILL PRINT - USAGE REPORTS - Ability to display meter readings and usage charts on utility bill indicating high and low points with prior-year comparison.							
Utility Billing / CIS	15.058	STATEMENT TENDER ALERT - Ability to print on a customer bill that only cash or credit card tender types can be used as payment.							
Utility Billing / CIS	15.059	ELECTRONIC BILLING - Ability to generate and distribute utility bills electronically, via email.							
Utility Billing / CIS	15.060	BARCODING - Ability to utilize barcoding and OCR-A remittance capabilities on utility bills.							
Utility Billing / CIS	15.061	ACH PAY TRANSACTIONS - Ability for an ACH transaction to debit customer bank accounts automatically for monthly payments.							

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Utility Billing / CIS	15.062	ACH PAYMENT - EMAIL NOTIFICATION - Ability to provide an email notification to a customer once an ACH payment has been processed.							
Utility Billing / CIS	15.063	REJECTED ACH PAYMENT - EMAIL NOTIFICATION - Ability to provide an email notification to a customer when an ACH payment is rejected.							
Utility Billing / CIS	15.064	CREDIT CARD PAYMENTS - Ability to accept credit card payments into billing system.							
Utility Billing / CIS	15.065	RECURRING CREDIT CARD PAYMENT - Ability to automatically handle recurring credit card payments for monthly billings.							
Utility Billing / CIS	15.066	RECURRING CREDIT CARD PAYMENT - EXPIRING CARD EMAIL NOTIFICATION - Ability to provide an email notification to a customer when their recurring credit card is due to expire.							
Utility Billing / CIS	15.067	LOCK BOX - REMITTANCES PROCESSOR - System should provide the ability to interface to Lockbox/Remittance Processing system.							
Utility Billing / CIS	15.068	RATES AND CHARGES							
Utility Billing / CIS	15.069	PRO-RATED CHARGES - Automatically calculate pro-rated charges for all services on first customers and final customer bills by the number of days into the billing cycle and by actual meter read (e.g., nine days in bill period.)							
Utility Billing / CIS	15.070	ONE-TIME AND RECURRING MISCELLANEOUS CHARGES - Ability to handle one-time or recurring miscellaneous utility charges.							
Utility Billing / CIS	15.071	VOLUME UNIT BY GALLONS - VOLUME UNIT BY GALLONS - Ability to configure a volume unit equal to 100 cubic feet.							
Utility Billing / CIS	15.072	LINE ITEMS / CHARGES - Ability to have unlimited charges per bill. Explain any limitations in comments field.							
Utility Billing / CIS	15.073	ISSUE CREDIT/DEBIT MEMOS - Ability to issue one-time credit/debit memos for standard/miscellaneous adjustments and charges.							

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Utility Billing / CIS	15.074	ADJUSTMENT REASON - Ability to require a user to provide a reason for an adjustment							
Utility Billing / CIS	15.075	WATER RATE STRUCTURE - Rate structure includes (Please see Rate and Calculation structures included as appendices):							
Utility Billing / CIS	15.076	▪ Flat Rate plus a variable rate of \$x.xx/100 CF by type (i.e., senior, regular)							
Utility Billing / CIS	15.077	WASTE WATER RATE STRUCTURE - Rate structure includes (Please see Rate and Calculation structures included as appendices):							
Utility Billing / CIS	15.078	▪ Flat Unit rate of \$x.xx/100 CF by type (e.g., senior, regular, etc.)							
Utility Billing / CIS	15.079	GARBAGE RATE STRUCTURE - Rate structure includes (Please see Rate and Calculation structures included as appendices):							
Utility Billing / CIS	15.080	▪ Flat Unit rate of \$x.xx/per garbage can/receptacle (e.g., senior, regular, etc.)							
Utility Billing / CIS	15.081	RATE CHANGES - Allow effective dates on rates and provide for pro-rating between old and new rates when a rate change occurs in a billing period.							
Utility Billing / CIS	15.082	SET UP BILLING AGING RULES - Ability to set up user-defined rules for aging billings, which will control the calculation of late charges, delinquencies, printing of late notices, etc.							
Utility Billing / CIS	15.083	PENALTIES							
Utility Billing / CIS	15.084	PENALTY - Ability to apply a 10% penalty to past due bill amounts.							
Utility Billing / CIS	15.085	ASSESS PENALTY CHARGE IF SHUT-OFF NOTICE ISSUED - Ability to automatically assess a charge to an account if a shut-off notice is issued.							

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Utility Billing / CIS	15.086	CYCLE BILLING AND PROCESSING							
Utility Billing / CIS	15.087	BI-MONTHLY CYCLE - MONTHLY RATES - Ability for a bi-monthly cycle/garbage to have monthly usage rates (e.g., solid waste is on a bi-monthly cycle, but the rates are based on each months usage).							
Utility Billing / CIS	15.088	UTILITY BILLING BATCH PROCESSING - Ability to process utility billing in an online, interactive manner, with an option to handle batch process of updates either immediately or on an after-hours schedule.							
Utility Billing / CIS	15.089	BILL DIFFERENT ACCOUNTS OR CYCLES - Ability to bill utilities on different frequencies (e.g., water billed monthly, garbage/solid waste billed bi-monthly, etc.)							
Utility Billing / CIS	15.090	BILL MULTIPLE METERS ON SAME BILL - Ability to bill multiple types of meters on same bill, but with different rates for each.							
Utility Billing / CIS	15.091	METER CHANGE OUT - Ability to identify the meter size of both meters and automatically calculate usage/consumption based on beginning and ending reads of both meters.							
Utility Billing / CIS	15.092	BACKFLOW - Village uses a third party for back flow and the third party bills (not the Village), However, the Village does require the ability to have backflow device-tracking capabilities.							
Utility Billing / CIS	15.093	OPEN SERVICE ORDERS - System to determine any open-service orders that need to be closed for cycle billing to be processed.							
Utility Billing / CIS	15.094	CYCLE BILLING - System must not allow cycle billing to be processed without all meter readings.							
Utility Billing / CIS	15.095	ACCOUNT ADJUSTMENTS - Allow multiple adjustments to a customer's account in one period, with appropriate audit trail and itemize on the bill.							

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Utility Billing / CIS	15.096	BATCH PAYMENT/ADJUSTMENT POSTING - Do not allow payments/adjustments to post immediately (i.e., same day). The system should instead require the batch to be approved for posting by a supervisor, with the ability to show pending and real-time transactions.							
Utility Billing / CIS	15.097	GENERAL							
Utility Billing / CIS	15.098	ACCOUNT ACTIVITY - Ability to post activity to an account prior to the first billing (e.g., transfer from one acct to another).							
Utility Billing / CIS	15.099	ACCOUNT TRANSFERS - Allow a customer's itemized balance to be transferred to another account and maintain correct aging of charges.							
Utility Billing / CIS	15.100	TRANSITION BILLING OF OLD OCCUPANT TO NEW - Ability to enter owner or occupant data for a new resident before the final bill of the old resident has been paid, without loss of the previous resident's history.							
Utility Billing / CIS	15.101	BILL ESTIMATION - Ability to estimate bill based upon past consumption for customers whose meters have not been read.							
Utility Billing / CIS	15.102	SUPPORT OUTSOURCE OF BILL PRINTING - System should provide the ability to support outsourcing of utility invoice printing.							
Utility Billing / CIS	15.103	CUSTOMER REFUNDS - Ability to automatically create an accounts payable payment entry for customer refunds or apply the refund as a credit on the account.							
Utility Billing / CIS	15.104	CREDIT BALANCES APPLIED TO TOTAL BILL - System should have the ability to cross apply credit balance to all active utilities (e.g., apply credits to total bill amount, not a particular utility) on one bill.							
Utility Billing / CIS	15.105	GENERATE A RETURN PRE-CODED BILL STUB - Ability to generate a return stub (pre-coded) so that cash receipts can be read with a barcode reader, scanning the account number and amount due.							

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Utility Billing / CIS	15.106	FINAL BILL PROCESS - Ability to process final bills at a user-defined frequency or on-demand.							
Utility Billing / CIS	15.107	FINAL BILLS - Run final bills as a separate weekly cycle, including credit balance bills for refunds due.							
Utility Billing / CIS	15.108	PAYMENT ARRANGEMENTS - Ability to set up payment arrangements (i.e., extension of due date or monthly payments).							
Utility Billing / CIS	15.109	PAYMENT ARRANGEMENTS - EXEMPTIONS - Ability to prevent door-tag issuances or meter disconnects for accounts with active payment arrangements.							
Utility Billing / CIS	15.110	PAYMENT ARRANGEMENT - PAST DUE - System to remove customers from payment arrangement and require all amounts due immediately if customer is again past due.							
Utility Billing / CIS	15.111	PAYMENT ARRANGEMENT - PAST DUE - Ability for the system to automatically generate a final disconnect notice when a customer payment arrangement becomes past due.							
Utility Billing / CIS	15.112	PAYMENT ARRANGEMENT - INELIGIBILITY - Ability for system to automatically make a customer ineligible for future installments if an installment amount is not paid.							
Utility Billing / CIS	15.113	PAYMENT ARRANGEMENT - INELIGIBILITY FLAG - Ability to flag a customer as not allowed for a payment arrangement.							
Utility Billing / CIS	15.114	RETURNED PAYMENTS - Ability to void payment in the system for returned payments (NSF, closed account, stop Payments, etc.) apply a penalty amount, and print a shut-off notice for payment.							
Utility Billing / CIS	15.115	WRITE-OFF ACCOUNTS - Ability to write-off account balances and optionally send to collections.							
Utility Billing / CIS	15.116	COMMENTS AND NOTES - Ability to set up standard comments and notes to track all customer contact instances by type and date.							

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Utility Billing / CIS	15.117	CUSTOMER AND LOCATION COMMENTS/NOTES - Ability to designate comments/notes as location or customer related. Location comments/notes should carry-forward/stay with location. Customer comments/notes should always stay with customer, regardless of current location or whether the customer has multiple locations.							
Utility Billing / CIS	15.118	CUSTOMER DISPLAY/INVOICE MESSAGES - Ability to enter and print user-defined messages and memos on customer's service orders (e.g., bad checks, dog in back yard, locked gate, etc.)							
Utility Billing / CIS	15.119	REPORTING AND INQUIRES							
Utility Billing / CIS	15.120	ADJUSTMENT REPORTS - Provide a summary of adjustments made during a user-defined period. Report should show account number, customer name, adjustments (reading, penalty, etc.), adjustment explanations, and account notes.							
Utility Billing / CIS	15.121	PRINT PRE-BILLING REGISTER - Ability to print a billing register before printing bills.							
Utility Billing / CIS	15.122	BILLING REGISTER - Print listing of bills generated during a billing run.							
Utility Billing / CIS	15.123	PRINT BILLING REGISTER - Ability to print a mandatory billing-register report.							
Utility Billing / CIS	15.124	EXCEPTION REPORTS - Ability to produce the following exception reports:							
Utility Billing / CIS	15.125	▪ Non-Read							
Utility Billing / CIS	15.126	▪ Zero Consumption							
Utility Billing / CIS	15.127	▪ Low-Read							
Utility Billing / CIS	15.128	▪ High-Read							
Utility Billing / CIS	15.129	▪ Other (i.e., couldn't read due to dog, couldn't find, removed, etc.)							
Utility Billing / CIS	15.130	PRINTING COMMENTS ON CUSTOMER FORMS - Ability to print standard comments and memos for inclusion on:							
Utility Billing / CIS	15.131	▪ Utility Bills							
Utility Billing / CIS	15.132	▪ Reminder Notices							

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Utility Billing / CIS	15.133	▪ Shut-off Notices							
Utility Billing / CIS	15.134	DELINQUENCY NOTICES/ACTIONS - Ability to generate payment reminder notices XX days after bill date, delinquent notices XX days after, and shut-off notices XX days later.							
Utility Billing / CIS	15.135	FEES FOR ADDITIONAL NOTICES - Ability for disconnect notice fees to increase as additional notices are generated (e.g., 1st =\$50, 2nd =\$75, etc.)							
Utility Billing / CIS	15.136	BILLING INVOICE REPRINT - Ability to reprint a corrected bill, reflecting all appropriate period dates and original bill information.							
Utility Billing / CIS	15.137	TOTAL CONSUMPTION BY MONTH AND YEAR - Ability to generate report and print for total consumption by cycle, month, year, date range, customer class, or rate code.							
Utility Billing / CIS	15.138	USAGE/CONSUMPTION REPORT - Ability to generate usage report for water reclamation.							
Utility Billing / CIS	15.139	BILL CALCULATIONS EXCEPTION REPORTS - Generate Bill Calculation Exception reports showing any non-regular charges or missing charges such as penalties, non-services, and miscellaneous fees.							
Utility Billing / CIS	15.140	NOTICES - Ability to create standard correspondence letters using MS Word with system auto-populating account information and system tracking what type of letter was sent (e.g., letter requesting appointment to repair a meter.)							
Utility Billing / CIS	15.141	AGED BALANCE REPORT - Print a report showing outstanding balances (including credit balances) combined by aging periods using a specific date and service type (turn-on/turn-off, meter repair, meter changes, etc.) as selection criteria.							
Utility Billing / CIS	15.142	ROUTE LISTS - Ability to generate and print sequential service-order route lists with type of service-order activity.							
Utility Billing / CIS	15.143	CUSTOMER INTERNET ACCESS - Ability to allow customers to inquire into account balances, status, consumption history, accept credit card payments, and electronic check payments, via the Web.							

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Utility Billing / CIS	15.144	ONLINE REAL-TIME UPDATES - Ability for customers to access "real-time" account and usage information from their online accounts.							
Utility Billing / CIS	15.145	SEARCH FIELDS - Ability to use "wild cards" as search fields to find customers (e.g., cart serial number, service type, status, component ID number, etc.)							
Utility Billing / CIS	15.146	PRINT ACCOUNT HISTORY - Ability to generate an on-demand report or screen display for individual customer account history, including billings, payments, adjustments, penalties, shut-offs, usage, amounts charged, checks returned for insufficient funds, etc.							
Utility Billing / CIS	15.147	PRINT ACCOUNT HISTORY - DATE RANGE - Ability to generate and print an individual customer's account history for a user-defined date range.							
Utility Billing / CIS	15.148	MISCELLANEOUS REPORTS AND INQUIRIES - Ability to produce the following reports:							
Utility Billing / CIS	15.149	▪ Payments: Listing of uploaded payments by source (counter, night box/mail, lockbox, etc.)							
Utility Billing / CIS	15.150	▪ Service Orders: Listing of outstanding service orders by type and status.							
Utility Billing / CIS	15.151	▪ ACH Customer List: List of customers on the ACH program with their banking information							
Utility Billing / CIS	15.152	▪ Auto-pay program by payment type							
Utility Billing / CIS	15.153	▪ Debit/Credit Memo Listing: Listing of debit and credit memos by customer or cycle							
Utility Billing / CIS	15.154	▪ Pending Prepayments: List of pending pre-payment deposits or charges							
Utility Billing / CIS	15.155	▪ Payment Arrangements: List of customers with payment arrangements.							

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Utility Billing / CIS	15.156	DELINQUENT ACCOUNTS							
Utility Billing / CIS	15.157	AUTO CALCULATION PAST DUE - Ability to automatically classify an account as past due if a bill is not paid by the due date.							
Utility Billing / CIS	15.158	PAST DUE NOTICE - Ability to print first, second, and final past-due notices after user-defined number of days.							
Utility Billing / CIS	15.159	DISCONNECT NOTICE - System to print a Final Disconnect Notice after user-defined number of days from end of bill period.							
Utility Billing / CIS	15.160	SHUT-OFF SERVICE ORDER LISTS - System to auto-generate shut-off Service Orders after user-defined number of days past due.							
Utility Billing / CIS	15.161	SHUT-OFF - FORCE PAYMENT - Ability for the system to force full payment in order to avoid shut-off.							
Utility Billing / CIS	15.162	SHUT-OFF EXCLUSIONS - Ability to automatically prevent shut-offs for customers with medical waivers.							
Utility Billing / CIS	15.163	SHUT-OFF EXCLUSIONS - Ability to review list and arbitrarily exclude certain accounts from shut-off.							
Utility Billing / CIS	15.164	PRINT SHUT-OFF NOTICES - Ability to print batch or on-demand shut-off notices by route/address/cycle and aging status.							
Utility Billing / CIS	15.165	DISCONNECT FEE - Automatically apply a disconnect fee to customer accounts during processing of the shut-off service orders.							
Utility Billing / CIS	15.166	BLOCK ACCOUNTS - Ability to flag, alert, and block certain accounts from accepting checks for payment.							
Utility Billing / CIS	15.167	CASHIERING REQUIREMENTS							
Utility Billing / CIS	15.168	TIME STAMP PAYMENT TRANSACTIONS - Ability to capture the transaction time of day on each transaction.							
Utility Billing / CIS	15.169	AUDIT TRAIL OF CORRECTED CASH RECEIPTS - Ability to produce a full-audit trail of cash-entry error corrections.							
Utility Billing / CIS	15.170	RECEIPT PRINTING - Provide the ability to print receipt from a PC that is not a cash register.							

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Utility Billing / CIS	15.171	RECEIPT ENTRY FROM PC - Provide the ability to enter receipts without being at a cash register, (e.g., mail payments, phone payments.)							
Utility Billing / CIS	15.172	IMPORT OF PAYMENTS - Ability for payment data, via electronic data transfer, to be imported by a variety of point-of-sale cash receipts stations, bank payments, and direct deposits.							
Utility Billing / CIS	15.173	INTERNET PAYMENTS - Provide for customer payment, via the Internet.							
Utility Billing / CIS	15.174	INTERNET PAYMENT CHARGE - Ability to apply a percentage or amount credit card charge to users utilizing online credit card payments.							
Utility Billing / CIS	15.175	CASH RECEIPTS INQUIRY - Allow inquiry of Cash Receipts by each of the following:							
Utility Billing / CIS	15.176	▪ Customer account number							
Utility Billing / CIS	15.177	▪ Name							
Utility Billing / CIS	15.178	▪ Address							
Utility Billing / CIS	15.179	▪ Operator ID							
Utility Billing / CIS	15.180	▪ General Ledger Account Number							
Utility Billing / CIS	15.181	▪ Payment Date							
Utility Billing / CIS	15.182	▪ Payment Amount							
Utility Billing / CIS	15.183	▪ Payment Type							
Utility Billing / CIS	15.184	▪ Invoice Number							
Utility Billing / CIS	15.185	▪ Tender Type							
Utility Billing / CIS	15.186	METER FEATURE REQUIREMENTS							
Utility Billing / CIS	15.187	METER INVENTORY - Track all installed and out-of-service meters by serial number, date of install, number of dials, ERT #, etc.							
Utility Billing / CIS	15.188	METER HISTORY - Ability to maintain test and repair history by meter.							
Utility Billing / CIS	15.189	SERVICE ORDER CHARGES - Ability to charge fees by service-order type. The service order creation should apply the fee.							

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Utility Billing / CIS	15.190	SERVICE REQUESTS - STAFF EMAIL NOTIFICAITONS - Ability to email new service request notifications to appropriate staff.							
Utility Billing / CIS	15.191	METER INVENTORY - Ability to maintain meter counts by size, code, route, node, and serial number.							
Utility Billing / CIS	15.192	FLAG READINGS OUTSIDE OF NORMAL RANGE - Ability to pre-set rules for normal meter reading and readings outside the normal range parameters. These parameters will control exception reporting.							
Utility Billing / CIS	15.193	METER TURNOVER - Ability to automatically handle meter "turnover" without manual intervention and with correctly calculated usage.							
Utility Billing / CIS	15.194	METER TURNOVER - Ability to show both the new and old meter readings on the bill.							
Utility Billing / CIS	15.195	METER CHANGEOUT/REPLACEMENT - Ability to enter a meter change without interruption of the billing cycle and final billing.							
Utility Billing / CIS	15.196	FINAL METER READINGS - Ability to flag a meter reading as a final bill or last reading upon final-reading entry.							
Utility Billing / CIS	15.197	ACTUAL READ DATE - System to upload actual read date or re-read date from meter reading software							
Utility Billing / CIS	15.198	AUDIT SERVICES REPORT - Ability to run an Audit Services report (e.g., accounts with service turned-off, no services) by service type.							
Utility Billing / CIS	15.199	REREAD EXCEPTIONS REPORT - Ability to generate a reread-exceptions report that includes zero reads for two consecutive months.							

Application	Feature Number	Feature / Function / Capability	Standard - Current	Standard - Next	Report Writer	3rd-Party Application	Custom Modification	Not Available	Comments
Utility Billing / CIS	15.200	SERVICE ORDERS							
Utility Billing / CIS	15.201	SERVICE ORDER GENERATION - Ability to generate service orders based on meter-reading exception messages.							
Utility Billing / CIS	15.202	SERVICE ORDER TYPES - Ability to have unlimited service-order type such as:							
Utility Billing / CIS	15.203	▪ Turn-on/turn-off							
Utility Billing / CIS	15.204	▪ Meter changes							
Utility Billing / CIS	15.205	▪ Leak checks							
Utility Billing / CIS	15.206	▪ Re-reads							
Utility Billing / CIS	15.207	▪ Meter repair							
Utility Billing / CIS	15.208	▪ Occupant change (simultaneous move-out/move-in requires manual meter read)							
Utility Billing / CIS	15.209	▪ Swap Meters							
Utility Billing / CIS	15.210	▪ Read and turn off							
Utility Billing / CIS	15.211	▪ Read and turn on							
Utility Billing / CIS	15.212	CHARGE CODES AND FEES - Ability to set up service order to pre-establish charge codes and fees.							
Utility Billing / CIS	15.213	SERVICE ORDER CHARGES - Ability to itemize service-order changes on the next bill.							
Utility Billing / CIS	15.214	SERVICE ORDER CHARGES - System to automatically apply service order charges when the service order is created or closed.							
Utility Billing / CIS	15.215	TRACK ORIGINATING SOURCE OF SERVICE ORDERS - Ability to track origin of initiated service orders.							
Utility Billing / CIS	15.216	SCHEDULE DATES ON SERVICE ORDERS - Ability to schedule service order.							
Utility Billing / CIS	15.217	AUTOMATIC UPDATE - Service order processing to automatically update account information and change status.							
Utility Billing / CIS	15.218	PAYMENT UPDATES - Ability for payment of delinquency disconnect fee to automatically issue a reconnect service order.							
Utility Billing / CIS	15.219	CODE TYPES - Ability to have unlimited service-order code types.							

Application	Feature Number	Feature / Function / Capability	Standard - Current	Standard - Next	Report Writer	3rd-Party Application	Custom Modification	Not Available	Comments
Utility Billing / CIS	15.220	ATTACHMENTS - Ability to attach document files and digital pictures to service orders.							
Utility Billing / CIS	15.221	NOTES - Provide unlimited notes field for service orders.							
Utility Billing / CIS	15.222	SERVICE ORDER ROUTING - Ability to refer to the route in the service-order update and creation process.							
Utility Billing / CIS	15.223	MOBILE ACCESS - Mobile application access in the field for service orders.							
Utility Billing / CIS	15.224	INTERFACES AND INTEGRATION							
Utility Billing / CIS	15.225	INTEGRATION - WORK ORDERS/MAINTENANCE MANAGEMENT - Provide two-way integration with the Work Order/Maintenance Management module.							
Utility Billing / CIS	15.226	INTEGRATION - GENERAL LEDGER - Provide Cash Receipt's validation of Utility Billing / Customer Master Accounts account numbers and immediate update (in a temporary or pending mode) of the Utility accounts. When the above payment batches are approved, provide permanent update of account information and provide automatic generation of journal entries to the G/L insuring balancing and non-duplicate transaction posting for all cash receipts, including non-utility billing transactions.							
Utility Billing / CIS	15.227	INTEGRATION - GENERAL LEDGER - Ability to pass non-utility payments into the General Ledger, including customer information and the invoice number.							
Utility Billing / CIS	15.228	INTERFACE - ACCOUNTS PAYABLE - Ability for refund transactions to interface to Accounts Payable.							
Utility Billing / CIS	15.229	INTERFACE - PARCEL/ADDRESS MANAGEMENT - Provide ability to feed the Utility Billing module from either Parcel/Address Management, ESRI ArcGIS (Vendor to include which ESRI license versions and license types are required for integration to proposed system) to utilize addresses and location information. NOTE: ArcGIS ArcInfo (Version 10.2) in use now.							

Application	Feature Number	Feature / Function / Capability	Standard - Current	Standard - Next	Report Writer	3rd-Party Application	Custom Modification	Not Available	Comments
Utility Billing / CIS	15.230	INTERFACE - GIS / MAPPING - User should have the ability to select Utility Billing data and make available to a GIS module for purposes of mapping meters, infrastructure, etc.							
Utility Billing / CIS	15.231	▪ ESRI ArcGIS - (Vendor to include which ESRI license versions and license types are required for integration to proposed system.)							
Utility Billing / CIS	15.232	INTEGRATION - IVR - Ability to integrate with an interactive voice response system to automatically process past due and shut-off notification calls. Vendors, please list your IVR partners in comments.							
Utility Billing / CIS	15.233	INTERFACE - MICROSOFT WORD, EXCEL, AND ACCESS - Provide import/export of detail transactions specifically to Microsoft applications from inquiry and maintenance screens.							
Utility Billing / CIS	15.234	INTEGRATION - ITRON AMR - Ability to support uploading of current and historical meter readings into the Utility Billing System from the Itron (Web Portal Version) Internet based automated meter reading/collection system.							
Utility Billing / CIS	15.235	INTEGRATION - Sensus/AutoRead - Ability to support uploading of Sensus/AutoRead (Version 6.0) to process meter handheld reads that do not come in through Itron, including current and historical meter readings into the Utility Billing System.							
Utility Billing / CIS	15.236	INTEGRATION - TMA - Ability to integrate with Third Millennium Assoc (TMA). for data processing, printing, and mailing services.							

Village of Oswego - Enterprise Information Management System - Feature Function Requirements

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Legend:

Standard - Current	Available in current software release
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Report Writer	Report Writer function through Standard Reports or Ad Hoc Report Writer
3rd-Party Application	Please estimate general cost estimates in comments not a quote, unless available due to your resell arrangement.
Custom Modification	Custom programming by vendor (not meant to be a set-up configuration that is standard process through implementation. Please estimate general costs in comments (not a quote).
Not Available	Not available in current or next release; interfaced/integrated third-party application or through custom modification.

Application	Feature Number	Feature / Function / Capability	Standard - Current	Standard - Next	Report Writer	3rd-Party Application	Custom Modification	Not Available	Comments
Planning									
Planning	16.000	GENERAL							
Planning	16.001	USER-DEFINED FIELDS - Provide for "unlimited" user-defined fields based on project type. If limited, please explain in comments.							
Planning	16.002	PLANNING PROJECT APPLICATIONS - Ability to capture and track, at a minimum, the following planning application fields:							
Planning	16.003	▪ Project number							
Planning	16.004	▪ Project address							
Planning	16.005	▪ Project description							
Planning	16.006	▪ Property parcel number							
Planning	16.007	▪ Applicant Name							
Planning	16.008	▪ Phone Number							
Planning	16.009	▪ Fax Number							
Planning	16.010	▪ Email Address							
Planning	16.011	▪ Acres/Lots							
Planning	16.012	▪ Requested Action(s)							
Planning	16.013	▪ Assigned Planner							
Planning	16.014	▪ Application Date							
Planning	16.015	▪ User-defined lookup fields							

Application	Feature Number	Feature / Function / Capability	Standard - Current	Standard - Next	Report Writer	3rd-Party Application	Custom Modification	Not Available	Comments
Planning	16.016	▪ Project Contact Information (e.g., Property Owner, Attorney, Developer, Engineer, etc.)							
Planning	16.017	▪ Name							
Planning	16.018	▪ Address							
Planning	16.019	▪ Phone Number							
Planning	16.020	▪ Fax Number							
Planning	16.021	▪ Email Address							
Planning	16.022	▪ Total Filing Fee to be paid							
Planning	16.023	▪ Total Review Fee to be paid							
Planning	16.024	▪ Project status							
Planning	16.025	▪ Petitioner							
Planning	16.026	▪ Nature of Client (Person, Corporation ,etc.)							
Planning	16.027	PROJECT LOOK-UP - Ability to look-up project status to determine reviews/comments not completed by due dates.							
Planning	16.028	PROPERTY ASSOCIATION - Allow for an unlimited number of properties to be associated with an individual project or case number.							
Planning	16.029	ALERTS - Allow ability to <i>flag</i> entire projects or individual project conditions so as to <i>alert</i> or warn any personnel of a project or special condition at the time of permit application.							
Planning	16.030	ALERTS - Ability to add flags as needed by agency-defined alert such: as stop work notices, permit holds, open code enforcement cases, overdue deposits, etc.							
Planning	16.031	STOP PROJECT - Ability to issue a stop to a parcel or project that would block additional permits being issued until condition was removed.							
Planning	16.032	PLAN APPLICATION - Ability to define planning project application requirements (e.g., steps, tasks, fields, etc.)							
Planning	16.033	PROJECT DESCRIPTION - Project Description shall include the ability to enter unlimited free form text to describe the property.							
Planning	16.034	PROJECT DESCRIPTIONS - Project Descriptions shall include the ability to capture the following data:							
Planning	16.035	▪ Existing and proposed use							

Application	Feature Number	Feature / Function / Capability	Standard - Current	Standard - Next	Report Writer	3rd-Party Application	Custom Modification	Not Available	Comments
Planning	16.036	▪ Number of buildings, stories, units, rooms							
Planning	16.037	▪ Size (size of acreage, building height/square footage)							
Planning	16.038	MULTIPLE CONTACT TYPES - Ability for the to record multiple individuals/names per application to include (but not limited to) Property Owner of Record, Authorized Agent (if different from Property Owner), and Applicant (if different from Property Owner), Developer, Bill Payer, etc. Information captured to include name, address, multiple phone numbers, fax number, and e-mail address.							
Planning	16.039	CONTRACTOR DATABASE - Ability to select from contractor or similar database.							
Planning	16.040	PROJECT LOCATON DATA - Project Location data to include ability to capture Address, Zoning District, General Plan Description, Sub-Area, Assessor Parcel No., Tract No., and Lot No.							
Planning	16.041	DEPOSIT TRACKING - Ability to record and track deposits received and date of receipt.							
Planning	16.042	ADDITIONAL DEPOSITS - Ability to take additional deposits during the entire planning application process, and track customer credit balance or refund due.							
Planning	16.043	DEVELOPER TRACKING - Track deposits, payments, and balances by developer, not just by single project or permit.							
Planning	16.044	DEPOSIT INVOICE - FEE SUMMARY - Ability for deposit invoice to show amounts paid to-date and a summary fees incurred by fee type.							
Planning	16.045	DEPOSIT BALANCE TRANSFER - Ability to transfer the deposit balance of the planning project phase to the permit application or other planning projects							
Planning	16.046	TRACK APPLICATION - Provide for the tracking of "unlimited" Planning application types such as:							
Planning	16.047	▪ Annexation							
Planning	16.048	▪ Concept Plan							
Planning	16.049	▪ Final PUD/Plat							
Planning	16.050	▪ Major Amendment							

Application	Feature Number	Feature / Function / Capability	Standard - Current	Standard - Next	Report Writer	3rd-Party Application	Custom Modification	Not Available	Comments
Planning	16.051	▪ Minor Amendment							
Planning	16.052	▪ Preliminary PUD/Plat							
Planning	16.053	▪ Rezoning							
Planning	16.054	▪ Site Plan Review							
Planning	16.055	▪ Special Use							
Planning	16.056	▪ Variance							
Planning	16.057	INQUIRY - Provide the capability to query acreage, parcel numbers, project/case numbers, etc.							
Planning	16.058	GIS MAP INQUIRY - Ability to plot geographic planning inquiries on the agency's map.							
Planning	16.059	PLAN CHECK WORK FLOW REQUIREMENTS - Ability to set up different plan check requirements (e.g., commercial landscape development project, property rezone, full entitlement, etc.).							
Planning	16.060	ATTACHMENTS - Ability to attach documents, photos, and scanned documents for planning projects.							
Planning	16.061	CONDITIONS OF APPROVAL (COA)							
Planning	16.062	CHANGE COA - Ability to add, modify or delete conditions of approval during the project approval process.							
Planning	16.063	ACCUMULATE COMMENTS AND COA - Provide for electronic collection of comments and conditions as review progresses.							
Planning	16.064	PARCEL INQUIRY - Ability to tie all conditions of approval to the parcel inquiry screen.							
Planning	16.065	STANDARD COA - Provide a user-defined table of standard or recurring conditions that can be accessed and applied to a project during project processing, thereby eliminating the need to enter repetitive "boilerplate" conditions.							
Planning	16.066	PERMIT ISSUANCE RESTRICTIONS - Provide for restriction of permit approval until conditions or restrictions have been satisfied.							
Planning	16.067	FREE FORM COA - Ability for Engineering, Fire, Police, Recreation, etc. to enter free-form comments on demand.							

Application	Feature Number	Feature / Function / Capability	Standard - Current	Standard - Next	Report Writer	3rd-Party Application	Custom Modification	Not Available	Comments
Planning	16.068	COA DUE DATES - Ability to schedule due date for conditions of approval to be completed.							
Planning	16.069	COA DEPARTMENT APPROVAL - Ability for departments to electronically signoff on conditions of approval.							
Planning	16.070	PLAN CHECK LETTERS - Ability to generate plan check comment letters.							
Planning	16.071	PLAN CHECK LETTER EDITS - Ability to edit plan review letters before printing.							
Planning	16.072	PLAN CHECK LETTER - E-MAIL - Ability for system to e-mail plan review letters to applicants							
Planning	16.073	PLAN CHECK LETTER - REVIEWER INFORMATION - Ability to include in the plan check letter to the applicants a list of the plan reviewers by name, phone, department, and email.							
Planning	16.074	PROJECT TRACKING AND ROUTING - WORKFLOW							
Planning	16.075	WORKFLOW - Need work flow capability to establish required planning process steps and prerequisite requirements (e.g. step 7 can only be done after step 5).							
Planning	16.076	WORKFLOW - Provide for the user-definition of application work flow within multiple departments and to external agencies based on the type of application.							
Planning	16.077	SUB-TASKS - Ability to set up multiple plan review steps and sub-tasks.							
Planning	16.078	ASSIGNEE STATUS - Ability to track task status, review comments, and completions by assignee.							
Planning	16.079	ELECTRONIC PLAN SUBMITTAL - Ability to receive plan submittals electronically through the agency's website.							
Planning	16.080	ELECTRONIC PLAN REVIEW - Capable of online plan review with ability to markup plans and add comments.							
Planning	16.081	WORKFLOW ROUTING - Automatic routing of projects through various user-defined processes consisting of various review and approval functions.							
Planning	16.082	PROJECT NUMBER CHANGE - Ability to change project number after initial application entered.							

Application	Feature Number	Feature / Function / Capability	Standard - Current	Standard - Next	Report Writer	3rd-Party Application	Custom Modification	Not Available	Comments
Planning	16.083	PROJECTS BY ADDRESS - Ability to link various project applications by address							
Planning	16.084	SUB-PROJECTS - Ability to setup unlimited sub-projects within a single master project (e.g., multiple use projects - residential, commercial, multi-family).							
Planning	16.085	PLAN PROCESS TIMELINES - Ability to track planning process time, excluding time a project is on hold waiting on developers/owners.							
Planning	16.086	CITIZEN ONLINE ACCESS - Ability for the public to view the status of a project online.							
Planning	16.087	CITIZEN ONLINE ACCESS - PARCEL MAPS - Ability for citizens to access project information status information including displaying the parcels on a GIS map							
Planning	16.088	SCHEDULING							
Planning	16.089	MASTER CALENDAR - Ability to provide a master calendar with all participants included from all departments.							
Planning	16.090	FUTURE PLANNING CALENDAR - Ability to create future planning calendar (schedule of all future hearings/meetings by type and date).							
Planning	16.091	AUTO-DEFINE KEY DATE - Ability to calculate user-defined review and expiration dates for all projects events automatically as part of the review process for a project.							
Planning	16.092	ASSOCIATE KEY DATE TO REVIEW STEP - Provide the ability to tie a key date calculation to a project review step (i.e., 15 day review, dept. review, Planning hearing, Council meeting, etc.).							
Planning	16.093	AUTOMATIC REMINDERS - Ability to set automatic staff reminders/notifications based on plan review phases (e.g. preliminary plan review date, expected date of completion, etc.).							
Planning	16.094	DATE ADJUSTMENTS - Ability to manually adjust dates/wait periods.							

Application	Feature Number	Feature / Function / Capability	Standard - Current	Standard - Next	Report Writer	3rd-Party Application	Custom Modification	Not Available	Comments
Planning	16.095	AUTOMATIC RE-DATE UPON STEP COMPLETION - Provide an automatic date calculation for next step when a prerequisite review step is completed.							
Planning	16.096	FEES							
Planning	16.097	AUTO-CALCULATE FEES - Calculate standard planning fees using supplied criteria in a table structure.							
Planning	16.098	DEVELOPER DEPOSITS - Track fee deposit/collections, receivables, balance due, and refunds.							
Planning	16.099	DEVELOPER DEPOSIT BALANCE NOTIFICATION - Ability to automatically notify staff when a deposit balance has become negative.							
Planning	16.100	DEPOSIT REQUIREMENT ADJUSTMENTS - Ability to adjust deposit amounts at any time (discretionary).							
Planning	16.101	DETAILED FEE STATUS - Detailed fees status should include the following:							
Planning	16.102	▪ Fee Type							
Planning	16.103	▪ Activity Type							
Planning	16.104	▪ Deposit Amount							
Planning	16.105	▪ Balance Due/Credit Balance							
Planning	16.106	FIXED AND VARIABLE FEES - Ability to set up fixed and variable fees.							
Planning	16.107	PERCENTAGE FEES - Ability to calculate fees as a percentage of building permit fee.							
Planning	16.108	CONSULTANT FEES WITH MARK-UP - Ability to track and charge purchased fees and add mark-up (e.g., purchasing an Environmental Impact Report from a third-party consultant with a XX% mark-up.)							
Planning	16.109	MISCELLANEOUS FEES - Ability to calculate and track unlimited miscellaneous fees collected in conjunction with project (e.g., copies).							
Planning	16.110	MASS FEE CHANGES - Ability to mass change all fees xx% (inflationary) once per year without out having to change each individual fee.							

Application	Feature Number	Feature / Function / Capability	Standard - Current	Standard - Next	Report Writer	3rd-Party Application	Custom Modification	Not Available	Comments
Planning	16.111	FEE EFFECTIVE DATES - Ability to change fees with effective dates.							
Planning	16.112	CONSULTANT FEES - Ability to track and charge purchased fees (e.g., purchasing an Environmental Impact Report from a third-party consultant).							
Planning	16.113	TIME TRACKING - Ability to track hourly time spent by task and calculate fees drawing down on deposit.							
Planning	16.114	BILLABLE TIME - Ability to track time by project, task, date, staff, etc., in order to generate hourly rate (i.e., \$XXX per hour).							
Planning	16.115	BILLABLE TIME - RATES - Ability track and calculate different hourly rates by specific staff, with starting date per rate.							
Planning	16.116	BILLABLE TIME - DOUBLE PAY RATES - Ability to calculate hourly rates that are double the staff's pay rate.							
Planning	16.117	BILLABLE TIME - RETROACTIVE RATES - Ability to calculate retroactive billable fees for changes in staff hour rates.							
Planning	16.118	MISCELLANEOUS FEES - Ability to calculate and track unlimited miscellaneous fees collected in conjunction with project.							
Planning	16.119	WAIVE FEES - Ability to waive or override default fees.							
Planning	16.120	FEE OVERRIDE NOTES - System should allow override of standard fees with explanation field.							
Planning	16.121	FEE CHANGE NOTES - Ability to track notes for fees that are manually changed during project/process.							
Planning	16.122	FEES BY PROJECT TYPE - Planning fees should be set up by project type.							
Planning	16.123	FEES BY TASK TYPE - Planning fees should be set up by task type.							
Planning	16.124	REFUNDABLE DEPOSITS - Ability to track refundable deposits (e.g., improvements, landscape, signs, etc.) including conditions and sign-offs for refund.							

Application	Feature Number	Feature / Function / Capability	Standard - Current	Standard - Next	Report Writer	3rd-Party Application	Custom Modification	Not Available	Comments
Planning	16.125	INVOICES - Ability to print invoices showing detail/summary fees with totals paid, due, or credit balance.							
Planning	16.126	INVOICE REPORT - Ability to print a report showing invoice detail/summary fees with totals paid, due, or credit balance by invoice.							
Planning	16.127	LETTERS							
Planning	16.128	UNLIMITED STANDARD NOTICES - Ability to set up "unlimited" standard notices by project, review step, hearing, etc.							
Planning	16.129	FLAG COMMENTS AND NOTES FOR INCLUSION - Ability for notices and letters to automatically incorporate field information, comments, notes, etc., as applicable.							
Planning	16.130	MEETING NOTIFICATION - Provide a method of automatically generating user-defined notification letters to property owners and others regarding projects and meetings associated with these projects, based on parcel selection (i.e., Public Hearing notices).							
Planning	16.131	PROPOSED CHANGE NOTIFICATION - Provide for automatic mail out notice to selected parcel owners and residents regarding proposed changes to related parcels by defined radius map, including buffer zone.							
Planning	16.132	EDITABLE NOTIFICATIONS - Ability for system to output editable notice letters.							
Planning	16.133	NOTIFICATION TRACKING - Ability for system to track all notices sent associated to each project.							
Planning	16.134	AREA/ VICINITY MAP - Automatically to generate area map to accompany notice above with cartographic capabilities							
Planning	16.135	AD HOC ADDITION OF PARCEL TO NOTIFICATION LISTS - Ability to pick discretionary, impacted parcels to add to notification lists.							
Planning	16.136	INQUIRY & REPORTS							
Planning	16.137	SPELL CHECK - Provide spell checking for all reports and correspondence.							

Application	Feature Number	Feature / Function / Capability	Standard - Current	Standard - Next	Report Writer	3rd-Party Application	Custom Modification	Not Available	Comments
Planning	16.138	VARIOUS SORT ORDERS - Provide reports of planning projects in various sort orders (by address, type of project, project number, planner assigned, dates, etc.)							
Planning	16.139	STAFF REPORTS - Ability to automatically generate user-defined staff reports and resolutions with the ability to edit before finalizing.							
Planning	16.140	STAFF REPORTS - Ability to setup template staff reports that will insert project conditions of approval and then allow for editing remaining report using MSWord or word editor.							
Planning	16.141	PROJECT STATUS REPORTS - Ability to produce project status reports by project type, due dates, planner staff, outstanding tasks, etc.							
Planning	16.142	MEETING DOCUMENTS - Provide a function for producing summary documents for a project from the comments and conditions entered during the project review without the user having to retype these comments and/or conditions.							
Planning	16.143	MEETING DOCUMENTS - Provide a method of producing meeting documents (such as agendas) for all projects scheduled for a particular meeting and date.							
Planning	16.144	MEETING DOCUMENTS - Meeting documents should have the capability of printing all previously entered comments and/or conditions as part of the individual project reviews.							
Planning	16.145	PLANNING ACTIVITY REPORTS - Ability to report planning activity by multiple activity types (e.g., property usage, affordable units, environmental documents, project types, etc.).							
Planning	16.146	PROJECT COMPLETION MEMO - Ability to generate a memo to Finance upon completing a capital project by merging fields from the project to the document							
Planning	16.147	INTEGRATION - INTERFACE							
Planning	16.148	INTEGRATION - MS WORD - Provide integration to MS Word processing for entry of comments, conditions and to produce project summary documents and notifications.							

Application	Feature Number	Feature / Function / Capability	Standard - Current	Standard - Next	Report Writer	3rd-Party Application	Custom Modification	Not Available	Comments
Planning	16.149	INTEGRATION - MS OUTLOOK - Provide integration between Microsoft Outlook and the Condition of Approval process to automatically sent due date reminders.							
Planning	16.150	INTEGRATION - INSPECTIONS- Integrate in real time to the inspections module to schedule inspections and update inspection results to the planning project.							
Planning	16.151	INTEGRATE - CODE ENFORCEMENT - Ability to integrate with code enforcement module to identify any property/parcel existing code cases or fines pending payment.							
Planning	16.152	INTEGRATE - BUSINESS LICENSES - Ability to integrate with business licensing module to identify if a developer has an active business license.							
Planning	16.153	INTEGRATION - LAND MANAGEMENT - Land Management module should provide property information for all properties associated with a project. Agency's planning program to receive notification when related citizen inquiry received in CRM system.							
Planning	16.154	INTEGRATION - PERMITTING - Provide automatic linkage between general planning applications and associated permits.							
Planning	16.155	INTEGRATION - ELECTRONIC DOCUMENT MANAGEMENT SYSTEM - The system must integrate with the Village's existing Laserfiche enterprise EDMS system. If your system does not integrate with Laserfiche please describe what other prominent EDMS system(s) you can integrate with or explain the EDMS or content management solution you propose for the Village's use with your system.							
Planning	16.156	INTERFACE - GIS - User should have the ability to select Planning data and display that data on a map, interfacing to ESRI ArcGIS ArcInfo (Version 10.2)							
Planning	16.157	INTEGRATION - GENERAL LEDGER - The Planning application must generate journal entries to the General Ledger for any invoices generated and revenues received, including all fees and credits.							

Village of Oswego - Enterprise Information Management System - Feature Function Requirements

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Application	Feature Number	Feature / Function / Capability	Standard - Current	Standard - Next	Report Writer	3rd-Party Application	Custom Modification	Not Available	Comments
Work Orders (Maintenance Management)									
Work Orders	22.000	WORK ORDERS (MAINTENANCE MANAGEMENT)							
Work Orders	22.001	WORK ORDER TYPES - Ability to create an "unlimited" number of work order types.							
Work Orders	22.002	USER-DEFINED FIELDS BY WORK ORDER CATEGORY - Ability to create "unlimited" user-defined fields by Work Order Category (e.g., water, sewer, facilities, etc.).							
Work Orders	22.003	USER-DEFINED FIELDS BY WORK ORDER TYPE - Ability to set up any type of work order with "unlimited" user-defined fields by work order type (e.g., Meter Repairs, Hydrant Flush, Valve Turning, Manhole Inspections, lift station inspections, etc.)							
Work Orders	22.004	"INTERNAL" & "EXTERNAL" FIELDS BY WORK ORDER TYPE - Ability to have work order type or or category to define a work order as "Private" (internal only) or "Public".							
Work Orders	22.005	USER-DEFINED FIELDS - MOBILE - Ability to view user-defined fields from the mobile application.							
Work Orders	22.006	SERVICE/WORK REQUEST FIELDS - Track a minimum of the following fields for any work request:							
Work Orders	22.007	▪ Corrective Type Requested							
Work Orders	22.008	▪ Standard Description							
Work Orders	22.009	▪ Priority (e.g., High, Normal, Low, etc.)							

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Work Orders	22.010	▪ Date							
Work Orders	22.011	▪ Requestor Type (Employee, Customer, Business)							
Work Orders	22.012	▪ Requestor Employee Department							
Work Orders	22.013	▪ Requestor Employee Number							
Work Orders	22.014	▪ Requestor Name							
Work Orders	22.015	▪ Requestor Address							
Work Orders	22.016	▪ Requestor Home Phone							
Work Orders	22.017	▪ Requestor Work Phone							
Work Orders	22.018	▪ Requestor Cell Phone							
Work Orders	22.019	▪ Requestor Email Address							
Work Orders	22.020	▪ Work Request Number							
Work Orders	22.021	▪ Completed/Closed Date							
Work Orders	22.022	▪ Location (if different than address)							
Work Orders	22.023	▪ Detailed Description							
Work Orders	22.024	▪ Corrective Type Initial Review							
Work Orders	22.025	▪ Date Assigned							
Work Orders	22.026	▪ Assigned To							
Work Orders	22.027	▪ Initial Action Taken							
Work Orders	22.028	▪ Follow-Up Required							
Work Orders	22.029	▪ Assigned to/Call #							
Work Orders	22.030	▪ WO Written							
Work Orders	22.031	▪ WO Written Date							
Work Orders	22.032	▪ WO Number							
Work Orders	22.033	▪ Follow-Up Action(s) Taken							
Work Orders	22.034	▪ Follow-Up Completion Date							
Work Orders	22.035	▪ Requestor Notified							
Work Orders	22.036	▪ Requestor Notification Date							
Work Orders	22.037	▪ Requestor Notification Performed By							
Work Orders	22.038	▪ Reviewed By							
Work Orders	22.039	▪ Reviewed By Date							
Work Orders	22.040	WORK REQUEST - Ability to require work request for certain work order types and not be required for other work order types.							

Application	Feature Number	Feature / Function / Capability	Standard - Current	Standard - Next	Report Writer	3rd-Party Application	Custom Modification	Not Available	Comments
Work Orders	22.041	WORK REQUEST - Ability for customers to submit work requests via the Internet.							
Work Orders	22.042	REQUEST TO WORK ORDER - Ability to convert a utility billing service request to a work order (e.g., meter damage).							
Work Orders	22.043	SERVICE REQUEST SOURCE - Ability to record the source of the service request (e.g., telephone, internal correspondence, external correspondence.)							
Work Orders	22.044	TRACKING SERVICE REQUESTS - Ability to produce a list of service requests by party requesting the work (trace all service requests by one person.)							
Work Orders	22.045	PRINTING LETTERS BASED ON SERVICE REQUEST FOLLOW-UP - Ability to print a service request follow-up letter when public-initiated service requests and/or work orders are closed in order to follow-up with publics who have reported a problem.							
Work Orders	22.046	EMAIL LETTERS BASED ON SERVICE REQUEST FOLLOW-UP - Ability to generate a service request follow-up email when public-initiated service requests and/or work orders are closed in order to follow-up with the public who have reported a problem.							
Work Orders	22.047	WORK ORDER TYPES - Ability to generate, at a minimum, the following work orders							
Work Orders	22.048	▪ Annual Respirator Fit Testing and Training for Water Operations							
Work Orders	22.049	▪ Bridge Connections							
Work Orders	22.050	▪ Bridge Maintenance							
Work Orders	22.051	▪ Brush Collection							
Work Orders	22.052	▪ Building Maintenance - Internal							
Work Orders	22.053	▪ Catch Basing Cleaning							
Work Orders	22.054	▪ Certificate of Occupancy - Internal							
Work Orders	22.055	▪ Code Enforcement							
Work Orders	22.056	▪ Culvert and Ditch Inspection							
Work Orders	22.057	▪ Culvert and Ditch Maintenance & Replacement							
Work Orders	22.058	▪ Fire Hydrant Repairs							

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Work Orders	22.059	▪ General Comments/Complaints/Other							
Work Orders	22.060	▪ Graffiti Removal							
Work Orders	22.061	▪ Hydrant Flushing							
Work Orders	22.062	▪ Irrigation System Maintenance							
Work Orders	22.063	▪ J.U.L.I.E. Locates							
Work Orders	22.064	▪ Landscape/Grounds Maintenance - Internal							
Work Orders	22.065	▪ Leaf Collection							
Work Orders	22.066	▪ Lift Station Maintenance							
Work Orders	22.067	▪ Main Break & Service Line Repair							
Work Orders	22.068	▪ Mosquito Adulticiding - Spraying							
Work Orders	22.069	▪ Mosquito Larviciding - Catch Basin Treatment							
Work Orders	22.070	▪ Pavement Patching							
Work Orders	22.071	▪ Payment Markings							
Work Orders	22.072	▪ Pre-Permit Inspection - Erosion Control - Internal							
Work Orders	22.073	▪ Property Maintenance - Weeds/Grass							
Work Orders	22.074	▪ Public Utility Permits							
Work Orders	22.075	▪ Root Cutting and Televising							
Work Orders	22.076	▪ Sanitary & Storm Sewer Cleaning							
Work Orders	22.077	▪ Sanitary Sewer Blockage Repairs							
Work Orders	22.078	▪ Sanitary Sewer Jetting							
Work Orders	22.079	▪ Sanitary Sewer Maintenance							
Work Orders	22.080	▪ Sidewalk Replacement							
Work Orders	22.081	▪ Sign Frabrication							
Work Orders	22.082	▪ Sign Installation							
Work Orders	22.083	▪ Sign Maintenance							
Work Orders	22.084	▪ Snow Plowing Streets							
Work Orders	22.085	▪ Special Events - Internal							
Work Orders	22.086	▪ Storm Drains							
Work Orders	22.087	▪ Storm Sewer Cleaning							
Work Orders	22.088	▪ Street Light Maintenance							
Work Orders	22.089	▪ Street Light Repairs							
Work Orders	22.090	▪ Street Sweeping							
Work Orders	22.091	▪ Tall Grass							

Application	Feature Number	Feature / Function / Capability	Standard - Current	Standard - Next	Report Writer	3rd-Party Application	Custom Modification	Not Available	Comments
Work Orders	22.092	▪ Traffic Signal Maintenance							
Work Orders	22.093	▪ Trees							
Work Orders	22.094	▪ Valve Inspection & Exercising							
Work Orders	22.095	▪ Vehicles							
Work Orders	22.096	▪ Water Department - Internal							
Work Orders	22.097	▪ Water Tower Maintenance							
Work Orders	22.098	▪ Well - Daily Inspections							
Work Orders	22.099	▪ Wells Maintenance							
Work Orders	22.100	WORK ORDER FIELDS - Track a minimum of the following fields for any work order:							
Work Orders	22.101	▪ Work Order Number							
Work Orders	22.102	▪ Asset Number							
Work Orders	22.103	▪ Asset Location							
Work Orders	22.104	▪ Asset "Short" Description							
Work Orders	22.105	▪ Asset "Long" Description							
Work Orders	22.106	▪ Asset Serial Number							
Work Orders	22.107	▪ Asset Area							
Work Orders	22.108	▪ Originator							
Work Orders	22.109	▪ Account Number							
Work Orders	22.110	▪ Project Number							
Work Orders	22.111	▪ Work Group (division and section within Public Works)							
Work Orders	22.112	▪ Assigned To							
Work Orders	22.113	▪ Authorized By							
Work Orders	22.114	▪ Employee Initials							
Work Orders	22.115	▪ Budget Number							
Work Orders	22.116	▪ Print Date							
Work Orders	22.117	▪ Plan Priority							
Work Orders	22.118	▪ Address							
Work Orders	22.119	▪ Location							
Work Orders	22.120	▪ Zones/Area							
Work Orders	22.121	▪ Origination Date & Time							
Work Orders	22.122	▪ Due Date & Time							
Work Orders	22.123	▪ Secondary Due Date							

Application	Feature Number	Feature / Function / Capability	Standard - Current	Standard - Next	Report Writer	3rd-Party Application	Custom Modification	Not Available	Comments
Work Orders	22.124	▪ Schedule Start Date							
Work Orders	22.125	▪ Schedule Finish Date							
Work Orders	22.126	▪ Start Date							
Work Orders	22.127	▪ Completion Date							
Work Orders	22.128	▪ Labor Hours by work step							
Work Orders	22.129	▪ Down Time							
Work Orders	22.130	▪ Condition							
Work Orders	22.131	▪ Severity							
Work Orders	22.132	▪ Major Failure							
Work Orders	22.133	▪ Quantity							
Work Orders	22.134	▪ Quantity Unit of Measure							
Work Orders	22.135	▪ Dimensions or Units							
Work Orders	22.136	▪ Cost per Unit							
Work Orders	22.137	▪ Usage							
Work Orders	22.138	▪ Milestone							
Work Orders	22.139	▪ Work Category (Concrete, Asphalt, etc...)							
Work Orders	22.140	▪ Work Type (e.g., planned, non-emergency, emergency, stand-by, corrective, preventative, predicted maintenance, unscheduled)							
Work Orders	22.141	▪ Status							
Work Orders	22.142	▪ Work Requested Description/Activity							
Work Orders	22.143	▪ Total Estimated Cost							
Work Orders	22.144	▪ Completed By							
Work Orders	22.145	▪ Meter Name							
Work Orders	22.146	▪ Meter Reading							
Work Orders	22.147	▪ Labor Employee							
Work Orders	22.148	▪ Labor Total Hours							
Work Orders	22.149	▪ Labor Overtime Hours							
Work Orders	22.150	▪ Labor Work Date							
Work Orders	22.151	▪ Labor Start Time							
Work Orders	22.152	▪ Labor Finish Time							
Work Orders	22.153	▪ Hourly Labor Cost							
Work Orders	22.154	▪ Total Labor Cost							

Application	Feature Number	Feature / Function / Capability	Standard - Current	Standard - Next	Report Writer	3rd-Party Application	Custom Modification	Not Available	Comments
Work Orders	22.155	▪ Material Stock Number							
Work Orders	22.156	▪ Material Description							
Work Orders	22.157	▪ Material Required Quantity							
Work Orders	22.158	▪ Material Actual Quantity							
Work Orders	22.159	▪ Material Date Used							
Work Orders	22.160	▪ Material Total Unit Cost							
Work Orders	22.161	▪ Material Total Cost							
Work Orders	22.162	▪ Equipment Code							
Work Orders	22.163	▪ Equipment Description							
Work Orders	22.164	▪ Equipment Required Quantity							
Work Orders	22.165	▪ Equipment Actual Quantity							
Work Orders	22.166	▪ Equipment Date Used							
Work Orders	22.167	▪ Equipment Total Unit Cost							
Work Orders	22.168	▪ Equipment Usage Total Cost							
Work Orders	22.169	▪ Task Description							
Work Orders	22.170	▪ Task Instructions							
Work Orders	22.171	▪ Comments							
Work Orders	22.172	DETERMINE REQUIRED FIELDS - Ability to determine which fields are required for each work order type.							
Work Orders	22.173	WORK ORDER INITIATION - Ability to initiate a work order directly from:							
Work Orders	22.174	▪ The Service Order Screen (Converting from a Service/Work Request)							
Work Orders	22.175	▪ The Work Order Screen							
Work Orders	22.176	▪ Selecting a location from the GIS Map							
Work Orders	22.177	▪ Selecting an asset from the GIS Map							
Work Orders	22.178	▪ The Asset Record							
Work Orders	22.179	COPYING WORK ORDERS - Ability to create a new work order by copying an existing work order.							
Work Orders	22.180	RELATED WORK ORDERS - Ability for the system to identify work orders that are related (i.e., parent-child/sub-work orders).							

Application	Feature Number	Feature / Function / Capability	Standard - Current	Standard - Next	Report Writer	3rd-Party Application	Custom Modification	Not Available	Comments
Work Orders	22.181	MULTIPLE GL ACCOUNTS BY WO - Ability to use multiple general ledger account numbers per work order							
Work Orders	22.182	USER-DEFINED STATUS - Ability to define unlimited work order status codes and progression (e.g., initiated, in progress, on hold, etc.).							
Work Orders	22.183	MASS GROUPING - Ability to group unlimited assets in one work order and open/close in mass (e.g., flushing all sewer lines or hydrants by area.)							
Work Orders	22.184	MASS GROUP RECORDING - Ability to record meter reads, unit run times, and number of minutes flushed on multiple assets in a single work order (e.g., hydrant flushing, pump flow times, electric meter reads, pump house inspections, etc.)							
Work Orders	22.185	MULTIPLE WO ACTIVITIES - Ability to establish multiple "activities" within a single work order (i.e., vehicle inspection, preventative maintenance, and vehicle repairs).							
Work Orders	22.186	MULTIPLE WO ACTIVITIES BY ASSET - Ability to establish multiple "activities" within a work order by asset (i.e., performing preventative maintenance on a group of assets and one requiring repairs).							
Work Orders	22.187	PROJECT WORK ORDERS - Ability to track all project-related work orders and costs (e.g., subdivision, construction project, community festivals, valve turns, hydrant flushing, substation inspection, etc.)							
Work Orders	22.188	PROJECT WORK ORDERS - Ability to distribute labor and materials equally across the work order's assets (e.g., valve replacements in an area, hydrants being flushed, etc.)							
Work Orders	22.189	STANDARD TASKS - Ability to setup standard tasks, requirements, and notes by work order type.							
Work Orders	22.190	WORK ORDER ASSIGNMENT - Ability to assign work orders to individuals, multiple individuals, crews or vendors.							

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Work Orders	22.191	CREATE WORKFLOW - Provide workflow for the process of work order initiation, resource assignment, additional materials and equipment, work scheduling, reporting, and data entry verification.							
Work Orders	22.192	ROUTING WORKFLOW - Ability for work orders to auto-route to appropriate departments as tasks are completed (e.g., main break is repaired by Utilities Division, and then Streets Division finishes the street repairs.)							
Work Orders	22.193	TASK WORKFLOW - Ability to setup specific tasks to be completed with data recorded by work order type.							
Work Orders	22.194	MULTI-DEPARTMENT ASSIGNMENTS - Ability to assign additional sub tasks/work orders to active/open work orders and assign to multiple departments/divisions.							
Work Orders	22.195	EMAIL NOTIFICATION LINKS - Ability to email work order assignment notification with link to work order record.							
Work Orders	22.196	REASSIGN - Ability to reassign open work orders to other persons, departments, and divisions without creating a new work order.							
Work Orders	22.197	ONE TIME FEES - Ability to apply miscellaneous one time account fees (e.g., new meter set fees).							
Work Orders	22.198	EXTERNAL BILLING - Ability to invoice all costs to external party (e.g., developers, drunk drivers, etc.) and track payments using specific general ledger codes.							
Work Orders	22.199	INTERNAL BILLING - Ability to track all costs for work orders that will be billed back to other departments using specific general ledger codes.							
Work Orders	22.200	REAL-TIME UPDATE - Provide real-time updates to work orders for all work order entry information (e.g., tasks completed, labor, materials, equipment, etc.) whether or not the work order is completed.							
Work Orders	22.201	ROUTE TO SUPERVISORS BY WO TYPE - Ability to send work orders to a specific supervisor by work order type.							

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Work Orders	22.202	ROUTE TO MULTI-DEPARTMENTS - Ability to simultaneously send work requests to multiple divisions/departments for different types of tasks on the same work order.							
Work Orders	22.203	CALC RESPONSE & RESOLUTION TIME - Provide auto-calculation of work order resolution and response times, excluding on-hold time (e.g., waiting for parts).							
Work Orders	22.204	OUTSOURCED WORK - Ability to set up work orders and track costs for outsourced work by vendor.							
Work Orders	22.205	ON HOLD - Ability to put a work order on hold and require a reason.							
Work Orders	22.206	REMINDERS - Ability to generate reminders for work orders that are pending or on hold.							
Work Orders	22.207	CHANGE CLOSED WORK ORDER - Ability to adjust work order resources after work order has been completed or closed.							
Work Orders	22.208	REPAIR ORDERS - Ability to generate repair orders from inspection work orders.							
Work Orders	22.209	CLASSIFICATION BY FACILITY - Ability to classify work orders by facility/area.							
Work Orders	22.210	PRIORITIZATION - Ability to prioritize work orders using defined priority standards.							
Work Orders	22.211	CLASSIFY - Ability to classify work orders as either preventative, corrective, or unscheduled.							
Work Orders	22.212	ASSET WO - Ability to process a work order without having to know the actual asset number (e.g., fix a manhole cover by type of activity even if the asset is not in the system.)							
Work Orders	22.213	WORK ORDER ENTRY OF REPORTED WORK - Ability to enter and correct actual labor hours, material costs and equipment usage against issued work orders.							
Work Orders	22.214	ENTRY OF REPORTED WORK - Ability to enter time by work order screen or Time Entry module. Vendors, please describe any limitations.							

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Work Orders	22.215	STANDARD BILLS OF MATERIAL - Ability to have standard bills of material (item, quantity, and price) detailed in a work order.							
Work Orders	22.216	ATTACHMENTS - Ability to attach scanned documents, files, digital photos, etc., to a work order.							
Work Orders	22.217	FREE-FORM COMMENTS - Ability to enter unlimited free-form comments attached to the work order and maintenance records.							
Work Orders	22.218	EQUIPMENT RENTAL - Ability to enter equipment usage and reflect in hours / rates.							
Work Orders	22.219	WORK ORDER COMPLETION - Capture work order completion data, including:							
Work Orders	22.220	▪ When requestor was responded to							
Work Orders	22.221	▪ When completed							
Work Orders	22.222	▪ Hours to complete							
Work Orders	22.223	▪ Inventory parts used							
Work Orders	22.224	▪ Problems encountered							
Work Orders	22.225	▪ Employee/division identification							
Work Orders	22.226	BURDEN RATES - Ability to cost work orders using user selected burden or overhead rates.							
Work Orders	22.227	EMPLOYEE LABOR RATE - Ability to use a standard rate labor charge or the employee's actual pay rate.							
Work Orders	22.228	FULLY BURDENED COST RECOVERY - Ability to pass the captured costs of work order to internal or external parties.							
Work Orders	22.229	OUTSTANDING SERVICE REQUEST/WORK ORDER - At data entry time, provide system alert of any other outstanding service requests or work orders for the same location or same asset.							
Work Orders	22.230	ISSUE INVENTORY TO WORK ORDER - Ability to issue parts from inventory from the work order screen and update inventory counts.							
Work Orders	22.231	ISSUE NON-INVENTORY ITEMS - Ability to add non-inventory parts to a work order.							

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Work Orders	22.232	LOCATION - Ability for a work order location to be a street and range of addresses (e.g., 100-600 blocks of Bennett Street.)							
Work Orders	22.233	MOBILE ACCESS - Ability to use mobile computers in the field, with real-time access to the data base to view, open, and update work orders. Vendors, please describe how accomplished.							
Work Orders	22.234	MOBILE ACCESS - Ability to print work orders in the field.							
Work Orders	22.235	USAGE RATE EFFECTIVE DATES - Ability to set effective dates of labor and equipment usage rates.							
Work Orders	22.236	INVOICES - Ability to generate an invoice from a work order.							
Work Orders	22.237	AGENCY TRACKING - Ability to track all traffic signals, maintenance history, and bill costs to appropriate agency (e.g., state, county, insurance company, etc.)							
Work Orders	22.238	HISTORY - Ability for historical reporting and inquiry to calculate using historical hourly/equipment rates.							
Work Orders	22.239	ATTACHMENTS - Ability to attach safety procedures and Material Safety Data Sheets (MSDSs) to the work order type or asset record.							
Work Orders	22.240	MAP DISPLAY - Ability to see locations of service requests and or work orders in a color or aerial map view.							
Work Orders	22.241	INQUIRIES & REPORTS							
Work Orders	22.242	WORK REQUEST TYPE - Ability to track number of work requests by type (originator, department, citizen, etc.).							
Work Orders	22.243	WORK ORDER INQUIRY - Ability to display service request/work order information online including the status and all detail-related information in order to answer customer inquiries about a service request.							
Work Orders	22.244	WORK ORDER INQUIRY - Ability to access a work order by asset part number, location, address, activity code, crew assigned, department assigned to, date, date resolved, work order number, etc.							
Work Orders	22.245	DIVISION WORK ORDERS - Ability to display work orders by division within status.							

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Work Orders	22.246	ASSIGNED WORK ORDERS - Ability to display work orders by assigned employee.							
Work Orders	22.247	PENDING PARTS WORK ORDERS - Ability to display work orders pending parts.							
Work Orders	22.248	PENDING VENDOR WORK ORDERS - Ability to display work orders pending vendor assignment.							
Work Orders	22.249	SCHEDULING WORK ORDERS - Ability to view employee activity calendar.							
Work Orders	22.250	PREVENTATIVE MAINTENANCE (PM)							
Work Orders	22.251	PM TYPES - Provide unlimited types of preventative maintenance work orders.							
Work Orders	22.252	PM SCHEDULE ZONE - Provide unlimited types of preventative maintenance schedule zones.							
Work Orders	22.253	AUTOMATIC GENERATION OF PREVENTATIVE MAINTENANCE WO's - Ability to automatically generate "Preventative Maintenance" work orders.							
Work Orders	22.254	PREVENTATIVE MAINTENANCE TRIGGERS - Ability to automatically generate a preventative maintenance work order by using the following triggers:							
Work Orders	22.255	▪ Mileage							
Work Orders	22.256	▪ Fuel Consumption							
Work Orders	22.257	▪ Days since last PM							
Work Orders	22.258	▪ Hours							
Work Orders	22.259	▪ Readings							
Work Orders	22.260	▪ Frequency of Usage							
Work Orders	22.261	MULTIPLE PM TRIGGERS - Ability to use more than one trigger to generate a preventative maintenance work order (e.g., mileage and fuel consumption)							
Work Orders	22.262	PM SOPs - Ability to maintain, attach, print and email Standard Operating Procedures (SOPs) for PM work orders.							
Work Orders	22.263	FORM ATTACHMENT - Ability to attach inspection forms to the work order record.							

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Work Orders	22.264	PM FIELDS - Provide the following fields in addition to the work order fields: ▪ Frequency Code							
Work Orders	22.265	▪ Last PM Usage							
Work Orders	22.266	▪ Last PM Date							
Work Orders	22.267	▪ Reason Created							
Work Orders	22.268	PM PROJECTS - Ability to setup PM projects and track multiple work orders per PM project (e.g., it takes a crew about six months to complete sewer line cleaning for a quadrant, need ability to track daily work completed).							
Work Orders	22.269	PM INTERVALS - Ability to schedule PMs for any user-defined interval (e.g., seasonal, twice a week, twice a month, every two weeks, monthly, daily, etc.)							
Work Orders	22.270	EQUIPMENT MAINTENANCE LISTING - Ability to produce an equipment maintenance listing.							
Work Orders	22.271	MAINTAIN EQUIPMENT AND ITEM BILLS OF MATERIALS - Ability to maintain parent equipment bills of material components (e.g., tree structure).							
Work Orders	22.272	MAINTENANCE OF EQUIPMENT'S COMPONENTS - Ability to maintain individual equipment and equipment component maintenance schedules.							
Work Orders	22.273	SUGGEST REPLACEMENT PARTS ON WORK ORDERS - Ability to maintain and suggest parent equipment and equipment component replacement parts.							
Work Orders	22.274	PREVENTATIVE MAINTENANCE INSTRUCTIONS AND GENERAL COMMENTS - Ability to associate preventive maintenance instructions, equipment recommended parts list, maintenance schedules, and general comments to work orders.							
Work Orders	22.275	MAINTENANCE TRACKING - Ability to track maintenance activity and costs related to infrastructure, facilities, and equipment (water lines, pumps, equipment, autos, facilities, lift stations, landscaping, etc.)							

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Work Orders	22.276	INFRASTRUCTURE ASSETS							
Work Orders	22.277	USER-DEFINED FIELDS BY ASSET TYPE - Ability to create unlimited user-defined fields by Asset Type (e.g., hydrants, lift stations, vehicles, equipment, etc.)							
Work Orders	22.278	USER-DEFINED INFRASTRUCTURE CLASSES AND ATTRIBUTES - Provide user-defined standard descriptions for infrastructure classes and functions (e.g., water lines, sanitary sewer lines, storm sewer lines, pavement, sidewalks, hydrants, curb and gutter, etc.)							
Work Orders	22.279	MULTIPLE ASSET TYPES BY WORK ORDER - Ability to create a work order that contains multiple asset types.							
Work Orders	22.280	INFRASTRUCTURE ASSET FIELDS - Ability to provide and maintain the following infrastructure asset information, including, but not limited to:							
Work Orders	22.281	▪ Asset Name							
Work Orders	22.282	▪ Asset ID Number							
Work Orders	22.283	▪ Asset Type							
Work Orders	22.284	▪ Department							
Work Orders	22.285	▪ Division							
Work Orders	22.286	▪ Short Description							
Work Orders	22.287	▪ Long Description							
Work Orders	22.288	▪ Notes							
Work Orders	22.289	▪ Color							
Work Orders	22.290	▪ Size							
Work Orders	22.291	▪ Length							
Work Orders	22.292	▪ Age (calculated)							
Work Orders	22.293	▪ Value							
Work Orders	22.294	▪ Prior inspection date							
Work Orders	22.295	▪ Prior inspection results							
Work Orders	22.296	▪ Prior Defects							
Work Orders	22.297	▪ Condition Description							
Work Orders	22.298	▪ Condition Rating							
Work Orders	22.299	▪ Parent Asset Name							

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Work Orders	22.300	▪ Parent Assembly ID Number							
Work Orders	22.301	▪ Sub-Assets List							
Work Orders	22.302	▪ Sub Assembly ID Number List							
Work Orders	22.303	▪ Associated Assets (upstream and downstream assets)							
Work Orders	22.304	▪ Geo Coordinates (Longitude/Latitude/Elevation)							
Work Orders	22.305	▪ Physical Location Address Street Number							
Work Orders	22.306	▪ Physical Location Address Street Number Suffix							
Work Orders	22.307	▪ Physical Location Address Street Prefix							
Work Orders	22.308	▪ Physical Location Address Street Name							
Work Orders	22.309	▪ Physical Location Address Street Suffix							
Work Orders	22.310	▪ Physical Location Address Sub-Detail							
Work Orders	22.311	▪ Physical Location Address City							
Work Orders	22.312	▪ Physical Location Address State							
Work Orders	22.313	▪ Physical Location Address Zip (5)							
Work Orders	22.314	▪ Physical Location Address Extended Zip (4)							
Work Orders	22.315	▪ Building							
Work Orders	22.316	▪ Floor							
Work Orders	22.317	▪ Room							
Work Orders	22.318	▪ Area							
Work Orders	22.319	▪ Sub-Area							
Work Orders	22.320	▪ Drawing Reference							
Work Orders	22.321	▪ Date Assigned							
Work Orders	22.322	▪ Project Number							
Work Orders	22.323	▪ Acquisition Date							
Work Orders	22.324	▪ Installation Date							
Work Orders	22.325	▪ Initial Cost							
Work Orders	22.326	▪ Expected Life							
Work Orders	22.327	▪ Residual Value							
Work Orders	22.328	▪ Salvage Value							
Work Orders	22.329	▪ Book Value							
Work Orders	22.330	PRE-CONFIGURED ASSET FIELDS - System to be delivered with pre-configured fields for the following asset types:							

Application	Feature Number	Feature / Function / Capability	Standard - Current	Standard - Next	Report Writer	3rd-Party Application	Custom Modification	Not Available	Comments
Work Orders	22.331	▪ Water: Mains, valves, meters, hydrants, service lines, water nodes, wells, reservoirs, pumps, generators, and motors.							
Work Orders	22.332	▪ Sewer: mains, manholes, service lines, nodes, lift stations, castings, generators							
Work Orders	22.333	▪ Storm: channels, inlets, mains, manholes, catchbasins, pump stations, culverts, storage basins							
Work Orders	22.334	▪ Streets and Roadways: segments, guardrails, sidewalks, handicap ramps, pavement markings, signals, signs, lights, trees, landscape, intersections, bridges							
Work Orders	22.335	▪ Plant: facilities, equipment, vehicles, reservoirs, pumps, motors, communication tower, generators, grounds							
Work Orders	22.336	▪ Parks: buildings, equipment, trees, vehicles							
Work Orders	22.337	▪ Customer Service: service request management							
Work Orders	22.338	INFRASTRUCTURE NETWORKS - Ability to fully define infrastructure networks. In the case of a water system, this includes all pipes, valves, manholes, storage facilities, filter plants, etc.							
Work Orders	22.339	INFRASTRUCTURE NETWORKS ASSET ASSOCIATIONS - Ability to indicate upstream and downstream asset associations (e.g., lateral connections to a main, a main attached to a valve, etc.)							
Work Orders	22.340	MASTER ASSET - SUB-ASSET LISTING - Ability to view a listing of all sub-assets (children) that are associated with a master asset.							
Work Orders	22.341	MASTER ASSET - ACCUMLULATED COST - Ability to see overall costs associated with a master asset, including the cost of the sub-assets (children).							
Work Orders	22.342	INFRASTRUCTURE MATERIALS - Ability to fully define the materials within the infrastructure (e.g., type of pipe, length, flow rates, estimated life, etc.)							
Work Orders	22.343	INFRASTRUCTURE RUN TIMES - Ability to log run times (hours, units, flow, etc.) on plant equipment as inspected.							

Application	Feature Number	Feature / Function / Capability	Standard - Current	Standard - Next	Report Writer	3rd-Party Application	Custom Modification	Not Available	Comments
Work Orders	22.344	INFRASTRUCTURE CONDITION RATING - Ability to establish condition ratings for each infrastructure asset segment.							
Work Orders	22.345	INFRASTRUCTURE ASSET CONDITION ANALYSIS - Ability to analyze infrastructure networks, including all networks and their interactions, to determine budget recommendations for asset upgrade (e.g., facility, water, and sewer must all be analyzed in order to avoid multiple road openings to repair the individual assets.)							
Work Orders	22.346	GEOGRAPHIC CLASSIFICATION OF INFRASTRUCTURE - Ability to group infrastructure assets by user-defined geographic areas.							
Work Orders	22.347	GEOGRAPHIC CLASSIFICATION OF INFRASTRUCTURE - Ability to have unlimited geographic area classifications by location.							
Work Orders	22.348	LONGEVITY - Ability to determine how long certain commodities such as light bulbs are lasting once installed.							
Work Orders	22.349	ATTACHMENTS - Ability to attach documents and pictures to the asset record.							
Work Orders	22.350	ATTACHMENTS - WORK ORDER - Ability to retrieve images and documents stored at the asset record from the work order screen.							
Work Orders	22.351	WORK ORDER HISTORY - Ability to click into work order history by type of material or equipment at a summary and detail level, including the ability to see location.							
Work Orders	22.352	WORK ORDER HISTORY BY ASSET - Ability to generate work order history by asset.							
Work Orders	22.353	WORK ORDER HISTORY - COSTS BY ASSET - Ability to generate work order cost summary reports by asset.							
Work Orders	22.354	ACTUAL VS PLANNED COMPARISONS - Ability to generate a comparison report for planned versus actual work completed.							

Application	Feature Number	Feature / Function / Capability	Standard - Current	Standard - Next	Report Writer	3rd-Party Application	Custom Modification	Not Available	Comments
Work Orders	22.355	INTEGRATION & INTERFACES							
Work Orders	22.356	INTEGRATION - GENERAL LEDGER - Ability to integrate with the General Ledger.							
Work Orders	22.357	INTEGRATION – PROJECT ACCOUNTING - Provide integration with Project Accounting.							
Work Orders	22.358	INTEGRATION – ACCOUNTS RECEIVABLE - Ability to integrate the Maintenance Management/Work Order System with Accounts Receivable for charging efforts to external customers.							
Work Orders	22.359	INTEGRATION - FIXED ASSETS - Ability for work order costs to be part of a fixed assets cost (e.g., construction of a storm drain or section of sewer pipe in ground).							
Work Orders	22.360	INTEGRATION – INFRASTRUCTURE ASSET INVENTORY - Ability to integrate with the Infrastructure Asset Inventory.							
Work Orders	22.361	INTERFACE - CIS & UTILITY BILLING - Provide interface with CIS & Utility Billing service orders.							
Work Orders	22.362	INTEGRATION - CRM - Provide integration with the Customer Request Management system.							
Work Orders	22.363	INTEGRATION - TIME KEEPING - Ability for work order time to be entered in the Time Entry system and automatically update the work order detail							
Work Orders	22.363	INTEGRATION - NOVATIME - System must provide integration to NOVAtime so that hours on timesheets can be linked to work orders.							
Work Orders	22.364	INTEGRATION – INVENTORY - Ability to integrate with the Inventory to update inventory items used on work orders.							
Work Orders	22.365	INTEGRATION - ELECTRONIC DOCUMENT MANAGEMENT SYSTEM - The system must integrate with the Village's existing Laserfiche enterprise EDMS system If your system does not integrate with Laserfiche please describe what other prominent EDMS system(s) you can integrate with or explain the EDMS or content management solution you propose for the Village's use with your system.							

Application	Feature Number	Feature / Function / Capability	Standard - Current	Standard - Next	Report Writer	3rd-Party Application	Custom Modification	Not Available	Comments
Citizen Request Management	22.365	INTEGRATION - SEE-CLICK-FIX – Ability to interface with the Village's "See-Click-Fix" system.							

Application	Feature Number	Feature / Function / Capability	Standard - Current	Standard - Next	Report Writer	3rd-Party Application	Custom Modification	Not Available	Comments
Work Orders	22.366	GIS INTEGRATION							
Work Orders	22.367	WORK ORDER - AUTO-POPULATE FROM GIS - Ability for the system to integrate with GIS in order to retrieve the following Work Order information:							
Work Orders	22.368	▪ Geo Location related to a work order							
Work Orders	22.369	▪ Asset Name							
Work Orders	22.370	▪ Asset ID							
Work Orders	22.371	▪ Other Asset Attributes Stored in GIS (e.g., size, inspection results, condition rating, etc.)							
Work Orders	22.372	GIS/MAPPING - Ability to select single or multiple Maintenance Management/Work Order assets or Asset Inventory and view on a GIS map using ArcGIS ArcInfo (Version 10.2).							
Work Orders	22.373	GIS/MAPPING - WO MAP ROUTING - Ability to generate a map of work orders and provide a suggested route.							
Work Orders	22.374	GIS/MAPPING - Ability to use GIS mapping to view areas for:							
Work Orders	22.375	▪ Work Order Types							
Work Orders	22.376	▪ Work Orders by Asset							
Work Orders	22.377	▪ Work Orders by Asset Types							
Work Orders	22.378	▪ Aging Assets							
Work Orders	22.379	▪ Asset Condition Ratings							
Work Orders	22.380	MOBILE APPLICATION - Ability for the mobile application to retrieve GIS information. Please describe which mobile device platforms are supported (e.g., iOS, Android, Windows, etc.)							

Village of Oswego - Enterprise Information Management System - Feature Function Requirements

Please input a "1" in the appropriate column to the right of the feature/function/capability statement. Further explanations, or information regarding 3rd party software and/or modification costs should also be provided in the comments column and Project Costs worksheet (Appendix G), if applicable. Each "non-title" row (?000) should have only one "1". **Blank rows will be scored as Not Available.**

Legend:

Standard - Current	Available in current software release
Standard - Next Release	Guaranteed available in next release of software
Report Writer	Report Writer function through Standard Reports or Ad Hoc Report Writer
3rd-Party Application	Please estimate general cost estimates in comments not a quote, unless available due to your resell arrangement.
Custom Modification	Custom programming by vendor (not meant to be a set-up configuration that is standard process through implementation. Please estimate general costs in comments (not a quote).
Not Available	Not available in current or next release; interfaced/integrated third-party application or through custom modification.

Application	Feature Number	Feature / Function / Capability	Standard - Current	Standard - Next	Report Writer	3rd-Party Application	Custom Modification	Not Available	Comments
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CRM	Citizen Request Management (CRM)								
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Citizen Request Management	25.000	CITIZEN REQUEST MANAGEMENT							
Citizen Request Management	25.001	CONTACT TYPES - Provide for management of contacts: complaints, requests, suggestions, compliments by location, and name.							
Citizen Request Management	25.002	WEB PAGE CONTACTS - Ability to receive service requests/complaints/contacts via Web Page.							
Citizen Request Management	25.003	ONLINE STATUS - Ability for residents to inquire online and see the status of their request/complaint.							
Citizen Request Management	25.004	PERSON/ENTITY - Person/Entity should provide for the storage of the following information at a minimum:							
Citizen Request Management	25.005	▪ Name							
Citizen Request Management	25.006	▪ Name of In-house Contact							
Citizen Request Management	25.007	▪ Date of Request							
Citizen Request Management	25.008	▪ Time of Request							
Citizen Request Management	25.009	▪ Forward Request To							
Citizen Request Management	25.010	▪ Service Area (water, sewer, streets, electric, building/planning, other)							
Citizen Request Management	25.011	▪ Location of Complaint							
Citizen Request Management	25.012	▪ Description of complaint							
Citizen Request Management	25.013	▪ Service Action Requested							
Citizen Request Management	25.014	▪ Name of Caller							

Application	Feature Number	Feature / Function / Capability	Standard - Current	Standard - Next	Report Writer	3rd-Party Application	Custom Modification	Not Available	Comments
Citizen Request Management	25.015	▪ Address of Caller							
Citizen Request Management	25.016	▪ Phone Number							
Citizen Request Management	25.017	▪ Determination (Public, Private)							
Citizen Request Management	25.018	▪ Determination Date							
Citizen Request Management	25.019	▪ Employee Name							
Citizen Request Management	25.020	▪ Follow up Required (Y/N)							
Citizen Request Management	25.021	UNIQUE EVENT ID - Ability to assign event reference for each request.							
Citizen Request Management	25.022	EVENT HISTORY - Ability to access event history by the event reference for each request.							
Citizen Request Management	25.023	CALL HISTORY SEARCH - Ability to verify calls by searching for call history.							
Citizen Request Management	25.024	CALL HISTORY SEARCH - Ability to verify calls by searching for call history by informant.							
Citizen Request Management	25.025	CALL HISTORY SEARCH - Ability to verify calls by searching for call history by location.							
Citizen Request Management	25.026	DEFINE CONTACT TYPES BY DEPARTMENT / FUNCTIONAL AREA - Ability to segregate contact types by functional area/division/department.							
Citizen Request Management	25.027	ASSIGN & DISPLAY PRIORITY - Ability to display contacts by priority within functional area, as well as global view (all users).							
Citizen Request Management	25.028	CONTACT REFERRAL / ROUTING - Provide for the referral/routing of a contact to the proper department/employee based on type of contact (agency-defined).							
Citizen Request Management	25.029	ADDITIONAL REFERRALS / ROUTING - Provide for additional referrals/routing from initial responsible department/employee.							
Citizen Request Management	25.030	ROUTE REQUESTS TO MULTIPLE DEPARTMENTS - Ability to route request/complaint type to multiple departments/divisions or individuals ad hoc or predefined by type of contact or priority.							

Application	Feature Number	Feature / Function / Capability	Standard - Current	Standard - Next	Report Writer	3rd-Party Application	Custom Modification	Not Available	Comments
Citizen Request Management	25.031	MULTI-REQUESTS PER SAME INCIDENT - Ability to capture and link multiple complaints on the same incident/case (e.g., graffiti, pot hole, down sign, code enforcement complaint, etc.)							
Citizen Request Management	25.032	MASS STATUS UPDATE - Ability to update status of multiple requests at the same time (e.g., five requests about the same pot hole).							
Citizen Request Management	25.033	DUPLICATE REQUESTS PER SAME INCIDENT - Ability to identify duplicate requests for the same issue.							
Citizen Request Management	25.034	AUDIT LOG - Ability to view audit log of request/contact events, activities, dates, and status.							
Citizen Request Management	25.035	ACTIONS & REMINDERS - Ability to establish future actions and reminders associated with requests.							
Citizen Request Management	25.036	NOTIFICATIONS - Provide for the generation of response letters to the citizen at the receipt of request/complaint, when action is determined, and when action is completed.							
Citizen Request Management	25.037	HISTORY - Ability to view generated letters as a part of the request history.							
Citizen Request Management	25.038	E-MAIL - Ability to send email updates or notifications to requestors/citizens.							
Citizen Request Management	25.039	ATTACHMENTS - Ability to store attachments to the request history (e.g., photos, correspondence, e-mail, etc.)							
Citizen Request Management	25.040	USER-DEFINED CORRESPONDENCE - Provide capability to configure letter templates for generating correspondence on a global basis or by contact.							
Citizen Request Management	25.041	CITIZEN/CUSTOMER CLASSIFICATION TYPES - Provide ability to classify any citizen/customer request by pre-defined and ad hoc types.							
Citizen Request Management	25.042	USER-DEFINED FIELDS - Provide ability to create user-define additional information based upon request/complaint type (i.e., unlimited user-defined fields by type of request/contact.)							
Citizen Request Management	25.043	PRIORITIZE REQUESTS - Ability to prioritize requests/complaints.							

Application	Feature Number	Feature / Function / Capability	Standard - Current	Standard - Next	Report Writer	3rd-Party Application	Custom Modification	Not Available	Comments
Citizen Request Management	25.044	STANDARD RESPONSE TIMES - Ability to setup standard response time requirements by request type for departmental response compliance and performance measurement tracking.							
Citizen Request Management	25.045	STANDARD RESPONSE TIME PUBLICATION - Ability to display standard response time requirements for display to citizen users.							
Citizen Request Management	25.046	E-MAIL ALERTS - Ability to send e-mail alerts to departments/divisions or individuals based upon priority.							
Citizen Request Management	25.047	E-MAIL ALERTS - Ability to provide reminder e-mail alerts if request is not acted upon within the established standard response time.							
Citizen Request Management	25.048	SEARCH CRITERIA - Provide ability to obtain contact/service request status by citizen name, reference number, phone number, request type, and location.							
Citizen Request Management	25.049	SEARCH CRITERIA - Provide inquiry capability using wild cards and close-to logic.							
Citizen Request Management	25.050	AGING SEARCH - Provide inquiry capability for viewing requests based on aging criteria (e.g., requests still open that are "N" number of days beyond established standard response times).							
Citizen Request Management	25.051	STATISTICAL REPORTS - Allow for printing of reports in statistical format.							
Citizen Request Management	25.052	USER-DEFINED REPORT SORTING - Allow for sorting of reports in user-defined sequence.							
Citizen Request Management	25.053	ADDRESS SELECTION - Ability to select the address from a pre-populated drop-down list, limiting the ability to free-form type the address to a selected few.							
Citizen Request Management	25.054	CALL SOURCE - Ability to track call input source (e.g., phone, face-to-face, e-mail, Web.)							
Citizen Request Management	25.055	ESCALATION PRIORITY - Ability to escalate and prioritize status for daytime and off-hours calls.							

Application	Feature Number	Feature / Function / Capability	Standard - Current	Standard - Next	Report Writer	3rd-Party Application	Custom Modification	Not Available	Comments
Citizen Request Management	25.056	ROUTE QUEUE - Ability to temporarily route queue to others in department pool when primary contact is out of office or unavailable.							
Citizen Request Management	25.057	ROUTE QUEUE - Ability to track personnel who received the citizen request.							
Citizen Request Management	25.058	ACCESS SECURITY - Ability to make requests confidential so only certain departments can see certain request types.							
Citizen Request Management	25.059	ACCESS SECURITY - Ability to make certain citizens or addresses confidential (e.g. VIP, council member, etc.).							
Citizen Request Management	25.060	UPDATE RESTRICTIONS - Ability to restrict update access to certain data fields.							
Citizen Request Management	25.061	INTEGRATION							
Citizen Request Management	25.062	INTEGRATION - LAND MANAGEMENT - Provide linkage of Citizen Contact to related address in the Land/Parcel/Address Management database.							
Citizen Request Management	25.063	INTERFACE - GIS - Provide linkage of CRM to ESRI ArcGIS ArcInfo (Version 10.2).							
Citizen Request Management	25.064	INTEGRATION - WORK ORDERS/MAINTENANCE MANAGEMENT - Provide two-way integration with the Work Order/Maintenance Management module.							
Citizen Request Management	25.065	INTEGRATION - SEE-CLICK-FIX – Ability to interface to the Village’s “See-Click-Fix” system or if your are proposing a new CRM system explain how this new replacement will provide equivalent functionality to “See-Click-Fix”							

Appendix B
VENDOR PROFILE

Vendor(s) Name: _____

SOFTWARE VENDOR INFORMATION

Company Name _____

Street Address _____
City, State, Zip code _____

Telephone Number _____

Primary Contact _____
Secondary Contact (if applicable) _____

RESELLER INFORMATION (if applicable)

Company Name _____

Street Address _____
City, State, Zip code _____

Telephone Number _____

Primary Contact _____
Secondary Contact (if applicable) _____

SOFTWARE SUPPORT

Location of Application Software _____
Support Personnel _____
Number of Application Software _____
Support Personnel _____
(Propose Solution ONLY) _____
Support Hours _____
(designate time zone) _____
 Guaranteed Response Time _____
 Average Response Time _____
 Average Resolution Time _____
800 Number Access _____

SOFTWARE SUPPORT (if applicable)

Location of Application Software _____
Support Personnel _____
Number of Application Software _____
Support Personnel _____
(Propose Solution ONLY) _____
Support Hours _____
(designate time zone) _____
 Guaranteed Response Time _____
 Average Response Time _____
 Average Resolution Time _____
800 Number Access _____

Appendix C
VENDOR PROFILE / FINANCIAL INFORMATION

Vendor(s) Name: _____

VENDOR INFORMATION

RESELLER INFORMATION (if applicable)

Vendor Name
Number of Years in Business
Total Number of Employees
(Propose Solution ONLY)
Organization Classification (Private, Public, Other)

Reseller Name
Number of Years in Business
Total Number of Employees
(Propose Solution ONLY)
Organization Classification (Private, Public, Other)

VENDOR FINANCIAL INFORMATION

RESELLER FINANCIAL INFORMATION (if applicable)

Annual Revenue
Percent of Annual Revenue Allocated to R & D
Percent of Annual Revenue Generated from New Sales
Percent of Annual Revenue from Annual Recurring Income

Annual Revenue
Percent of Annual Revenue Allocated to R & D
Percent of Annual Revenue Generated from New Sales
Percent of Annual Revenue from Annual Recurring Income

Appendix D
VENDOR CUSTOMER BASE

Vendor(s) Name: _____

Note: If you are a VAR, please provide the information for your specific company in addition to the software vendor's information.

Note: If your proposed solution belongs to a parent/consolidation company only provide customer figures for the proposed solution.

BY THE FOLLOWING CRITERIA		Vendor Information		Reseller Information	
		NUMBER OF AGENCIES (Not Installs)	NUMBER OF IL STATE CUSTOMERS (Not Installs)	NUMBER OF AGENCIES (Not Installs)	NUMBER OF IL STATE CUSTOMERS (Not Installs)
Total - All Entities (Including Parent Company)	(Proposed Solution Only)				
Total - All Customers	(Proposed Solution Only)				
Total - Cities and/or Districts	(Proposed Solution Only)				
Populations below 25,000	(Proposed Solution Only)				
Populations between 25,000-50,000	(Proposed Solution Only)				
Populations between 50,000-75,000	(Proposed Solution Only)				
Populations Above 75,000	(Proposed Solution Only)				
General Ledger	(Proposed Solution Only)				
Project Accounting	(Proposed Solution Only)				
Payroll	(Proposed Solution Only)				
Utility Billing/Customer Information System	(Proposed Solution Only)				
Planning Projects and Zoning	(Proposed Solution Only)				
Permitting	(Proposed Solution Only)				
Code Enforcement	(Proposed Solution Only)				
Work Orders (Maintenance Management)	(Proposed Solution Only)				
Citizen Request Management (CRM)	(Proposed Solution Only)				
Online Permits	(Proposed Solution Only)				
Online Code Enforcement	(Proposed Solution Only)				
Online Business Licenses	(Proposed Solution Only)				
Online Payments	(Proposed Solution Only)				
Laserfiche Integration	(Proposed Solution Only)				

Appendix E
VENDOR/RESELLER REFERENCES

Vendor Name: _____

Proposed Solution Only (Below)						
	Customer Name	Contact Name	Phone Number	Population	Installation Date	APPLICATIONS (please list)

Note: If you are a Reseller/VAR, clearly indicate which references are for your specific company.

1)						
2)						
3)						
4)						
5)						
6)						
7)						
8)						
9)						
10)						

Note: Please indicate which module(s) were implemented in the "Application" column

Appendix F
VENDOR GENERAL SYSTEM INFORMATION

Vendor Name: _____

GENERAL QUESTIONS

	Yes	No
Will you agree to incorporate RFP and your proposal into the contract?	_____	_____
Will you hold prices firm for 120 days from proposal due date?	_____	_____
Is the source code held in escrow at a third-party institution? If yes, please identify the third party. If not, will you agree to providing such a service?	_____	_____
Explain:		

Will support fees include upgrades to meet any State and Federal mandated changes (e.g., payroll issues, reports, calculations)?	_____	_____
Will application software license be a "license in perpetuity?"	_____	_____

SYSTEM SUPPORT INFORMATION

	Yes	No
Can one Vendor install all application software? If not, please explain.	_____	_____
Can one Vendor support all application software? If not, please explain.	_____	_____
Can the vendor remotely connect to the system for diagnostics and/or support? Is there an associated cost?	_____	_____
Is there a website for customer software updates?	_____	_____
Can the website be used to communicate support issues and downloads?	_____	_____
Is there an application software Users' Group?	_____	_____

CONVERSION INFORMATION

Has the Vendor previously converted a customer from an MSI (Harris) Financial software package to the ***proposed*** software application?

Response: _____

Appendix F
VENDOR GENERAL SYSTEM INFORMATION

Vendor Name: _____

SOFTWARE APPLICATION INFORMATION

On what platform(s)/operating system(s) will the proposed application software run?

Response: _____

What year was the current technology platform of the proposed software originally released (e.g. .NET in 2007)?

Response: _____

Did you develop the software in-house or was it purchased? If purchased, identify the company from whom you acquired the software.

Response: _____

Which Database System (Preference towards MS SQL) will be deployed with the proposed solution? (Include name and version)

Proposed Database System: _____

Which Server Software (Preference towards MS Windows Server) will be deployed with the proposed solution? (Include server software name and version)

Proposed Server Software: _____

Please describe the software upgrade process (e.g., frequency and level of effort and cost).

Response: _____

Please describe the software patch delivery process and level of effort.

Response: _____

Appendix G PROJECT COST ESTIMATES

Vendor Name: _____

NOTES & INSTRUCTIONS

Supplemental Pricing in your company's standard format can be provided separately. However, even if you provide supplemental pricing, this project costs worksheet must include additional rows and/or descriptions if necessary. If an item is included elsewhere, please say included.

DO NOT delete any rows or change any formulas

HOSTED OPTION:

If you wish to propose both a Traditional In-House license model and a Hosted option, please submit two (2) copies of this Appendix G with a copy for each option.

One-Time Costs

	Hourly Rate	Total Hours	PRICE
Software License Fees			\$ -
Training Fees			\$ -
Project Management			
Installation/Implementation Fees			\$ -
Modifications/Enhancements Estimates (see Appendix J)			\$ -
Report & Inquiry Development			
Interface Development Estimates (see Appendix H)			\$ -
Conversion Assistance (see Appendix I)			\$ -
Other (Please List as needed)			

Hardware/System Software (estimates, if applicable)	
Installation (if applicable)	
Other Costs (Please List)	

Travel & Related Expenses	
Taxes	
\$ -	

Annual Recurring Costs

	PRICE
Application Annual Maintenance/Support	\$ -
(24/7 Telephone Support (Yes/No))	
Hardware/System Software (estimates, if applicable)	
\$ -	

Appendix G
PROJECT COST ESTIMATES

Detailed Software Application Pricing and Information

Vendor's Module Name	License Fees	Implementation Services			Training Services			Annual Support
		Total Hours	Total Visits	Total Implementation Services Costs	Total Hours	Total Visits	Total Training Costs	

(Please List Applications/Modules - Add Rows as Necessary)

Financial Management

General Ledger								
Budgeting								
Project & Grant Accounting								
Requisitions & Purchasing								
Contracts Management								
Accounts Payable								
Accounts Receivable								
Cash Receipts								
Fixed Assets								
Financial Reporting								

People Management

Human Resources								
Applicant Tracking								
Employee Self-Service								
Payroll								
Time and Attendance								

Utility Billing

Utility Billing								
Customer Service								
Cash Receipts								
Online Utility Accounts and Payments								
Service Requests/Orders								
Mobile Service Orders								

Land Management

Planning								
Permitting								
Inspections								
Mobile Inspections								
Code Enforcement								
Mobile Code Enforcement								
Licensing and Registration								
Parcel/Address Management								
Electronic Review Markups								

Appendix G
PROJECT COST ESTIMATES

Online / Citizen Internet Access

- Online Planning Project Information
- Electronic Plan Submittals
- Online Permits
- Online Code Enforcement
- Online Inspections
- Online Licensing and Registration
- Online Citizen Request Management (CRM)
- Online Payments (Misc. Receivables)

Maintenance Management

- Work Order Management
- Mobile Work Orders
- Inventory Management
- Fleet Maintenance

Other

- Ad Hoc Reporting (in addition to Financial Reporting above)
- Citizen Request Management (CRM)
- GIS & GIS Mapping ArcGIS (ArcGIS 10.2)
- EDMS (To Be Determined)

Sub-Totals

\$	-	0.0	0.0	\$	-	0.0	0.0	\$	-	\$	-
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NOTES

- 1) Indicate how license fees are calculated (e.g., concurrent users, user ID's, processor size, etc.). Provide number of user licenses if applicable, and additional user license cost if required.
- 2) Please describe additional future license fees if applicable (e.g., change in users, processor size, etc.).
- 3) Optional pricing for above one time costs should be clearly identified (e.g., different project management service levels).
- 4) Describe number of days/hours included with project management AND training costs above.
- 5) Describe in detail what is included with conversion estimates.
- 6) Describe how travel and related expense estimates were calculated.
- 7) Describe additional costs required for optional applications (e.g., hardware, training, project management, etc.)
- 8) Clearly indicate third party software.
- 9) Please attach server sizing/configuration documentation.

Appendix H
INTERFACE COSTS

Interfaces/Integrations	Low Estimate	High Estimate	Annual Support Costs (If Applicable)	Vendor Comments/ Suggestions
<i>See the Integration Table in the RFP Document for further Detail</i>				
<i>Please provide both low and high estimated cost</i>				
General Ledger				
Import G/L Entries				
Import Recurring G/L Entry				
Credit Card Download				
Import Bank Statement File				
Import Voided Checks				
Investment Banks				
Service Banks				
Accounts Payable				
Electronic Payments (ACH/Wire Transfers)				
Positive Pay				
Purchasing Card Import				
Workers Comp Check File				
Cashiering & Online Payments				
Credit Card & ACH Payment Processing				
Payroll				
Direct Deposit File				
Positive Pay				
Child Support Deduction File				
Quarterly Illinois Department of Employment Security (IDES)				
IRS - 941 Reporting				
W-2 Filing and Reporting				
Illinois Municipal Retirement Fund System (IMRF)				
Human Resources				
Wire Transfers (e.g. insurance companies, unions, etc.)				
Third-Party People Management Applications				
(See "Optional Application Software" Section of RFP document)				
HR/Payroll (Paylocity Version 15.3.7.180)				
Timekeeping (NOVAtime Web-Based Version)				
Benefit Enrollments and Administration (WorkTerra Web-Based Version)				
Utility Billing				
Handheld Meter Reading Devices (Sensus/AutoRead Version 6.0)				
Automated Meter Reading Software (Itron Web-based Version)				
Utility Bill Printing (Third Millennium Assoc -TMA)				
Lockbox/Remittance Processing				
Permitting				
State Contractors Lic Board (validate licensee info.)				
Licensing/Registration				
State Contractors Lic Board (validate licensee info.)				
Others				
Interactive Voice Response (IVR)				
County Assessor's Parcel Information				

ENTERPRISE INFORMATION MANAGEMENT SYSTEM

Interfaces/Integrations	Low Estimate	High Estimate	Annual Support Costs (If Applicable)	Vendor Comments/ Suggestions
Email Integration				
Fuel Management System (OPW's FL6 version 1.10)				
See-Click-Fix				
	\$ -	\$ -	\$ -	

Appendix I
CONVERSION COSTS

Conversions	Low Estimate	High Estimate	Vendor Comments/ Suggestions
<i>See the Conversion Information Table in the RFP Document for further Detail</i>			
<i>Please provide both low and high estimated costs</i>			
Financial Management			
General Ledger Accounts			
Fixed Assets			
Vendor Master Records			
Customer Master Records (excluding Utilities)			
CIS/Utility Billing			
Customer/Account Master Records			
Payment History			
Open Transactions			
Consumption History			
Human Resources			
Employee Master Records			
Payroll			
Payroll Records			
Land Management			
Address/Parcel Records			
Active Planning Projects			
Active Permit Applications			
Active License Master Records			
Historical Planning Projects			
Historical Permit Records			
Historical Inspections			
Historical Code Enforcement Cases			
Inventory			
Inventory Items			
	\$ -	\$ -	



APPENDIX K DRUG FREE WORKPLACE CERTIFICATION

In compliance with State of Illinois Compiled Statutes, Chapter 30-580, The Vendor certifies and agrees that it will provide a drug free workplace by:

Publishing a Statement:

- A. Notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance, including cannabis, is prohibited in the Vendor's workplace.
- B. Specifying the actions that will be taken against employees for violations of such prohibition.
- C. Notifying the employee that, as a condition of employment on such Contract, the employee will:
 1. Abide by the terms of the statement; and
 2. Notify the employer of any criminal drug statute conviction for a violation occurring in the workplace no later than five (5) days after such conviction.
- D. Establishing a Drug Free Awareness Program to inform employees about:
 1. The dangers of drug abuse in the workplace;
 2. The vendor's policy for maintaining a drug free workplace;
 3. Available counseling, rehabilitation, or assistance programs; and
 4. Penalties imposed for drug violations.
- E. Providing a copy of the Statement required by subsection (a) to each employee engaged in the performance of the Contract and to post the Statement in a prominent place in the workplace.
- F. Notifying the contracting agency within ten (10) days after receiving notice under part (B) of paragraph (3) of subsection (a) above from an employee or otherwise receiving actual notice of such conviction.
- G. Imposing a sanction on, or requiring the satisfactory participation in a Drug Abuse Assistance or Rehabilitation Program, by any employee who is so convicted, as required by Section 5 of the Drug Free Workplace Act.
- H. Assisting employees in selecting a course of action in the event drug counseling, treatment, and rehabilitation are required and indicating that a trained referral team is in place.
- I. Making a good faith effort to continue to maintain a drug free workplace through implementation of the Drug Free Workplace Act.



The undersigned affirms, under penalties of perjury, that he/she is authorized to execute this certification on behalf of the designated organization.

(Printed name of Vendor)

Address

City State Zip Code

Signature of Authorized Representative

Title Date



**APPENDIX L
NON-COLLUSION CERTIFICATE**

The Undersigned Bidder is not barred from bidding for this Contract as a result of a violation of either Section 33E-3 or Section 33E-4 of Chapter 38 of the Illinois Revised Statutes concerning bid rigging, rotating, kickbacks, bribery and interference with public contracts.

(Printed name of Vendor)

Address

City State Zip Code

Signature of Authorized Representative

Title Date