INCORPORATED COUNTY OF LOS ALAMOS
LICENSE AND SERVICE AGREEMENT

This **LICENSE AND SERVICE AGREEMENT** (this "Agreement") is entered into by and between the **Incorporated County of Los Alamos**, an incorporated county of the State of New Mexico ("County"), and **Tyler Technologies, Inc.**, a Delaware corporation ("Contractor" or "Tyler"), to be effective for all purposes June 15, 2016 (the "Effective Date").

WHEREAS, the County Purchasing Agent determined in writing that the use of competitive sealed bidding was either not practical or not advantageous to County for procurement of the Services, and County issued multistep Request for Proposals No. 2015-2002 (the "RFP") on March 8, 2015, requesting proposals for Enterprise Resource Planning System and Related Implementation Services ("ERP"), as described in the RFP; and

WHEREAS, Contractor timely responded to the RFP by submitting a response dated April 7, 2015; and

WHEREAS, based on the evaluation factors set out in the RFP, Contractor was the successful offeror for the services listed in the RFP; and

WHEREAS, Contractor shall provide the Licenses, Professional Services, 3rd Party Hardware and Software, and Maintenance and Support identified herein for Tyler Munis ERP suite that includes Core Financials, System Wide Functionalities, Core Human Resources and Payroll, Work Orders and Utility Billing modules, 3rd Party Hardware and Software; and

WHEREAS, the County Council approved this Agreement at a public meeting held on June 14, 2016.

NOW, THEREFORE, for and in consideration of the premises and the covenants contained herein, County and Contractor agree as follows:

SECTION A. DEFINITIONS: In addition to any other terms elsewhere defined in this Agreement, the following terms are defined for the purpose of this Agreement:

"Defect" refers to a failure of the Licensed Property to materially conform to the functional requirements set forth in the Contractor's Response To Functional Requirements Matrix and in the In Scope Program Modifications, Exhibits "H" and "I," respectively, attached hereto and made a part hereof for all purposes, or their functional equivalent. Future functionality may be updated, modified, or otherwise enhanced through Contractor's maintenance and support services, and the governing functional descriptions for such future functionality will be made available in Contractor's then-current Documentation. Future functionality changes shall not eliminate the functional requirements set forth in Exhibits "H" and "I."

"Documentation" refers to any online or written documentation related to the use or functionality of the Licensed Property or the Transparency Portal, as applicable, that Contractor provides or otherwise makes available to County, including instructions, user guides, manuals, documentation of reporting views, and other training or self-help documentation.

"Go-Live" refers to first day of live production use of the Licensed Property, which can only occur after successful implementation according to the provisions of the Statement of Work ("SOW"), Exhibit "G," attached hereto and made a part hereof for all purposes.

"*Licensed Property*" refers to all Contractor software products, except the Transparency Portal defined in Section D, identified in the Product and Rate Schedule, Exhibit "A" attached hereto and made a part hereof for all purposes, and any related interfaces, custom modifications, and product upgrades, as set forth in Section B(I)(1)(f).

"*Los Alamos County Technology Standards*" means the currently supported versions of the County hardware, underlying software and protocols identified in the Los Alamos County Technology Standards, Exhibit "E," attached hereto and made a part hereof for all purposes. In the event these standards are adjusted, County will identify any applicable adjustments to Contractor, and those adjustments shall only apply to the extent they reflect then-current industry standards that do not impact Contractor's performance under this Agreement. In the event of any such impact, the parties will negotiate a mutually agreeable adjustment to this Agreement to account for the impact.

"Maintenance and Support Agreement" means the terms and conditions governing the provision of maintenance and support services, as provided in Exhibit "C," attached hereto and made a part hereof for all purposes, and includes Contractor's then-current Support Call Process. Contractor agrees that any changes to the Support Call Process in effect as of the Effective Date will not materially degrade the manner in which Contractor makes support services available to County.

"Phase" refers to the Project Phase outlined in Exhibit "G," which include Core Financials, Core Human Resources/Payroll, Utility Billing, and Work Orders/Asset Management. Phases in this project are intended to occur concurrently and to go live simultaneously, except as otherwise mutually agreed to by the parties.

"*Project"* refers to Contractor's implementation, training, and support for an integrated ERP application suite according to the terms set forth in this Agreement.

"*Site License*" means the license herein granted to County to use the Licensed Property by all users of County, consistent with the license grant set forth in Section B(I)(1).

"Third Party Products" includes the third-party hardware, software and services identified in Exhibit "A," as well as the DocOrigin functionality embedded in the Tyler Forms Processing Module.

SECTION B. LICENSE AGREEMENT AND THIRD PARTY PRODUCTS:

I. LICENSE AGREEMENT.

1. GRANT OF LICENSE.

a) Contractor grants to County, and County shall accept from Contractor, a non-exclusive, revocable, nontransferable, non-assignable, perpetual Site License to use the Licensed Property solely for County's governmental business purposes. County's rights to the Licensed Property may be revoked if Contractor provides notice to County that it is in non-compliance with the terms of this license grant and related payment obligations, and County fails to resolve that non-compliance within sixty (60) days of receipt of notice, provided, however, that if the nature of County's obligation is of such a nature that it cannot reasonably be cured within said sixty-day period, County shall not be deemed to be in non-compliance so long as County commences curing such non-compliance within said sixty-day period and diligently prosecutes same to completion.

b) County may make copies of the Licensed Property for archival, backup, testing, and training purposes, so long as such copies are not used in production and the testing and/or training is for internal use only.

c) Contractor also grants to County a license to use the Documentation made available to County. The Documentation may be used and copied by County employees for internal, governmental reference purposes only.

d) County may not: (a) transfer or assign the Licensed Property to a third party; (b) reverse engineer, decompile, or disassemble the Licensed Property; or (c) rent, lease, lend, or provide commercial hosting services with the Licensed Property; or (d) publish or otherwise disclose the Licensed Property or Documentation to third parties subject to applicable law.

e) The right to transfer the Licensed Property to a replacement hardware system is included in County's license. County will give Contractor advance written notice of any such transfer and will pay Contractor for any required or requested technical assistance associated with such transfer.

f) The license terms in this Agreement apply to updates and enhancements Contractor provides to County or makes available to County throughout this Agreement, which includes all Contractor required upgrades during Implementation prior to Go-Live and all future updates and enhancements provided post Go-Live through the Maintenance and Support Agreement, or otherwise purchased by County.

g) Contractor reserves all rights not expressly granted to County in this Agreement. The Licensed Property and Documentation are protected by copyright and other intellectual property laws and treaties. Contractor owns the title, copyright, and other intellectual property rights in the Licensed Property and the Documentation. The Licensed Property is licensed, not sold. County shall pay Contractor the license fees set forth in Exhibit "A" according to the payment terms in Section E.

h) Contractor shall maintain the Licensed Property consistent with the Los Alamos County Standards, as set forth in Exhibit "E," except that County understands and agrees that: (i) as of the Effective Date, Contractor provides remote support via Citrix GoToAssist or Bomgar (Privileged Access Management); (ii) Contractor's browser version requirements are and will be listed in the then-current system requirements documentation for the associated module of the Licensed Property; (iii) Contractor will need to utilize County's Exchange infrastructure to relay email notifications from Contractor's system; (iv) Contractor will not integrate with County's existing SharePoint server, but will install SharePoint Foundation 2013 as the front-end of the Licensed Property; and (v) the Licensed Property does not currently offer two-factor authentication.

2. **WARRANTY**. Contractor warrants that the Licensed Property will be without Defect(s) as long as County has maintained a Maintenance and Support Agreement in effect. If the Licensed Property does not perform as warranted, Contractor will use all reasonable efforts, to cure the Defect, as set forth in the Maintenance and Support Agreement and the Support Call Process, provided at Exhibit "C," or to provide a functional equivalent.

3. **ESCROW.** Contractor shall maintain an escrow agreement with a third party under which Contractor shall place the source code for each major release of the Licensed Property. County may be added as a beneficiary to the escrow agreements by completing a standard beneficiary enrollment form and paying the then-current annual beneficiary fees. Release of source code for the Licensed Property is strictly governed by the terms of the escrow agreement. Contractor shall continue to maintain an escrow agreement with a third party and if Contractor changes the third party provider, Contractor shall notify County in writing within thirty (30) days of such change.

II. THIRD PARTY PRODUCTS.

1. **THIRD PARTY HARDWARE.** Contractor will sell, deliver, and install on-site the Third Party Hardware. Additional details regarding the BMI hardware are set forth at Exhibit "D," attached hereto and made a part hereof for all purposes.

2. **THIRD PARTY SOFTWARE.** Contractor shall provide the BMI AssetTrak, CollectIT, and TransTrak Systems ("Third Party Software") and the licenses for Third Party Software identified in Exhibit "A." County shall receive a non-transferable license to use the Third Party Software and related documentation for County's governmental business purposes only. County's license rights to the Third Party Software, and any right to transfer the Third Party Software to a replacement hardware system, will be governed by the applicable End User License Agreements, set forth in Exhibit "D."
   a) Contractor shall install on-site the Third Party Software. The software cost includes the installation fee as set forth in Exhibit "A." If the developer of the Third-Party Software charges a fee for future updates, releases or other enhancements to the Third-Party Software, County will be required to pay such additional future fee. If County does not pay such additional future fee, Contractor shall not be responsible for future updates, releases or other enhancements to the Third-Party Software.
   b) With respect to Contractor interfaces with Third Party Products, County shall give Contractor advance written notice of any transfer of Third Party Software to a replacement hardware system, and shall pay Contractor for any required or requested technical assistance associated with such transfer in accordance with the rate identified in Exhibit "A."

3. **THIRD PARTY PRODUCT WARRANTIES.**
   a) Contractor is authorized by each third-party owner of the intellectual property rights to Third Party Software to grant or transfer the licenses to the Third Party Software.
   b) The Third Party Hardware will be new and unused, and upon payment in full, County will receive free and clear title to the Third Party Hardware.
   c) County acknowledges that Contractor is not the manufacturer of the Third Party Products. Contractor does not warrant or guarantee the performance of the Third Party Products. However, Contractor warrants and guarantees that the Third Party Products will perform in accordance with Licensed Property and Contractor grants and passes through to County any warranty that Contractor may receive from the Third Party Software Developer or supplier of the Third Party Products.

4. **MAINTENANCE.** If County has Maintenance and Support Agreement in effect with Contractor, County may report defects and other issues related to the Third Party Software directly to Contractor, and Contractor will: (a) directly address the defect or issue, to the extent it relates to Contractor's interface with the third party software; and/or (b) facilitate

resolution with the Developer, unless that Developer requires that County has a separate, direct maintenance agreement in effect with that Developer. In all events, if County does not have a Maintenance and Support Agreement in effect with Contractor, County will be responsible for resolving defects and other issues in the Third Party Software directly with the developer.

SECTION C. IMPLEMENTATION SERVICES:

1. **IMPLEMENTATION PROJECT SCOPE.** The Scope is comprised of the Phases, modules, data conversions, interfaces, reports, workflows, and deliverables itemized in Exhibit “A” and described throughout Exhibit “G.” If any services, tasks, or responsibilities not specifically described in this Agreement are inherent or necessary sub-activities of the tasks, they shall also be included within the Scope.

2. **IMPLEMENTATION SERVICES.** Contractor shall provide the Implementation Services itemized in Exhibit “A” and described in Exhibit “G.” Any additional Implementation Services requested by County may be handled through the change process as defined in Exhibit “G.” A chart representing the Contractor’s SOW Tasks, Phases and Timeline is attached as Exhibit “F,” attached hereto and made a part hereof for all purposes.

3. **TYLER SYSTEM MANAGEMENT SERVICES (“TSMS”) (previously identified as OSDBA).** Contractor shall provide operating system and database administration services, including but not limited to installations, upgrades, routine maintenance, and database tuning. Contractor shall provide TSMS throughout this term. Contractor shall provide TSMS during Contractor’s then-current TSMS hours. Contractor’s current TSMS hours are 8:00AM EST through 9:00PM EST. On at least seven (7) days advance notice, County may request TSMS outside of those hours, which Contractor will make commercially reasonable efforts to provide. Those services will be provided on a time and materials basis in accordance with the rates identified in Exhibit “A” if requested within twenty-four (24) months of the Effective Date, and thereafter at Contractor’s then-current TSMS rates. Any such services will be billed at a minimum of four (4) hours. In order to minimize business disruption due to production down time, County generally follows a maintenance schedule of the second Saturday of every month. County may discontinue or reinstate TSMS Services at any time during the term of this Agreement at County’s discretion, upon thirty (30) calendar days’ prior written notice to Contractor. Contractor shall provide the following TSMS to the County:
   i. Server Support
      a. Server tuning
      b. New user setup & Active Directory Integration
      c. Printer Installation & configuration
      d. Service pack & security patch installations
      e. Microsoft IIS configuration & troubleshooting
      f. Microsoft Sharepoint Foundation configuration and troubleshooting for Tyler’s Role-Tailored Dashboard
   ii. Database Software Support
      a. Database administration
      b. Software upgrade & installation assistance
      c. Data recovery
      d. Database tuning
      e. Database refreshes, imports and exports

f. Database mirroring and high availability solutions

iii. PC Support
   a. Windows 7 ® & Windows 8 ®
   b. Macintosh ® OS X Lion
   c. Client installations
   d. Microsoft Business Intelligence Development Studio installations

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

v. System Maintenance
   a. TSMS Check Script. With installation of the Contractor's TSMS check script Contractor shall monitor vital information on County's servers (disk space, database backups, server uptime and database engine availability and disk integrity via Microsoft Check Disk). If the check script detects a problem it automatically opens a Priority 1 support call for Contractor to address.
   b. General System Maintenance.
      1) Operating system review and maintenance (O/S patches & service packs)
      2) File system cleanup
      3) Database refreshes
      4) Printer & user cleanup
      5) Database analysis
      6) Database backup verifications

vi. Contractor shall provide remote system administration training for the following:
   a. System review and analysis
   b. Adding printers and users
   c. Printing custom forms, duplex printing, tray selection
   d. Database refreshes
   e. LDAP Synchronization
   f. What and how to backup critical data
   g. County installation, configuration and troubleshooting

4. **SITE REQUIREMENTS.** County agrees to provide Contractor with access to County's personnel, facilities, and equipment as may be reasonably necessary for Contractor to provide Implementation Services, subject to any reasonable security protocols or other written policies provided to Contractor. County further agrees to provide a reasonably suitable environment, location, and space for the installation of the Licensed Property and Third Party Products, including sufficient electrical circuits, cables, and other reasonably necessary items required for the installation and operation of the Licensed Property and Third Party Products.

5. **PROJECT MANAGEMENT.** County and Contractor agree to designate in writing a primary contact (the "Project Manager") to represent each party to serve as a primary point of contact, to manage the overall implementation, and help coordinate personnel during the design, development, installation, training and maintenance of the system, as described in Exhibit "G."
   a) County shall not be liable for, and shall provide no insurance for, any loss or damage incurred by Contractor or its employees, agents, contractors or subcontractors or to

equipment or property owned by Contractor, regardless of whether such losses are insured by Contractor.

b) Contractor shall provide experienced, competent, and knowledgeable staff to successfully complete the implementation according to Exhibit “G” and any mutually agreeable Implementation Management Plan and Project Plan. In the event that any Contractor employee is found to be unacceptable to County, in County’s reasonable discretion, Contractor will be given an opportunity to cure the deficiency upon notice thereof from County. In the event the deficiency persists, County may require removal of the employee. Contractor shall provide a suitable replacement, acceptable to County in its reasonable discretion, as soon as reasonably possible. To the extent County delays in confirming Contractor’s proposed replacement, Contractor will not be held liable for project delays that arise because of County’s delay.

c) County acknowledges that Contractor assigned personnel may leave the project for reasons outside Contractor’s control, such as resignation, medical leave, or similar absences. Contractor shall use its best efforts to ensure the continuity of Contractor employees assigned to the County’s implementation. Should Contractor remove or reassign those of its employees assigned to perform Services hereunder, Contractor will, a) provide reasonable advance notice to County, and b) assign alternate employees with equivalent or greater competence, knowledge and experience to perform Services hereunder within a commercially reasonable timeframe. Contractor’s failure to provide the continuity of Contractor employees shall result in Contractor’s sole responsibility for any delay and/or cost for such failure.

d) Contractor’s personnel and subcontractors, if any, shall observe all applicable laws, rules and policies of County, as provided herein or otherwise mutually agreed to, while providing Services for County, working on County’s premises, and working remotely on County systems.

e) Contractor hereby represents and warrants to County, with respect to the Services to be performed under this Agreement, that each of its employees assigned to perform those Services shall have the proper skill, training and background to be able to perform his or her assigned Service(s) in a competent and professional manner, and that all Services will be performed in accordance with this Agreement. In the event Contractor provides Services that do not conform to this warranty, Contractor will re-perform such Services at no additional cost to County.

f) County acknowledges that the implementation of the products identified within this Agreement is a cooperative process requiring the time and resources of County personnel. As identified herein, County shall, and shall cause County personnel to, use all reasonable efforts to cooperate with and assist Contractor as may be reasonably required to timely implement the products as mutually agreed to in Exhibit “G” and implementation plan and project schedule. Contractor shall not be liable for County’s failure(s) to comply with the foregoing commitment.

6. **REIMBURSABLE EXPENSES.** The Services fees are not inclusive of travel expenses. Travel expenses will be invoiced to County according to the then-current Contractor Business Travel Policy. The current Contractor Business Travel Policy is set forth at Exhibit “K,” attached hereto and made a part hereof for all purposes. Contractor agrees that any changes to its Business Travel Policy will not result in reimbursement allowances that materially deviate from the allowances set forth in the Business Travel Policy in effect as of the Effective Date, except as otherwise agreed to by the parties. County reserves right to inspect travel and lodging receipts on request and with reasonable notice. Contractor shall submit copies of these supporting documents if so requested. Receipts

for per diem expenses, miscellaneous items less than $25, and mileage logs are not required.

SECTION D. MAINTENANCE AND SUPPORT, TRANSPARENCY PORTAL, AND PAYROLL TAX TABLE UPDATE SERVICES:

I. MAINTENANCE AND SUPPORT SERVICES.

If County purchases ongoing Maintenance and Support Services, as set forth in this Agreement, Contractor shall provide Maintenance and Support Services under the terms of Exhibit "C," attached hereto and made a part hereof for all purposes.

If County opts not to purchase ongoing Maintenance and Support Services, Exhibit "C" will not apply. Instead, Contractor shall provide ongoing Maintenance and Support on a time and materials basis. In addition, County will:

1. receive the lowest priority under the Support Call Process;
2. be required to purchase new releases of the Licensed Property and/or Transparency Portal, including fixes, enhancements and patches;
3. be charged Contractor's then-current rates for support services, or such other rates that Contractor may consider necessary to account for County's lack of ongoing training;
4. be charged for a minimum of two (2) hours of support services for every support call; and
5. not be granted access to the support website for the Tyler Software or the Tyler Community Forum.

REPORTS. As long as County has Maintenance and Support Services in effect, Contractor will make available all state and federal mandated reports and data file submissions required to be submitted that are not already provided through standard reports or inquiry functions, and any changes to mandated state or federal specified file layouts will be provided for no additional charge. Contractor will release any such updates to County at least ninety (90) days prior to the filing deadline when possible.

II. TRANSPARENCY PORTAL SOFTWARE AS A SERVICE ("SaaS") AGREEMENT.

1. **RIGHTS GRANTED.** Contractor shall grant to County the non-exclusive, non-assignable limited right to use the Tyler Transparency Portal Software ("Transparency Portal"), as identified in Exhibit "A," for so long as County is paying the annual Transparency Portal fee. Service availability of the Transparency Portal will be provided under the terms of the Service Level Agreement ("SLA"), Exhibit "B," attached hereto and made a part hereof for all purposes. County acknowledges that the Contractor does not ship copies of the Transparency Portal.

2. **OWNERSHIP.**
   a) Contractor shall retain all ownership and intellectual property rights to the Transparency Portal and Contractor's Services related thereto, and anything developed by Contractor under this SaaS Agreement.
   b) County does not acquire under this SaaS Agreement any license to use the Transparency Portal in excess of the scope and/or duration set forth herein.
   c) Contractor shall provide County with a license to any Documentation related to the

Transparency Portal. The Documentation may be used and copied by County officials, employees or other agents for internal reference purposes only.

d) County shall retain all ownership and intellectual property rights to the data County provides for operation of, or maintenance in, the Transparency Portal (“Data”).

3. **SOFTWARE WARRANTY.** Contractor warrants that the Transparency Portal Software will perform without Defects for so long as County pays its then-current annual Transparency Portal fees. If the Transparency Portal does not perform as warranted, Contractor shall use all reasonable efforts, consistent with industry standards, to cure the Defect in accordance with the Exhibit “B” and the Support Call Process, Exhibit “C” Schedule 1, attached hereto and made a part hereof for all purposes. Should Contractor be unable to cure the Defect, Contractor shall provide a functional equivalent. If Contractor cannot provide a functional equivalent, then Contractor will refund County previously paid but unused Transparency Portal fees.

4. **SAAS SERVICES.** For the then-current Transparency Portal fee, initial implementation services will include integration to existing Financial and Payroll data. Future integration of theTransparency Portal to other Tyler products, used or contracted, shall be provided as part of the then-current Transparency Portal fee.

a) Contractor shall have fully-redundant telecommunications access, electrical power, and the required hardware to provide access to the Transparency Portal in the event of a disaster or component failure. In the event any Data has been lost or damaged due to an act or omission of Contractor or its subcontractors or due to a Defect in the Transparency Portal, Contractor shall use best commercial efforts to restore all the data on servers in accordance with the architectural design’s capabilities and with the goal of minimizing any data loss as greatly as possible. In no case shall the recovery point objective (“RPO”) exceed a maximum of twenty-four (24) hours from declaration of disaster by Contractor. For purposes of this subsection, RPO represents the maximum tolerable period during which Data may be lost, measured in relation to a disaster.

b) Contractor shall conduct annual penetration testing of either the production network and/or web application to be performed. Contractor shall maintain industry standard intrusion detection and prevention systems to monitor malicious activity in the network and to log and block any such activity. Contractor shall provide County with a written or electronic record of the actions taken by Contractor in the event that any unauthorized access to Data is detected as a result of Contractor’s security protocols. Contractor will undertake an additional security audit, on terms and timing to be mutually agreed to by the parties.

c) Contractor will be responsible for ongoing maintenance and upgraded features to the Transparency Portal. Contractor shall distribute its standard gallery of monthly site usage reports to monitor trends and site usage. Contractor warrants the site updates are seamless to the user and completed through an automatically scheduled job, which is created during implementation when County will be asked to designate an email recipient for the reports.

d) Contractor will provide secure data transmission paths from County network to Contractor’s servers.

e) For at least the past ten (10) years and throughout the term of this Agreement, all of Contractor’s employees have undergone criminal background checks prior to hire. All employees sign our confidentiality agreement and security policies. Contractor’s data centers are accessible only by authorized personnel with a unique key entry. All other visitors must be signed in and accompanied by authorized personnel. Entry attempts to the data center are regularly audited by internal staff and external auditors to ensure no unauthorized access.

III. **PAYROLL TAX TABLE UPDATE SERVICE.** If County purchases Payroll Tax Table Update Service, Contractor shall provide Payroll Tax Table Update service as identified in Exhibit "A." County shall be provided with required tax table updates, regardless of the number of adjustments made by state and federal regulations without any disruption of daily activities.

SECTION E. COMPENSATION:

1. **AMOUNT OF COMPENSATION**. The total amount payable under this Agreement for all Services and Products identified herein shall be in accordance with rates identified in Exhibit "A," and shall be payable according to the terms set forth below and identified in Exhibit "L," attached hereto and made a part hereof for all purposes. The fees payable hereunder shall not exceed THREE MILLION FOUR HUNDRED THIRTY-TWO THOUSAND THREE HUNDRED FIFTY-EIGHT DOLLARS ($3,432,358), which amount does not include applicable New Mexico Gross Receipts Taxes ("NMGRT").
    a) County shall pay one-time compensation for software licenses fees, as outlined below, in an amount not to exceed SIX HUNDRED SEVENTY-NINE THOUSAND EIGHT HUNDRED FORTY DOLLARS ($679,840). License fees for the Licensed Property shall be invoiced as follows: (a) 10% on the Effective Date; (b) 90% on the earlier of (i) the date when Contractor installs the Licensed Property on-site (the "Installation Date") or (ii) forty-five (45) days after the Effective Date.
    b) County shall pay one-time compensation for Implementation Services in a fixed amount of FOUR HUNDRED NINETY-THREE THOUSAND FOUR HUNDRED TWENTY-FIVE DOLLARS ($493,425). Those amounts are payable according to the schedule set forth in Exhibit "L," and shall be invoiced after County acceptance of each applicable Control Point.
    c) County shall pay one-time compensation for Project Planning Services in an amount not to exceed ELEVEN THOUSAND DOLLARS ($11,000). County shall be invoiced for those fees upon Contractor's delivery of the Implementation Planning Document.
    d) County shall pay one-time compensation for Data Conversion in an amount not to exceed ONE HUNDRED AND THIRTY-NINE THOUSAND SEVEN HUNDRED DOLLARS ($139,700). Data conversion services shall be invoiced 50% upon initial delivery of converted data, by conversion option, and 50% upon County acceptance to load converted data into live environment, by conversion option.
    e) County shall pay one-time compensation for all In-Scope Program Modifications, attached as Exhibit "I," to the Licensed Property in an amount not to exceed ONE HUNDRED SIXTY THOUSAND SIX HUNDRED DOLLARS ($160,600). All In-Scope Program Modifications to the Licensed Property shall be invoiced 50% upon delivery of final specifications by Contractor, and 50% upon delivery of the applicable modification by Contractor.
    f) County shall pay one-time compensation for Other Implementation Services items in an amount not to exceed FIFTY-FIVE THOUSAND DOLLARS ($55,000). County shall be invoiced for these Other Implementation Services as they are delivered.
    g) County shall pay one-time compensation for Third Party Products in an amount not to exceed SIXTY-SEVEN THOUSAND SEVEN HUNDRED NINETY DOLLARS

($67,790.00). Third-Party Hardware shall be invoiced upon delivery, and Third-Party Software shall be invoiced when it is made available for download.

h) County may pay one-time compensation for Optional County Requested Additional Professional Services in an amount not to exceed NINETY THOUSAND FIVE HUNDRED TWENTY-FIVE DOLLARS ($90,525). County may request these Additional Professional Services through the Change Process identified in Exhibit “G.” Upon County approval, these Services shall be invoiced as incurred.

i) County shall pay compensation for the Payroll Tax Table Update Service beginning on the one-year anniversary of the date the Licensed Property is made available for download (the “Available Download Date”) based on the fees identified in Exhibit “A,” and payable annually in advance on each subsequent anniversary of the Available Download Date at Contractor’s then-current rates, unless terminated in writing by County at least thirty (30) days in advance of the end of the then-current term. The fees for the period beginning on the Available Download Date and expiring one (1) year thereafter are waived.

j) County shall pay compensation for TSMS annually in advance beginning on the Available Download Date, at the rates set forth in Exhibit “A” and payable annually in advance on each subsequent anniversary of the Available Download Date, unless terminated in writing by County at least thirty (30) days in advance of the end of the then-current term. In Year 2 and after, service fees will be at Contractor’s then-current rates.

k) County shall pay compensation for the Transparency Portal annually in advance, commencing on availability of the product for production use. Rates for the first year of production use shall be in accordance with the rates outlined in Exhibit “A.” Subsequent annual fees will be at Contractor’s then-current rates, unless terminated in writing by County at least thirty (30) days prior to the end of the then-current term.

l) Contractor’s travel expenses shall not exceed a total amount of TWO HUNDRED THIRTY-NINE THOUSAND NINETY-SIX DOLLARS ($239,096). This amount includes any travel associated with Optional County Requested Additional Professional Services provided pursuant to Section E.1.h. Travel expenses shall be submitted to the County Project Manager on a monthly invoice that identifies, among other applicable travel expenses, the number of on-site days of per diem.

In the event County repeatedly cancels Implementation Services less than two (2) weeks in advance for reasons other than Force Majeure, as defined herein, County will be liable to Contractor for (i) all non-refundable expenses incurred by Contractor on County’s behalf; and (ii) hourly fees associated with the canceled Services if Contractor is unable to re-assign its personnel, capped at ten (10) business days. Fees and expenses incurred under such cancelations shall not be in excess of the not-to-exceed amount quoted for travel or Professional Services, as applicable.

m) County shall pay maintenance and support in a total not-to-exceed amount for the term of this Agreement in the amount of ONE MILLION THIRTY-ONE THOUSAND EIGHT HUNDRED EIGHTY-TWO DOLLARS ($1,031,882). County shall pay the maintenance and support fees annually in advance, beginning on the one (1) year anniversary of the Available Download Date and thereafter on each subsequent anniversary, unless terminated in writing by County at least thirty (30) days in advance of the end of the then-current term. Maintenance and support fees through year seven (7) are set forth in Exhibit “A.” Thereafter, maintenance and support fees shall be at Contractor’s then-current rates. The fees for the period beginning on the Available Download Date and expiring one (1) year thereafter are waived. Upon County’s request, Contractor agrees to work with County to issue a pro rata adjustment to County's maintenance and support billing cycle so that it commences on July 1 of each applicable year.

n) At any time during this Agreement, County may request Additional Services through the Change Process identified in Exhibit "G." Upon County approval, these Services shall be invoiced as incurred. County shall pay additional compensation in an amount not to exceed ONE HUNDRED TWENTY-FOUR THOUSAND ($124,000). Any Additional Services that County requests and Contractor agrees to provide shall be at the rates set forthin Exhibit "A" through the thirty-six (36) months after the Effective Date, and thereafter at Contractor's then-current rates.

o) At any time during this Agreement, County may request Optional Products and Services through the Change Process identified in Exhibit "G." Those Optional Products and Services will be provided in accordance with the rates in Exhibit "A" for twenty-four (24) (for software) or thirty-six (36) months (for services), as applicable, from the Effective Date, and thereafter at Contractor's then-current rates.

Invoices. Contractor shall submit itemized invoices to County's Project Manager showing amount of compensation due, amount of any NMGRT, any applicable reference to Payment ID on Exhibit "L," and total amount payable on a monthly basis. Payment of undisputed amounts shall be due and payable forty-five (45) days after County's receipt of the invoice.

2. **TAXES.** Prices and license fees are exclusive of all federal, state, municipal or other political subdivision, excise, sales, use, property, occupational or like taxes now in force or enacted in the future, and are therefore subject to an increase equal to any such taxes Contractor may be required to collect or pay upon the sale or delivery of the Licensed Property and Services purchased or licensed hereunder. Should Contractor be required to pay any of these taxes as a result of this Agreement, the appropriate amounts will be added to invoices and paid by County. Contractor shall be responsible for remittance of the New Mexico Gross Receipts Tax ("NMGRT") levied on the amounts payable under this Agreement.

SECTION F. GENERAL TERMS AND CONDITIONS:

1. **TERM.** Except for the license grant, which is perpetual as set forth in Section B(I)(1)(a), the term of the Agreement shall commence on the Effective Date and shall continue through June 14, 2023, unless sooner terminated, as provided in this Agreement. The Agreement may be renewed by mutual agreement of the parties, consistent with applicable procurement and appropriations laws.

2. **INSURANCE.** Contractor shall obtain and maintain insurance of the types and in the amounts set out below throughout the term of this Agreement with an insurer acceptable to County. Contractor shall assure that all subcontractors maintain like insurance. Compliance with the terms and conditions of this Section is a condition precedent to County's obligation to pay compensation for the Services and Contractor shall not provide any Services under this Agreement unless and until Contractor has met the requirements of this Section. Contractor shall provide a Certificate of Insurance as evidence that Contractor has met its obligation to obtain and maintain insurance. Any subcontractor will be required to provide County a Certificate of Insurance to assure that the subcontractor maintains like insurance. Should any of the policies described below be cancelled before the expiration date thereof, notice will be delivered in accordance with the policy

provisions. General Liability Insurance and Automobile Liability Insurance shall name County as an additional insured.

a) **General Liability Insurance:** ONE MILLION DOLLARS ($1,000,000.00) combined single limit per occurrence; TWO MILLION DOLLARS ($2,000,000.00) aggregate.
b) **Workers' Compensation:** In an amount as may be required by law. County may immediately terminate this Agreement if Contractor fails to comply with the Worker's Compensation Act and applicable rules when required to do so.
c) **Automobile Liability Insurance for Contractor and its Employees:** ONE MILLION DOLLARS ($1,000,000.00) combined single limit per occurrence; TWO MILLION DOLLARS ($2,000,000.00) aggregate on any owned, and/or non-owned motor vehicles used in performing Services under this Agreement.
d) **Professional Liability Insurance:** $1,000,000 each occurrence and $2,000,000 annual aggregate. Professional Liability Insurance shall provide coverage for Services provided hereunder during the term of this Agreement and for a period of at least five (5) years thereafter.

3. INVOICE DISPUTES.

a) If County believes any invoiced product or service does not conform to the warranties set forth in this Agreement, County shall provide written notice of such disputed invoice to Attention: Associate General Counsel, at the address listed in the Notice section of this Agreement. Such written notice shall be provided to Contractor within thirty (30) calendar days of County's receipt of the disputed invoice. An additional fifteen (15) days is allowed for the County to provide written clarification and details for the disputed invoice. Contractor shall provide a written response to County that shall include either a justification of the invoice or an explanation of an adjustment to the invoice and an action plan that will outline the reasonable steps needed to be taken by Contractor and County to resolve any issues presented in County's notification to Contractor. County may withhold payment of only the amount actually in dispute until Contractor provides the required written response, and full payment shall be remitted to Contractor upon Contractor's completion of all material action steps required to remedy the disputed matter. Notwithstanding the foregoing sentence, if Contractor is unable to complete all material action steps required to remedy the disputed matter because County has not completed the action steps required of them, County shall remit full payment of the invoice.
b) Any invoice not disputed as described above shall be deemed accepted by the County. If payment of any invoice that is not disputed as described above is not made within sixty (60) calendar days, Contractor reserves the right to suspend delivery of all services.

4. RESOLUTION OF DISPUTES; LIMITATION OF LIABILITY. Each party agrees to provide the other with written notice within thirty (30) days of becoming aware of a dispute under this Agreement. The parties agree to cooperate in trying to reasonably resolve all disputes, including, if requested by either party, appointing a senior representative of each party to meet and engage in good faith negotiations. Such senior representatives will meet for not more than four (4) hours within thirty (30) days of the written dispute notice, unless otherwise agreed. To the extent allowable by law, all meetings and discussions between senior representatives will be deemed confidential settlement discussions not subject to disclosure under Federal Rule of Evidence 408 or any similar applicable state rule. If the parties fail to resolve the dispute, either may assert its respective rights and remedies as provided in Paragraph 18 below. Nothing in this Paragraph shall prevent a party from seeking necessary injunctive relief during the dispute resolution procedure.

County agrees that Contractor's total liability, and County's sole and exclusive remedy, for damages in any way related to or arising from the performance of Contractor's duties and obligations under this Agreement, whether on claims for breach of contract, warranty, negligence, tort (including strict liability) or otherwise, shall not exceed County's actual, direct damages, not to exceed the total fees set forth in Exhibit "A." It is agreed by the parties that this sum is reasonable under all the circumstances. **TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT SHALL CONTRACTOR BE LIABLE FOR ANY SPECIAL, INCIDENTAL, PUNITIVE, INDIRECT, OR CONSEQUENTIAL DAMAGES WHATSOEVER, EVEN IF CONTRACTOR HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. THE FOREGOING LIMITATION OF LIABILITY SHALL NOT APPLY TO CLAIMS SUBJECT TO CONTRACTOR'S INDEMNIFICATION OBLIGATIONS UNDER SECTION F(20), BREACH OF CONTRACTOR'S OBLIGATIONS UNDER EXHIBIT "J," OR THAT ARISE OUT OF CONTRACTOR'S WILLFUL, RECKLESS OR WANTON MISCONDUCT OR CONTRACTOR'S BAD FAITH CONDUCT.**

5. TERMINATION.

a) **Generally.** County may terminate this Agreement for cause in the event Contractor does not cure, or create a mutually agreeable action plan to cure, an alleged material breach of this Agreement within forty-five (45) days' notice thereof. County may terminate this Agreement without cause upon ninety (90) calendar days prior written notice to Contractor.

b) **Funding.** This Agreement shall terminate without further action by County on the first day of any County fiscal year for which funds to pay compensation hereunder are not appropriated by County Council. County shall make reasonable efforts to give Contractor at least ninety (90) days advance notice that funds have not been and are not expected to be appropriated for that purpose.

c) In the event of any termination or cancellation, County will be responsible for payment of all undisputed software and Services delivered, and expenses incurred, to the extent payable as set forth in Section E through the effective date of termination. Upon termination, Contractor shall refund any prepaid fees covering the remainder of the term after the effective date of termination. Contractor shall render a final report of the Services performed to the date of termination. In a termination for cause, disputed fees will be resolved according to the dispute resolution process set forth in Section F(4), above.

6. SEVERABILITY; WAIVER. If any term or provision of this Agreement or the application thereof to any person or circumstance shall, to any extent, be invalid or unenforceable, the remainder of this Agreement, or the application of such term or provision to persons or circumstances other than those as to which it is held invalid or unenforceable shall not be affected thereby and each term and provision of this Agreement shall be valid and enforced to the fullest extent permitted by law. In the event that the terms and conditions of this Agreement are not strictly enforced by either party, such non-enforcement will not act as or be deemed to act as a waiver or modification of this Agreement, nor will such non-enforcement prevent such party from enforcing each and every term of this Agreement thereafter.

7. **NOTICES.** Any notices required under this Agreement shall be made in writing, postage prepaid to the following addresses, and shall be deemed given upon hand delivery, verified delivery by telecopy (followed by copy sent by United States Mail), or five (5) calendar days after deposit in the United States Mail:

County:	Contractor:
Business & ERP Manager Incorporated County of Los Alamos 1000 Central Avenue, Suite 220 Los Alamos, New Mexico 87544	Attn: Associate General Counsel Tyler Technologies, Inc. One Tyler Drive Yarmouth, ME 04096

8. **NO INTENDED THIRD PARTY BENEFICIARIES.** This Agreement is entered into solely for the benefit of Contractor and County. No third party shall be deemed a beneficiary of this Agreement, and no third party shall have the right to make any claim or assert any right under this Agreement. This provision does not affect the rights of third parties under any Third Party End User License Agreement(s).

9. **INVALIDITY OF PRIOR AGREEMENTS:** This Agreement supersedes all prior contracts or agreements, either oral or written, that may exist between the parties with reference to the Licensed Property and Services described herein and expresses the entire agreement and understanding between the parties with reference to said Licensed Property and Services. In the event the parties mutually agree to an adjustment in scope, including but not limited to the addition of software, services or travel in excess of the scope set forth in Exhibit "A" and described in Exhibit "G," or if the parties agree to modify or change the Agreement in any other way, consistent with applicable procurement and appropriations laws, the parties must document that in writing, and it will not be binding until approved in writing by authorized representatives of both County and Contractor. This Agreement cannot be modified or changed by any oral promise made by any person, officer, or employee. In the case of conflict between this Agreement and Exhibits, this Agreement shall govern.

10. **APPROVAL OF GOVERNING BODY.** County represents and warrants to Contractor that this Agreement has been approved by its governing body and is a binding obligation upon County. County's representative executing this Agreement has been duly authorized and empowered to enter into this Agreement.

11. **STATUS OF CONTRACTOR, STAFF, AND PERSONNEL.** This Agreement calls for the performance of services by Contractor as an independent contractor. Contractor is not an agent or employee of County and will not be considered an employee of County for any purpose. Contractor, its agents or employees shall make no representation that they are County employees, nor shall they create the appearance of being employees by using a job or position title on a name plate, business cards, or in any other manner, bearing County's name or logo. Neither Contractor nor any employee of Contractor shall be entitled to any benefits or compensation other than the compensation specified herein. Contractor shall have no authority to bind County to any agreement, contract, duty or obligation. Contractor shall make no representations that are intended to, or create the appearance of, binding County to any agreement, contract, duty, or obligation. Contractor shall have full power to continue any outside employment or business, to employ and discharge its employees or associates as it deems appropriate without interference from County; provided, however, that Contractor shall at all times during the term of this

Agreement maintain the ability to perform the obligations in a professional, timely and reliable manner.

12. **EMPLOYEES AND SUB-CONTRACTORS.** Contractor shall be solely responsible for payment of wages, salary or benefits to any and all employees or contractors retained by Contractor in the performance of the Services. Contractor agrees to indemnify, defend and hold harmless County for any and all claims that may arise from Contractor's relationship to its employees and subcontractors.

13. **STANDARD OF PERFORMANCE.** Contractor agrees and represents that it has and will maintain the personnel, experience and knowledge necessary to qualify it for the particular duties to be performed under this Agreement. Contractor shall perform the Services described herein in accordance with a standard consistent with the industry standard of care for performance of the Services.

14. **DELIVERABLES AND USE OF DOCUMENTS.** All Project documentation developed for County in accordance with Exhibit G, including project plans, shall be owned by County for use consistent with the terms of this Agreement. However, Contractor shall retain ownership of all intellectual property rights in and to the Licensed Property under this Agreement and any Deliverables Contractor provides to County in accordance with Exhibit "G." Nothing herein shall be understood as a work-for-hire provision.

15. **E-VERIFY.** Contractor has complied, and will comply, with the E-Verify procedures administered by the U.S. Citizenship and Immigration Services Verification Division for all Contractor employees assigned to County's project.

16. **RECORDS.** Contractor shall maintain, throughout the term of this Agreement and for a period of six (6) years thereafter, records that indicate the date, time, and nature of the services rendered. Contractor shall make available, for inspection by County, all records, books of account, memoranda, and other documents pertaining to this Agreement at any reasonable time upon request.

17. **OWNERSHIP OF COUNTY DATA.** All County data, including all content in any media or format entered into, stored in and/or susceptible to retrieval from County's computer systems, shall remain property of the County. The County's data shall not be used by the Contractor other than in connection with providing the Services pursuant to this Agreement; it shall not be disclosed, sold, assigned, leased or otherwise provided to third parties by Contractor, or commercially exploited by or on behalf of Contractor, its employees, agents, subcontractors, invitees, or assigns, or any third party, in any respect.

18. **APPLICABLE LAW.** Contractor shall abide by all applicable federal, state and local laws, regulations, and policies and shall perform the Services in accordance with all applicable laws, regulations, and policies during the term of this Agreement. In any lawsuit or legal dispute arising from the operation of this Agreement, Contractor agrees that the laws of the State of New Mexico shall govern without regards to its conflict of laws provisions. Venue shall be in the state or federal courts in or serving Los Alamos County, New Mexico.

19. **NON-DISCRIMINATION.** During the term of this Agreement, Contractor shall not discriminate against any employee or applicant for an employment position to be used in the performance of the obligations of Contractor under this Agreement, with regard to race,

color, religion, sex, age, ethnicity, national origin, sexual orientation or gender identity, disability or veteran status.

20. **INDEMNIFICATION.** Contractor shall indemnify, hold harmless and defend County, its Council members, employees, agents and representatives, from and against all third-party liabilities, damages, claims, demands, actions (legal or equitable), and costs and expenses, including without limitation reasonable attorneys' fees, of any kind or nature, arising from (i) personal injury or property damage caused by Contractor's employees, agents, representatives and subcontractors' negligence or willful misconduct or intentional act or omission, (ii) Contractor's violation of law, or (iii) damages that arise out of Contractor's gross misconduct or fraud.

    Contractor will defend County against any third party claim(s) that the Licensed Property infringes that third party's patent, copyright, or trademark, or misappropriates its trade secrets, and will pay the amount of any resulting adverse final judgment (or settlement to which we consent). County must notify Contractor promptly in writing of the claim and give Contractor sole control over its defense or settlement. County agrees to provide Contractor with reasonable assistance, cooperation, and information in defending the claim at Contractor's expense. Contractor's obligations under this Section will not apply to the extent the claim or adverse final judgment is based on County's: (a) use of a previous version of the Licensed Property and the claim would have been avoided had County installed and used the current version of the Licensed Property, after Contractor made that version available and advised County that it must install it to avoid an infringement claim; (b) combining the Licensed Property with any product or device not provided, contemplated, or approved by Contractor; (c) altering or modifying the Licensed Property in a manner that is inconsistent with this Agreement, including any modification by third parties at County's direction or otherwise permitted by County; (d) use of the Licensed Property in contradiction of this Agreement, including with non-licensed third parties; or (e) willful infringement, including use of the Licensed Property after Contractor notifies County to discontinue use due to such a claim. If Contractor receives information concerning an infringement or misappropriation claim related to the Licensed Property, Contractor may, at Contractor's expense and without obligation to do so, either: (f) procure for you the right to continue its use; (g) modify it to make it non-infringing; or (h) replace it with a functional equivalent, in which case County will stop running the allegedly infringing Licensed Property immediately. If, as a result of an infringement or misappropriation claim, County's use of the Licensed Property is enjoined by a court of competent jurisdiction, in addition to paying any adverse final judgment (or settlement), Contractor will, at its option, either: (i) procure the right to continue its use; (j) modify it to make it non-infringing; (k) replace it with a functional equivalent; or (l) terminate County's license and refund all license fees paid for the infringing Licensed Property.

21. **FORCE MAJEURE.** Neither County nor Contractor shall be liable for any delay in the performance of this Agreement, nor for any other breach, nor for any loss or damage arising from uncontrollable forces such as fire, theft, storm, war, or any other force majeure that could not have been reasonably avoided by exercise of due diligence.

22. **NON-ASSIGNMENT.** Neither party may assign this Agreement or any privileges or obligations herein without the prior written consent of the other party, except that Contractor may, without County's prior written consent, assign the contract in its entirety to the surviving entity of any merger or consolidation or to any purchaser of substantially

all of Contractor's assets. Contractor shall provide County with notice within sixty (60) days of such assignment becoming public information. Contractor's Assignee shall fully comply with all of the terms and conditions of this Agreement as if Assignee was the Contractor.

23. **LICENSES.** Contractor shall maintain all required licenses including, without limitation, all necessary professional and business licenses, throughout the term of this Agreement. Contractor shall require and shall assure that all of Contractor's employees and subcontractors maintain all required licenses including, without limitation, all necessary professional and business licenses.

24. **PROHIBITED INTERESTS.** Contractor agrees that it presently has no interest and shall not acquire any interest, direct or indirect, which would conflict in any manner or degree with the performance of its Services hereunder. Contractor further agrees that it will not employ any person having such an interest to perform Services under this Agreement. No County Council member or other elected official of County, or manager or employee of County shall solicit, demand, accept or agree to accept a gratuity or offer of employment contrary to Section 31-282 of the Los Alamos County Code.

25. **CAMPAIGN CONTRIBUTION DISCLOSURE FORM.** A Campaign Contribution Disclosure Form was submitted as part of the Contractor's Response and is incorporated herein by reference for all purposes. This Section acknowledges compliance with Chapter 81 of the Laws of 2006 of the State of New Mexico.

26. **CONFIDENTIALITY**
Confidential Information Disclosure Statement. The Confidential Information Disclosure Statement in Exhibit "J," attached hereto and incorporated herein by reference for all purposes, must be completed by Contractor as a condition precedent and submitted as part of this Agreement. Its terms shall govern as if fully set forth herein.

27. **CLIENT LISTS.** County agrees that Contractor may identify County by name in client lists, marketing presentations, and promotional materials.

28. **MULTIPLE ORIGINALS AND SIGNATURES.** This Agreement may be executed in multiple originals, any of which will be independently treated as an original document. Any electronic, faxed, scanned, photocopied, or similarly reproduced signature on this Agreement or any amendment hereto will be deemed an original signature and will be fully enforceable as if an original signature.

29. **DISCLAIMER.** The warranties set forth herein are in lieu of all other warranties. To the maximum extent permitted under applicable law, all other warranties, conditions and representations, whether express, implied or verbal, statutory or otherwise, and whether arising under this Agreement or otherwise, are hereby excluded, including, without limitation, the implied warranties of merchantability or fitness for a particular purpose.

30. **CONTRACT DOCUMENTS.** This Agreement includes the following attachments and schedules:

Exhibit A	Product and Rate Schedule
Exhibit B	Service Level Agreement
Exhibit C	Maintenance and Support Agreement
	Schedule 1: Support Call Process

Exhibit D	DocOrigin and BMI End User License Agreement and Technical Documentation
Exhibit E	Los Alamos Technology Standards
Exhibit F	SOW Tasks, Phases and Timeline Chart
Exhibit G	Statement of Work
Exhibit H	Functional Requirements Matrix
Exhibit I	In Scope Program Modifications
Exhibit J	Confidential Information Disclosure Statement
Exhibit K	Contractor's Business Travel Policy
Exhibit L	Invoicing and Payment Schedule

IN WITNESS WHEREOF, the parties hereto have executed this Agreement as of the dates set forth opposite the signatures of their authorized representatives to be effective for all purposes on the date first written above.

ATTEST

Sharon Stover

SHARON STOVER
COUNTY CLERK

SEAL
INCORPORATED COUNTY OF LOS ALAMOS, N.M.

INCORPORATED COUNTY OF LOS ALAMOS

BY: 6/14/16

HARRY BURGESS **DATE**
COUNTY MANAGER

Approved as to form:

Katie for

REBECCA W. EHLER
COUNTY ATTORNEY

TYLER TECHNOLOGIES, INC.

BY: Abby Diaz 6/2/2016

NAME: Abby Diaz **DATE**
TITLE: VP & Associate General Counsel

Exhibit A
Product and Rate Schedule

a. ***LICENSES***

Description	License
Financials:	
Accounting/GL/BG/AP	$ 92,400
Work Orders, Fleet & Facilities Management	$ 34,640
Fixed Assets	$ 27,720
Inventory	$ 27,720
Purchase Orders	$ 27,720
Requisitions	$ 19,400
Project & Grant Accounting	$ 20,320
Cash Management	$ 19,400
Contract Management	$ 12,000
Employee Expense Reimbursement	$ 11,360
Bid Management	$ 12,000
BMI Asset Track Interface	$ 4,640
BMI CollectIT Interface	$ 4,640
Payroll/HR	
Payroll w/ESS	$ 18,800
Risk Management	$ 21,280
HR Management	$ 9,200
Applicant Tracking	$ 4,400
Professional Development	$ 5,280
Revenue:	
Accounts Receivable	$ 24,000
Tyler Cashiering	$ 36,800
Utility Billing CIS	$ 11,600
General Billing	$ 11,200
UB Interface	$ 3,520
Maplink GIS Integration	$ 4,000
Central Property File	$ 1,760
Productivity:	
Munis Analytics & Reporting	$ 84,160
Tyler Content Manager SE	$ 36,000
Citizen Self Service	$ 24,000
eProcurement	$ 18,480
IVR Gateway	$ 10,800
Tyler Forms Processing	$ 15,600
Tyler Content Manager Self-Service (SE)	$ 6,000
Tyler Content Manager Auto Indexing and Redaction (SE)	$ 4,000
Other	
CAFR Statement Builder	$ 15,000
Sub-Total:	**$679,840**

g. ***3RD PARTY HARDWARE, SOFTWARE and SERVICES***

Description	Quantity	Unit Price	Extended Price
BMI AssetTrak Additional Data Terminal (PA692)	1	$2,295	$2,295
BMI-ASSETRACK-ARS for MUNIS (Incl. Install Fee)	1	$6,490	$6,490
BMI CollectIT Additional Barcode Data Terminal (PA692)	2	$2,975	$5,950
BMI CollectIT Barcode PrinterKit	1	$1,295	$1,295
BMI CollectIT Inventory Bar Code Scanning System	1	$6,490	$6,490
BMI TransTrak Additional Barcode Data Terminal (PA692)	1	$2,295	$2,295
BMI Transtrak Fixed Asset Receiving System	1	$3,345	$3,345
DELL Cash Station-Complete excluding scanner	8	$4,300	$34,400
Hand Held Scanner - Model 1900GSR	8	$385	$3,080
Hand Held Scanner Stand	8	$25	$200
Tyler Secure Signature Key	2	$150	$300
Tyler Secure Signature System with 2 Keys	1	$1,650	$1,650
Sub-Total:			**$67,790**

h. ***O PTIONAL COUNTY REQUESTED ADDITIONAL PROFESSIONAL SERVICES***

Description	Quantity	Unit Price *	Extended Price
Implementation Service Days	71	$1,275.00	$90,525
Sub-Total:	*** Subject to then current rate after year 3 (price hold for 36 months from Effective Date)**		**$90,525**

i. ***TYLER RELATED SUPPORT SERVICES***

Description	Quantity	Annual Fee *	Term	Extended Price
Payroll Tax Table Updates	1	$1,000	7	$7,000
Sub-Total:		*** Subject to then current rate after year 1**		**$7,000**

j. ***TYLER RELATED SUPPORT SERVICES***

Description	Quantity	Annual Fee *	Term	Extended Price
Tyler System Management Services Contract	1	$30,000	7	$210,000
Sub-Total:		*** Subject to then current rate after year 1**		**$210,000**

k. ***SaaS***

Description	Quantity	Annual Fee *	Term	Extended Price
Productivity:				
Transparency Portal	1	$17,500	7	$122,500
Sub-Total:		*** Subject to then current rate after year 1**		**$122,500**

l. ***TRAVEL EXPENSES***

Description	Total Travel
Travel Expenses	$239,096
Sub-Total:	**$239,096**

m. ***TYLER SOFTWARE MAINTENANCE AND SUPPORT SERVICES***

Description	Quantity	Annual Fee	Extended Price
Annual Maintenance and Support - Year 1	1	$ -	$0
Annual Maintenance and Support - Year 2	1	$ 96,710	$96,710
Annual Maintenance and Support - Year 3	1	$ 169,243	$169,243
Annual Maintenance and Support - Year 4	1	$ 177,705	$177,705
Annual Maintenance and Support - Year 5	1	$ 186,590	$186,590
Annual Maintenance and Support - Year 6	1	$ 195,919	$195,919
Annual Maintenance and Support - Year 7	1	$ 205,715	$205,715
Sub-Total:			**$1,031,882**

b. ***IMPLEMENTATION SERVICES***

Description	Rate	Implementation Days	Professional Services Total
Financials:			
Accounting/GL/BG/AP	$1,275	46	$58,650
Fixed Assets	$1,275	14	$17,850
Inventory	$1,275	14	$17,850
Purchase Orders	$1,275	14	$17,850
Requisitions	$1,275	18	$22,950
Project & Grant Accounting	$1,275	11	$14,025
Cash Management	$1,275	9	$11,475
Contract Management	$1,275	7	$8,925
Employee Expense Reimbursement	$1,275	9	$11,475
Bid Management	$1,275	7	$8,925
BMI Asset Track Interface	$1,275	5	$6,375
BMI CollectIT Interface	$1,275	5	$6,375
Productivity:	$1,275		
Munis Analytics & Reporting	$1,275	16	$20,400
Tyler Content Manager SE	$1,275	8	$10,200
Citizen Self Service	$1,275	1	$1,275
eProcurement	$1,275	1	$1,275
IVR Gateway	$1,275	6	$7,650
Tyler Forms Processing	$1,275	0	$0
Tyler Content Manager Self-Service (SE)	$1,275	2	$2,550
Tyler Content Manager Auto Indexing and Redaction (SE)	$1,275	2	$2,550
Other:			
CAFR Statement Builder	$1,275	4	$5,100
Phase 1		199	$253,725
Payroll/HR			
Payroll w/ESS	$1,275	20	$25,500
Risk Management	$1,275	11	$14,025
HR Management	$1,275	8	$10,200
Applicant Tracking	$1,275	4	$5,100
Professional Development	$1,275	2	$2,550
Phase 2		45	$57,375
Revenue:			
Accounts Receivable	$1,275	21	$26,775
Tyler Cashiering	$1,275	9	$11,475
Utility Billing CIS	$1,275	19	$24,225
General Billing	$1,275	12	$15,300
UB Interface	$1,275	3	$3,825
Maplink GIS Integration	$1,275	1	$1,275
Central Property File	$1,275	1	$1,275
Phase 3		66	$84,150
Work Orders, Fleet & Facilities Management	$1,275	44	$56,100
Phase 4		44	$56,100
Phase Total		**354**	**$451,350**
Munis Admin & Security	**$1,275**	**4**	**$5,100**
Additional Implementation Days	**$1,275**	**29**	**$36,975**
Fixed Price Total for Implementation Services			**$493,425**

c. ***PROJECT PLANNING SERVICES***

Description	Quantity	Unit Price	Extended Price
Project Planning Services	1	$11,000	$11,000
Sub-Total:			**$11,000**

d. ***DATA CONVERSION SERVICES***

Description	Unit Price	Extended Price
Accounting Opt 1 - Actuals	$2,000.00	$2,000.00
Accounting Opt 2 - Budgets	$2,000.00	$2,000.00
Accounting Standard COA	$3,000.00	$3,000.00
Accounts Payable Opt 2 - Invoice	$4,000.00	$4,000.00
Accounts Payable Standard Master	$3,000.00	$3,000.00
Contracts	$6,000.00	$6,000.00
Fixed Assets Opt 1 - History	$2,500.00	$2,500.00
Fixed Assets Std Master	$4,500.00	$4,500.00
General Billing Opt 1 - Recurring Invoices	$4,000.00	$4,000.00
General Billing Opt 2 - Bills	$5,000.00	$5,000.00
General Billing Std CID	$2,200.00	$2,200.00
GL Detailed History Conversion	$30,000.00	$30,000.00
Inventory Opt 1 - Commodity Codes	$2,200.00	$2,200.00
Inventory Std Master	$4,000.00	$4,000.00
Payroll - Option 10 Certifications	$1,400.00	$1,400.00
Payroll - Option 11 Education	$1,400.00	$1,400.00
Payroll - Option 1 Deductions	$1,800.00	$1,800.00
Payroll - Option 2 Accrual Balances	$1,500.00	$1,500.00
Payroll - Option 3 Accumulators	$1,400.00	$1,400.00
Payroll - Option 4 Check History	$1,200.00	$1,200.00
Payroll - Option 5 Earning/Deduction Hist	$2,500.00	$2,500.00
Payroll - Accrual Detail Transaction History Conversion	$6,000.00	$6,000.00
Payroll - Option 7 PM Action History	$1,400.00	$1,400.00
Payroll - Option 8 Position Control	$1,400.00	$1,400.00
Payroll - Option 9 State Retirement Tables	$1,400.00	$1,400.00
Payroll - Standard	$2,000.00	$2,000.00
Project Grant Accounting Opt 1 - Actuals	$2,000.00	$2,000.00
Project Grant Accounting Opt 2 - Budgets	$2,000.00	$2,000.00
Project Grant Accounting Standard	$3,000.00	$3,000.00
Purchase Orders - Standard	$4,000.00	$4,000.00
Utility Billing - Option 1 Services	$2,500.00	$2,500.00
Utility Billing - Option 3 Consumption History	$2,000.00	$2,000.00
Utility Billing - Option 4 Balance Forward AR	$3,500.00	$3,500.00
Utility Billing - Option 5 Service Orders	$1,200.00	$1,200.00
Utility Billing - Option 6 Backflow	$1,200.00	$1,200.00
Utility Billing - Standard	$3,000.00	$3,000.00
Work Order Opt 1 - Work Order Asset	$4,500.00	$4,500.00
Work Order Opt 2 - Closed Work Order History No Cost Data	$6,500.00	$6,500.00
Work Order Opt 3 - Work Order History With Cost Data	$6,500.00	$6,500.00
Sub-Total:		**$139,700**

e. ***OTHER SERVICES - In Scope Program Modifications***

Description & Module	JIRA Number	Professional Services Total
UM-Utility Billing	MUN-229222	$8,800
UM-Utility Billing	MUN-229223	$33,000
Utility Billing	MUN-229224	$8,800
UM-Work Order-Time Entry	MUN-233523	$0
UM-Work Orders	MUN-229233	$3,300
UM-Rates	MUN-229225	$9,900
Payroll	MUN-229309	$0
HR-Training	MUN-229232	$22,000
HR-Training	MUN-229248	$16,500
HR-Applicant Tracking	MUN-229249	$6,600
HR-Performance Evaluation	MUN-229250	$8,800
HR-Reports	MUN-229252	$0
Payroll	MUN-229310	$16,500
HR-Applicant Tracking	MUN-229253	$11,000
Workflow	MUN-229255	$0
Finance - Accounts Payable	MUN-229246	$5,500
Finance - Inventory	MUN-229259	$5,500
HR-Applicant Tracking	MUN-229386	$4,400
Payroll	MUN-219598	$0
Reporting	MUN-228476	$0
Sub-Total:		**$160,600**

f. ***OTHER IMPLEMENTATION SERVICES***

Description	Quantity	Unit Price	Extended Price
AP/PR Check Recon Import	1	$1,000	$1,000
AP Positive Pay Export Format	1	$3,000	$3,000
P-Card Import Format W/Encumbrances	1	$15,000	$15,000
PR Positive Pay Export Format	1	$3,000	$3,000
Final Deliquent Notice Utility Billing	1	$800	$800
Install Fee - New Server Install-WIN	1	$9,000	$9,000
Install Fee - Transparency Portal	1	$4,500	$4,500
Tyler Forms Library - Financial	1	$2,800	$2,800
Tyler Forms Library - General Billing	1	$2,500	$2,500
Tyler Forms Library - Payroll	1	$1,400	$1,400
Tyler Forms Library - Personnel Action	1	$1,200	$1,200
Tyler Forms Processing Configuration	1	$3,000	$3,000
Tyler Forms Library - Utility Billing	1	$3,500	$3,500
Tyler Forms Work Order/Pick Ticket Library - 4 Forms	1	$2,800	$2,800
Tyler PO Distribution - Level 3	1	$1,500	$1,500
Sub-Total:			**$55,000**

n. ***OPTIONAL COUNTY REQUESTED ADDITIONAL SERVICES***

Description	Quantity	Daily Rate *	Extended Price
Post Go-Live Professional Services (includes implementation, training, report development)	35	$1,275	$44,625
Application Design/Programming	25	$1,100	$27,500
Other Consulting Services	15	$1,275	$19,125
Onsite Maintenance and Support	10	$1,275	$12,750
Operating System or Hardware Maintenance and Support (for non OSDBA	10	$1,000	$10,000
Support outside Contractor's normal business hours	10	$1,000	$10,000
Sub-Total Not To Exceed:	*** Subject to then current rate after year 3 (price hold for 36 months from Effective Date)**		**$124,000**
TOTAL CONTRACT AMOUNT			**$3,432,358**

o. ***OPTIONAL PRODUCTS AND SERVICES ****

*** price hold for 24 months from Effective Date on all optional products**
*** price hold for 36 months from Effective Date on all optional services**

DATA CONVERSION SERVICES

Description	Unit Price	Extended Price
Detailed Conversion		
Payroll - Option 6 Applicant Tracking	$1,400	$1,400

OPTIONAL SaaS

Description	Annual Fee	Year	Term	Extended Price
Tyler Notify	$24,200			$24,200

OPTIONAL TYLER SOFTWARE & RELATED SERVICES

Description	License	Implementation Unit Price	Implementation Days	Implementation Cost	Module Total	Year One Maintenance
Financials:						
Standard Fuel Interface	$5,800	$1,275	5	$6,375	$12,175	$1,044
Other:						
Tyler Incident Management	$22,000	$1,275	10	$12,750	$34,750	$3,960
MUNIS Disaster Recovery Service						$30,000
Disaster Recovery Service 2nd Instance						$15,000

OPTIONAL OTHER IMPLEMENTATION SERVICES

Description	Quantity	Unit Price	Extended Price
25% of Dedicated Project Manager (Monthly)	24	$7,500	$180,000
Business Process Consulting - Accounts Payable	1	$17,500	$17,500
Business Process Consulting - Applicant Tracking	1	$14,000	$14,000
Business Process Consulting - Benefits Enrollment	1	$5,250	$5,250
Business Process Consulting - Budget	1	$17,500	$17,500
Business Process Consulting - Bid Management	1	$10,500	$10,500
Business Process Consulting - Contract Management	1	$10,500	$10,500
Business Process Consulting - Employee Expense Reimbursement	1	$10,500	$10,500
Business Process Consulting - Fixed Assets	1	$17,500	$17,500
Business Process Consulting - General Billing	1	$26,250	$26,250
Business Process Consulting - General Ledger	1	$17,500	$17,500
Business Process Consulting - HR Management	1	$28,000	$28,000
Business Process Consulting - Inventory	1	$17,500	$17,500
Business Process Consulting - Miscellaneous Cash	1	$10,500	$10,500
Business Process Consulting - Project/Grant Accounting	1	$26,250	$26,250
Business Process Consulting - Professional Development	1	$14,000	$14,000
Business Process Consulting - Purchasing & Requisitions	1	$17,500	$17,500
Business Process Consulting - Payroll	1	$28,000	$28,000
Business Process Consulting - Risk Management	1	$17,500	$17,500
Business Process Consulting - Cash Management	1	$17,500	$17,500
Business Process Consulting - Utility Billing	1	$28,000	$28,000
Business Process Consulting - Work Orders, Fleet & Facilities	1	$33,250	$33,250
Change Management Consulting Solution	1	$60,000	$60,000

OPTIONAL 3RD PARTY HARDWARE, SOFTWARE AND SERVICES

Description	Quantity	Unit Price	Extended Price
BMI AssetTrak Additional Barcode/RFID Data Terminal (MC3190Z)	1	$3,895	$3,895
BMI AssetTrak FA Bar Code/RFID Scanning System	1	$8,030	$8,030
Cash Drawer	1	$230	$230
ID Tech MiniMag USB Reader	1	$62	$62
Power Supply	1	$40	$40
Printer (TM-S9000)	1	$1,600	$1,600
Tyler Notify IVR Plan (25,000 Minutes)	1	$2,500	$2,500
Tyler Notify SMS Text Plan (25,000 Messages)	1	$1,250	$1,250

I. Agreement Overview

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

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

Attainment: The percentage of time the Tyler Software is available during a billing cycle, with percentages rounded to the nearest whole number.

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

Downtime: Those minutes during which the Tyler Software is not available for your use. Downtime does not include those instances in which only a Defect is present.

Service Availability: The total number of minutes in a billing cycle that the Tyler Software is capable of receiving, processing, and responding to requests, excluding maintenance windows, Client Error Incidents and Force Majeure.

III. Service Availability

The Service Availability of the Tyler Software is intended to be 24/7/365. We set Service Availability goals and measures whether it has met those goals by tracking Attainment.

a. Your Responsibilities

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

You must document, in writing, all Downtime that you have experienced during a calendar quarter. You must deliver such documentation to us within 30 days of a quarter's end.

The documentation you provide must evidence the Downtime clearly and convincingly. It must include, for example, the support incident number(s) and the date, time and duration of the Downtime(s).

b. Our Responsibilities

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

Upon timely receipt of your Downtime report, we will compare that report to our own outage logs and support tickets to confirm that a Downtime for which we were responsible indeed occurred.

We will respond to your Downtime report within 30 day(s) of receipt. To the extent we have confirmed Downtime for which we are responsible, we will provide you with the relief set forth below.

c. Client Relief

When a Service Availability goal is not met due to confirmed Downtime, we will provide you with relief that corresponds to the percentage amount by which that goal was not achieved, as set forth in the Client Relief Schedule below.

Notwithstanding the above, the total amount of all relief that would be due under this SLA will not exceed 5% of one quarter of the then-current SaaS Fee. To the extent any credit is identified in any quarter, it will accumulate, and all credits will be deducted from the SaaS Fee for the immediately following year. Issuing of such credit does not relieve us of our obligations under the Agreement to correct the problem which created the service interruption. A correction may occur in the quarter following the service interruption. In that circumstance, if service levels do not meet the corresponding goal for that later billing cycle, your credits will be reissued in that following quarter.

Every quarter, we will compare confirmed Downtime to Service Availability. In the event actual Attainment does not meet the targeted Attainment, the following Client relief will apply, on a quarterly basis:

Targeted Attainment	Actual Attainment	Client Relief
100%	98-99%	Remedial action will be taken.
100%	95-97%	4% credit of fee for affected billing cycle will be posted to next billing cycle
100%	<95%	5% credit of fee for affected billing cycle will be posted to next billing cycle

You may request a report from us that documents the preceding quarter's Service Availability, Downtime, any remedial actions that have been/will be taken, and any credits that may be issued.

IV. Applicability

The commitments set forth in this SLA do not apply during maintenance windows, Client Error Incidents, and Force Majeure.

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

V. Force Majeure

You will not hold us responsible for not meeting service levels outlined in this SLA to the extent any failure to do so is caused by Force Majeure. In the event of Force Majeure, we will file with you a signed request that said failure be excused. That writing will at least include the essential details and circumstances supporting our request for relief pursuant to this Section. You will not unreasonably withhold its acceptance of such a request.

Exhibit C
Maintenance and Support Agreement

Contractor will provide County with the following maintenance and support services for the Licensed Property. Capitalized terms not otherwise defined will have the meaning assigned to such terms in the Agreement.

1. Maintenance and Support Fees. Maintenance and support fees for the Licensed Property are listed in Exhibit A through the Term of the Agreement, as defined in Section F(1) of the agreement, and County's payment obligations are set forth in Section E of the Agreement. Contractor reserves the right to suspend maintenance and support services if County fails to pay undisputed maintenance and support fees within sixty (60) days of Contractor's written notice. Contractor will reinstate maintenance and support services only if County pays all past due maintenance and support fees, including all fees for the periods during which services were suspended.

2. Maintenance and Support Services. As long as County is not using the Help Desk as a substitute for our training services on the Licensed Property, and County timely pays its maintenance and support fees, Contractor will, consistent with Contractor's then-current Support Call Process, as attached as Schedule 1:

   2.1 perform Contractor's maintenance and support obligations in a professional, good, and workmanlike manner, consistent with industry standards, to resolve Defects in the Licensed Property (limited to the then-current version and the immediately prior version); provided, however, that if County modifies the Licensed Property without Contractor's consent, Contractor's obligation to provide maintenance and support services on and warrant the Licensed Property will be void;

   2.2 provide telephone support during our established support hours;

   2.3 maintain personnel that are sufficiently trained to be familiar with the Licensed Property and Third Party Software, if any, in order to provide maintenance and support services;

   2.4 provide County with a copy of all major and minor releases to the Licensed Property (including updates and enhancements) that Contractor makes generally available without additional charge to customers who have a maintenance and support agreement in effect; and

   2.5 provide non-Defect resolution support of prior releases of the Licensed Property in accordance with our then-current release life cycle policy.

   2.6 Contractor shall provide County with remote support for end users through the use of secure connection over the internet via Citrix GoToAssist or otherwise identified and mutually agreed upon software. Contractor shall not require County to purchase or preinstall the Citrix GoToAssist software. County may join the GoToAssist support sessions as guests for no charge and shall install the software as needed. Direct remote support to access the County environment shall be completed in accordance with the Exhibit E.

3. Client Responsibilities. Contractor shall use all reasonable efforts to perform maintenance and support services remotely. County agrees to maintain a high-speed internet connection capable of connecting Contractor to County's endpoints and server(s). County agrees to provide Contractor with a login account and local administrative privileges as Contractor may reasonably require to perform remote services. Contractor will, at its option, use the secure connection to assist with proper diagnosis and resolution, subject to the protocols identified in Section B.I.h of the Agreement. If Contractor can't resolve a support issue remotely, Contractor shall be required to provide onsite services. In such event, Contractor will be responsible for Contractor's travel expenses, unless it is reasonably determined that the reason onsite support was required was a reason outside Contractor's control. County agrees to provide Contractor with necessary access to the Licensed Property, working space, adequate facilities within a reasonable distance from the equipment, and use of machines, attachments, features, or other equipment reasonably necessary for Contractor to provide the maintenance and support services. Contractor strongly recommends that County also maintain a VPN for backup connectivity purposes.

4. Hardware and Other Systems. If County is a self-hosted customer and, in the process of diagnosing a software support issue, it is discovered that one of County's peripheral systems or other software is the cause of the issue, Contractor will notify County so that County may contact the support agency for that peripheral system. Contractor cannot support or maintain Third Party Products except as expressly set forth in the Agreement.

   In order for Contractor to provide the highest level of software support, County bears the following responsibility related to hardware and software:

   (a) All infrastructure executing Licensed Property shall be managed by County;
   (b) County will maintain support contracts for all non-Contractor software associated with the Licensed Property (including operating systems and database management systems, but excluding Third-Party Software, if any); and
   (c) County will perform daily database backups and verify that those backups are successful.

5. Other Excluded Services. Maintenance and support fees do not include fees for the following services: (a) initial installation or implementation of the Licensed Property; (b) onsite maintenance and support (unless Contractor cannot remotely correct a Defect in the Licensed Property, as set forth above); (c) application design; (d) other consulting services; (e) maintenance and support of an operating system or hardware, unless County is a hosted customer; (f) support outside our normal business hours as listed in Contractor's then-current Support Call Process; or (g) installation, training services, or third party product costs related to a new release. Requested maintenance and support services such as those outlined in this section will be billed to County on a time and materials basis, as further provided in Section E of the Agreement. County must request those services with at least one (1) weeks' advance notice, and at least two (2) hours of services will be charged.

6. Current Support Call Process. Contractor's current Support Call Process is provided at Schedule 1 to Exhibit C.

Tyler Technical Support Department for Munis®

Goal: *To provide an effective support mechanism that will ensure timely resolution to calls, resulting in high-level client satisfaction.*

Contact Us

Call Tyler's toll free number (800-772-2260) or log a support request online through the Tyler Client Portal available at Tyler's Support Web site (www.tylertech.com).

Support Organization

Tyler's Technical Support Department for its ERP/Schools Division (also referred to as "Munis") is divided into multiple teams: Financials; Payroll/HR/Pension; Tax/Other Revenue and Collections; Utility Billing and Collections; OS/DBA (Operating System and Database Administration); and TylerForms and Reporting Services.

These "product-specific" teams allow support staff to focus on a group of products or services. A group of specialists assigned to each team handle calls quickly and accurately.

Each team consists of a Munis Support Product Manager, Support Analysts, and Technical Support Specialists. The Support Product Manager is responsible for the day-to-day operations of the team and ensures we provide exceptional technical support to our clients. The Support Analysts are responsible for assisting the team with clients' issues, and provide on-going team training. Technical Support Specialists are responsible for diagnosing and resolving client issues in a timely and courteous manner.

Standard Support Hours

Applications	Hours
Financials	8:00am-9:00pm EST Monday-Friday
Payroll/HR/Pension	8:00am-9:00pm EST Monday-Friday
Tax/Other Revenue & Collections	8:00am-6:00pm EST Monday-Friday
Utility Billing & Collections	8:00am-8:00pm EST Monday-Friday
OS/DBA	8:00am-9:00pm EST Monday-Friday
TylerForms, Reporting Services and TCM	8:00am-9:00pm EST Monday-Friday

Support Call Process

Focus on Incoming Rate

When you call Technical Support, your call is answered by a Support Technician, or is transferred into the Support voice mail. *Our goal is to capture 75 percent of our daily incoming calls,* which means you will often start working with a Support Specialist immediately upon calling Tyler.

Leaving Messages for Support

When leaving a message on the Support voice mail, ensure the following information is contained within the message:

- your full name (first name, last name) and the site you are calling for/from;
- a phone number where you can be reached;
- the details of the issue or question you have (i.e.: program, • process, error message);
- the priority of the issue (1, 2, 3, or 4); and
- when you will be available for a return call (often Support will call back within an hour of receiving your message).

Paging

All client questions are important to us. There may be times when you are experiencing a priority 1 critical issue and all technicians for the requested team are on the line assisting clients. In this circumstance, it is appropriate to press “0” to be redirected to the operator. The operator will page the team you need to contact. We ask that you reserve this function for those times when Munis is down, or a mission critical application is down and you are not able to reach a technician immediately.

Online Support

Some questions can be handled effectively by email. Once registered as a user on Tyler’s Support Web site at www.tylertech.com, you can ask questions or report issues to Support through “Customer Tools”. Tyler’s Client Portal (TCP) allows you to log an incident to Technical Support anytime from any Internet connection. All TCP account, incident, and survey data is available in real-time.

Your existing contact information defaults when you add a new Support incident. You will be asked for required information including Incident Description, Priority, Product Group, and Product Module. Unlimited work-note text is available for you to describe the question or problem in detail, plus you can attach files or screenshots that may be helpful to Support.

When a new incident is added, the incident number is presented on the screen, and you will receive an automated email response that includes the incident number. The new incident is routed to the appropriate Technical Support Team queue for response. They will review your incident, research the item, and respond via email according to the priority of the incident.

Customer Relationship Management System

Every call or email from you is logged into our Customer Relationship Management System and given a unique call number. This system tracks the history of each incident, including the person calling, time of the call, priority of the call, description of the problem, support recommendations, client feedback, and resolution. For registered users on Tyler’s Support Web site (www.tylertech.com), a list of calls is available real-time under the Tyler Client Portal (TCP).

Exhibit C
Schedule 1
Support Call Process

Call Numbers
Support's goal is to return clients' calls as soon as possible. Priority 1 calls received before the end of business will be responded to that day. If you are not available when we call back, we will leave a message with the open call number on your voice mail or with a person in your office. When you call back, you can reference this call number so you do not have to re-explain the issue.

An open call number is also given to you once an initial contact has been made with Support and it has been determined that the issue can't be resolved during the initial call. The open call number lets you easily track and reference specific open issues with Support.

Call Response Goals
Support will use all reasonable efforts to address open calls as follows:

Open Call Priority	Maximum number of days a support call is open	Support managers and analysts review open calls
1	Less than a day	Daily
2	10 Days or less	Every other day
3	30 Days or less	Weekly
4	60 Days or less	Weekly

Call Priorities
A call escalation system is in place where, each day, Support Analysts and Product Support Managers review open calls in their focus area to monitor progress.

Each call logged is given a priority (1, 2, 3, and 4) according to the client's needs/deadlines. The goal of this structure is to clearly understand the importance of the issue and assign the priority for closure. The client is responsible for setting the priority of the call. Tyler Support for Munis tracks responsiveness to priority 1, 2, and 3 calls each week. This measurement allows us to better evaluate overall client satisfaction.

Priority 1 Call — issue is critical to the client, the Munis application or process is down.
Priority 2 Call — issue is severe, but there is a work around the client can use.
Priority 3 Call — issue is a non-severe support call from the client.
Priority 4 Call — issue is non-critical for the client and they would like to work with Support as time permits.

Following Up on Open Calls
Some issues will not be resolved during the initial call with a Support Technician. If the call remains open, the technician will give you an open call number to reference, and will confirm the priority of the incident.

If you want to follow up on an open call, simply call the appropriate Support Team and reference the call number to the Technician who answers or leave this information in your message. Referencing the open call number allows anyone in support to quickly follow up on the issue. You can also update the incident through TCP on Tyler's Web site (www.tylertech.com) and add a note requesting follow-up.

Exhibit C
Schedule 1
Support Call Process

Escalating a Support Call
If the situation to be addressed by your open call has changed and you need to have the call priority adjusted, please call the appropriate Support Team and ask to be connected to the assigned technician. If that technician is unavailable, another technician on the team may be able to assist you, or will transfer you to the Product Support Team Manager. If you feel you are not receiving the service you need, please call the appropriate Product Manager and provide them with the open call number for which you need assistance. The Product Manager will follow up on your open issue and determine the necessary action to meet your needs.

Technical Support Product Managers:

Financials, Payroll and Human Resources	Utility Billing and Revenue	Technology
Brian Gilman Support Product Manager – Purchasing brian.gilman@tylertech.com (X4436)	**Peggy Wintle** Support Product Manager – Utility Billing peggy.wintle@tylertech.com (X4567)	**Installation** **Dean Wilber** Installation Manager dean.wilber@tylertech.com (X4730)
Evan Smith Support Product Manager – Budget and General Ledger evan.smith@tylertech.com (X4621)	**Parker LaChance** Support Product Manager – Revenue parker.lachance@tylertech.com (X4257)	**OS/DBA Team** **Ben King** Senior Support Product Manager ben.king@tylertech.com (X4867)
Holly LaRou Support Product Manager – Equipment holly.larou@tylertech.com (X4482)	**Steven Jones** Senior Support Product Manager steven.jones@tylertech.com (X4255)	**TylerForms, Reporting Services & TCM** **Michele Brown** Support Product Manager michele.brown@tylertech.com (X4381)
Tracy Silva Support Product Manager – Payroll tracy.silva@tylertech.com (X4433)		State Reporting **Patience Stetson** Product Supervisor – Payroll State Reporting patience.stetson@tylertech.com (X4165)
Ed Haggerty Support Product Manager – Human Resources ed.haggerty@tylertech.com (X4464)		**Ryan Blair** Development Product Manager ryan.blair@tylertech.com (X4579)
Sonja Johnson Senior Support Product Manager sonja.johnson@tylertech.com (X4157)		
CJ McCarron Vice President of Technical Support cj.mccarron@tylertech.com (X4124)		

If you are unable to reach the Product Manager, please call CJ McCarron, Vice President of Technical Support at 800-772-2260, ext. 4124 (cj.mccarron@tylertech.com).

Resources
A number of additional resources are available to you to provide a comprehensive and complete support experience.

- **Managed Internet Update (MIU):** Allows you to download and install critical and high priority fixes as soon as they become available.
- **Release Admin Console:** Allows you to monitor and track the availability of all development activity for a particular release directly from Munis.
- **KnowledgeBase:** A fully searchable depository of thousands of documents related to

Munis processing, procedures, release info, helpful hints, etc.

Remote Support Tool
Some Support calls may require further analysis of your database or setup to diagnose a problem or to assist you with a question. GoToAssist® shares your desktop via the Internet to provide you with virtual on-site support. The GoToAssist tool from Citrix (www.citrix.com) provides a highly secure connection with 128-bit, end-to-end AES encryption. Support is able to quickly connect to your desktop and view your site's setup, diagnose problems, or assist you with screen navigation.

At the end of each GoToAssist session, there is a quick survey you should complete so we have accurate and up-to-date feedback on your Support experiences. We review the survey data in order to continually improve our Support services.

Email Registration
Clients can go to our Web site and register for email "groups" based on specific Munis applications. We use these groups to inform clients of issues, and to distribute helpful technical tips and updated technical documentation. The survey information allows you to update your registration at any time, and you may unregister for one or more distribution lists at any time.

Tyler Web site
Once you have registered as a user on Tyler's Support Web site (www.tylertech.com), you have access to "Customer Tools" and other information such as online documentation, user forums, group training schedule/sign-up, and annual user conference updates/registration.

Timely TCP Progress Updates
Our technicians are committed to providing you timely updates on the progress of your open support incidents via the Tyler Client Portal. The frequency of these updates is determined by issue priority.

Priority 1 Incidents — Daily updates (only if phone contact is not possible)
Priority 2 Incidents — Weekly Updates
Priority 3 Incidents — Biweekly Updates
Priority 4 Incidents — Biweekly Updates

Updates will also be provided for any issue, regardless of priority, when action items have been completed or when there is pertinent information to share.

ATTENTION: THE SOFTWARE PROVIDED UNDER THIS AGREEMENT IS BEING LICENSED TO YOU BY **OF SOFTWARE LTD.** AND IS NOT BEING SOLD. THIS SOFTWARE IS PROVIDED UNDER THE FOLLOWING AGREEMENT THAT SPECIFIES WHAT YOU MAY DO WITH THE SOFTWARE AND CONTAINS IMPORTANT LIMITATIONS ON REPRESENTATIONS, WARRANTIES, CONDITIONS, REMEDIES, AND LIABILITIES.

DocOrigin

SOFTWARE LICENSE

IMPORTANT-READ CAREFULLY: This End-User License Agreement ("**Agreement**" or "**EULA**") is a legal agreement between you (either an individual person or a single legal entity, who will be referred to in this EULA as "**You**") and OF Software Ltd. for the DocOrigin software product that accompanies this EULA, including any associated media, printed materials and electronic documentation (the "**Software**"). The Software also encompasses any software updates, add-on components, web services and/or supplements that may be provided to you or made available to you after the date you obtain the initial copy of the Software to the extent that such items are not accompanied by a separate license agreement or terms of use. If you receive the Software under separate terms from your distributor, those terms will take precedence over any conflicting terms of this EULA.

By installing, copying, downloading, accessing or otherwise using the Software, you agree to be bound by the terms of this EULA. If you do not agree to the terms of this EULA, do not install, access or use the Software; instead, you should remove the Software from all systems and receive a full refund.

IF YOU ARE AN AGENT OR EMPLOYEE OF ANOTHER ENTITY YOU REPRESENT AND WARRANT THAT (I) THE INDIVIDUAL ACCEPTING THIS AGREEMENT IS DULY AUTHORIZED TO ACCEPT THIS AGREEMENT ON SUCH ENTITY'S BEHALF AND TO BIND SUCH ENTITY, AND (II) SUCH ENTITY HAS FULL POWER, CORPORATE OR OTHERWISE, TO ENTER INTO THIS AGREEMENT AND PERFORM ITS OBLIGATIONS HEREUNDER.

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* **Software.** You may install and use one copy of the "TransTrak Software Product Version 5.x " on each supported Mobile Scanning Device if the supported Windows Mobile OS Mobile Scanning Device is purchased from BMI Systems Group and BMI Systems Group has recorded the device serial #.

DESCRIPTION OF OTHER RIGHTS AND LIMITATIONS.

***Limitations of Reverse Engineering, Decompilation and Disassembly.**You may not reverse engineer, decompile, or disassemble the "TransTrak Software Product Version 5.x ", except and only to the extent that such activity is expressly permitted by applicable law notwithstanding this limitation.

*__Separation of Components.__The "TransTrak Software Product Version 5.x " is licensed as a single product. Its component parts may not be separated for use on more than one computer.

*__Single Computer.__ "TransTrak Software Product Version 5.x " is licensed with the Windows Mobile OS Mobile Scanning Device as a single product. The "TransTrak Software Product Version 5.x " may only be used with each Windows Mobile OS Mobile Scanning Device programmed and sold and by BMI Systems Group.

*__Rental.__ You may rent or lease the "TransTrak Software Product Version 5.x " with a separate agreement.

*__Software Transfer.__ You may permanently transfer all of your rights under this EULA only as part of a sale or transfer of the Windows Mobile OS Mobile Scanning Device, provided you retain the copies, you transfer all of the "TransTrak Software Product Version 5.x " (including all componet parts, the media and printed materials, any upgrades, this EULA and, if applicable, the Certificate(s) or Authenticity), and the recipient agrees to the terms of this EULA. If the "TransTrak Software Product Version 5.x " is an upgrade, any transfer must include all prior versions of the "TransTrak Software Product Version 5.x "

*__Termination.__Without prejudice to any other rights BMI System Group may terminate this EULA if you fail to comply with the terms and conditions of this EULA. In such event, you must destroy all copies of the "TransTrak Software Product Version 5.x " and all of its component parts.

3.**COPYRIGHT.** All title and copyrights in and to the "TransTrak Software Product Version 5.x " (including but not limited to any images, photographs, animations, video, audio, music, text, and "apples" incorporated into the"TransTrak Software Product Version 5.x ", the accompanying printed materials, and any copies of the"TransTrak Software Product Version 5.x ", are owned by BMI Systems Group or its suppliers. You may not copy the printed materials accompanying the"TransTrak Software Product Version 5.x ". All rights not specifically granted under this EULA are reserved by BMI Systems Group.

4.**PRODUCT SUPPORT.** Product Support for the "TransTrak Software Product Version 5.x " is provided by BMI Systems Group or its subsidiaries. For product support, please refer to BMI's support number provided in the documentation for the software. Should you have any questions concerning this EULA, or if you desire to contact BMI Systems Group for any other reason, please refer to the address provided in the documentation for the"TransTrak Software Product Version 3.x ".

3.**U.S.GOVERNMENT RESTRICTED RIGHTS.** The "TransTrak Software Product Version 5.x " and documentation are provided with RESTRICTED RIGHTS. Use, duplication, or disclosure by the Government is subject to restrictions as set forth in subparagraph (c)(1)(ii) of the Rights in Technical Data and Computer Software clause at DFARS 232.277-7013 or sub-paragraphs (c)(1) and (2) of the Commercial Computer Software-Restricted Rights at 48 CFR 32.227-19, as applicable. Manufacturer is BMI Systems Group, P.O. Box 6280, Chandler, AZ. 85246-6280

BMI Software Applications Maintenance Agreement

We understand that when you purchase one on our (ADCS) Automated Data Collection Systems or (ADMS) Automated Data Management Systems from BMI Systems Group, you expect it to work.

While our systems do perform properly, you may need assistance with the installation of the software or help in using the system itself. One year of BMI Annual Support is included with each System Kit sold by BMI or our resellers.

With a BMI annual support agreement, you get the help you need and more!

We understand that service and support are key factors to successful solution implementation. Our focus is to ensure our customers have an exceptional experience with their BMI products and services. BMI invests in building unmatched technical support teams to provide the best possible service to our partners and customers.

Up to (1) hour of phone installation support per Desktop installation

Unlimited support for the desktop application after initial installation

Unlimited support for BMI applications that are installed on the (MSD) Mobile Scanning Device

Unlimited email support during support period

Free software maintenance releases for the Desktop and MSD Applications during support period

Our PC Tutor program is available at an additional cost. PC Tutor is our remote Desktop Access System for up to 4 hours of remote low-cost training classes to help you become a pro with your system

Access to certified BMI technicians 9 hours daily, (6:30 to 4:30 AZ Time), (Mon-Fri) Guarantee that 90% of the time, you'll talk to a human, not a voicemail. Low-cost training classes to help you become a pro with your system

By maintaining annual support, BMI Systems Group can help keep your system operate effectively; provide additional training for your staff and solve any problems that might arise before, during and after implementation of your system.

Contact BMI Sales to renew or sign up for annual support.

Unitech Standard Warranty – PA 692

Standard Warranty

Unitech warrants its products to be free from defects in material and workmanship during the warranty period.

- **Length of Warranty Coverage**

Products are warranted for a minimum of 1 year. Where stated in writing on www.ute.com, some products carry additional years of warranty coverage. All cables, batteries, power supplies, and other accessories included with, or purchased separately from, the main product are covered under the Unitech Accessories Warranty for a period of 90 days.

- **Whom the Warranty Protects**

This warranty is valid only for the first consumer purchase. Customers may be required to provide proof of original purchase.

The following conditions or circumstances are not covered under the terms of Unitech's Standard Warranty plan:

1. Cost of shipment to Unitech.
2. Unitech is unable to deliver to a P.O. Box and FPO addresses.
3. Any product on which the serial number has been defaced, modified, or removed.
   Unitech is not liable for direct, indirect, consequential or incidental damages arising out of the use of or inability to use such product(s), even if Unitech has been advised of the possibility of such damages.
4. Damage, deterioration, or malfunction resulting from:
   Accident, misuse, neglect, fire, water, disaster, lightning, or other acts of nature, operation or storage of product outside the environmental specifications listed for the product, or failure to follow instructions supplied with the product.
   Attempted repair by anyone not authorized by Unitech or unauthorized product modification.
   Products lost, stolen or discarded by customer or damage due to shipment.
   Causes external to the product, such as electric power fluctuations or failure and/or tampering with internal circuitry.
   Use of supplies or parts not meeting Unitech's specifications.
   Customer-caused defects, including but not limited to: cracked LCD, scratched LCD, blemished LCD (dark spot larger than 1/16 inch), or scratched / defaced / altered product parts.
   Normal wear and tear or any other cause which does not relate to a product defect.
   Removal, installation, and set-up service charges.

Products out of Warranty

Products that are deemed outside the Standard Warranty coverage are subject to prepaid fees that include but are not limited to:

1. Product problem diagnosis.
2. Cost of replacement parts.
3. Labor cost.
4. Return shipping costs.

PC Specifications for BMI Software Products

CollectIT

1.2 System Requirements
Minimum System Requirements:
. Pentium III processor or better with 4GB or more of RAM
. 100MB of available hard disk free space is required for full installation
Microsoft Windows XP, Vista, Windows 7/8/10
. Monitor with a minimum of 800x 600 resolution minimum
. USB connection

AssetTrak Pro & TransTrak PPC

1.84 System Requirements
Minimum System Requirements:
. Pentium III processor or better with 4GB or more of RAM
. 100MB of available hard disk free space is required for full installation
Microsoft Windows XP, Vista, Win 7 (32 bit) Will run in Windows XP mode on 64 bit
. Monitor with a minimum of 800x 600 resolution minimum
. USB connection

Note: Windows 7/8 64bit OS requires the installation of Microsoft Virtual Windows XP

AssetTrak ARS

2.8 System Requirements
Minimum System Requirements:
. Pentium III processor or better with 4GB or more of RAM
. 100MB of available hard disk free space is required for full installation
Microsoft Windows 7/8/10 (32 & 64bit)
. Monitor with a minimum of 800x 600 resolution minimum
. USB connection

Exhibit E
Los Alamos Technology Standards

May 16, 2016

The following Los Alamos County Technology Standards shall be met and supported by the contractor for the duration of this contract. Standards are listed with the expectation that the Contractor will provide software updates to allow Los Alamos County to stay on supported versions of hardware, underlying software and protocols as outlined below.

Server OS	Microsoft (MS) Windows Server 2012 R2 64 bit (Standard and Datacenter). Contractor software must be maintained to run on a supported platform service level as defined by Microsoft at the latest stable patch level.
Server Hardware	Multi Socket/Multi Core processor Intel or AMD based server meaning standalone or blade server or Hyper-converged Infrastructure (HCI) as determined by Los Alamos County Information Technology Division, minimum 16 GB RAM and RAID capable. Contractor software must be maintained to run on a supported platform service levels as defined by Microsoft and/or Oracle at the latest stable, patch level.
Network Infrastructure	See LAC Standards and Specifications for Building and Campus Distribution Systems.
Network Protocol	Supported network protocol is TCP/IP (IPv4). Standards based NIC rated at 100/1000/10G copper or fiber is supported. If considering a 10G connection County IT network group must be consulted to ensure availability of media at proposed site. Additional hardware cost may be associated with the project on the basis of IT hardware availability.
Remote Network Access	Direct remote access to County Network is supported through Cisco AnyConnect SSH VPN or a secure remote access software as identified by LAC IT. Established connectivity is supported via Microsoft RDP. Contractor support accounts shall be created and administered in accordance with the adopted Los Alamos County IT Usage and Security Policy.
LAC Staff Accounts	Software **shall function for end users with standard user privileges**; user cannot install software and shall not have administrative rights.
Desktop Hardware	Traditional Desktop: Intel core i5 or higher based processor, minimum 4 GB RAM, Intel integrated graphics 1280 capable video minimum, Display port DVI input, 4 USB 2/3 ports. Zero Client: HP SB T310 TERA 2 ETH ZERO CLIENT
Client OS	Desktop: Microsoft Windows 7 Enterprise Edition most current Service Pack (SP), Mobile: Microsoft Windows 10 may be used if integration with County enterprise software is not required and will be dependent on IT evaluation prior to approval. Contractor software must be maintained to run on a supported platform service level as defined by Microsoft at the latest stable patch level.
Virtual Environments	VMWare VSphere 6.0. Environment design shall be submitted and reviewed by IT for acceptance prior to purchase. Proposals shall include required

	hardware and licensing of VMware, operating system and proposed application requirements and technical specifications.
Internet Browser	Internet Explorer 10X compatible, Firefox ESR or Chrome. If the software will be accessed by devices external to the County network, they shall be compatible with current Internet Explorer, Safari, Chrome and Firefox browsers as well as mobile devices (inclusive of smart phones, iPad, and other Internet enabled devices).
Database Software Products	Supported database types include Microsoft SQL server 2012\14 or Oracle 12c database. New Oracle or MS SQL Server product installations will require review, purchasing of licenses, appropriate hardware and maintenance in support of proposed project. Oracle and MS SQL server software for new implementations shall be at the most current vender certified release level. Server components for proposed project require review and purchasing as part of the project initiative. Contractor software must be maintained to run on a supported platform service level as defined by Microsoft or Oracle. Hosted solutions shall be compliant or provide a method to provide the county with database exports in MS SQL\Oracle formats.
Collaboration and Web Publishing	Microsoft SharePoint Server (SP) 2013 is the basis for the County's Intranet and SP 2007 for Internet sites. No further changes/integrations will be permitted until the release of the new Internet site expected in December, 2016.
Productivity Software	Microsoft Office 365 with most current service pack. Contractor software must be maintained to run on supported platform service levels as defined by Microsoft.
Email	Current County email system operates on MS O365 with hub transport for relay. If SMTP relay access from vendor specific (contracted) software is required, permission to use the Exchange server shall be obtained prior to contracting or purchase of the software or solution. Software relay can be provided to on premise solutions only. The vendor specific solution must be supported and maintained to relay through the County Email system by the vendor and in accordance with service levels as defined by Microsoft.
Mobile Devices	Shall conform to Los Alamos County Mobile policy.
Security	Intranet devices must be capable of two factor authentication using the Los Alamos County Access Control System. Any requirements for access ports from the Internet into the County Network must be approved via a technical review by the Information Technology Division. McAfee VirusScan and AntiSpyware Enterprise software are employed on all intranet computing devices, vendor solutions shall work in conjunction with stated antivirus products.
Records	Shall conform to Los Alamos County Records and Information Governance Policy.
e-Signature	Shall conform to Los Alamos County e-Signature Policy.

<table>
<tr>
<td>Cloud Based Services</td>
<td>Los Alamos County is interested in taking advantage of opportunities available through Cloud Service providers (CSP). Contractors proposing Cloud based solutions shall provide information on the following areas of concern:

CSP shall describe the classification of the proposed Cloud solution. Is the solution SAAS, PAAS, IAAS or a combination of the classification types. If SAAS is the solution located within the CSP infrastructure or is the solution a partnership of several CSPs.
CSP processes involving:

Physical infrastructure: including locations, internet connectivity and disaster recovery methodologies. CSP data centers must be located within the United States.
Data: Ownership of Cloud data shall inure with the County of Los Alamos, CSP shall provide assurance on data ownership. CPS shall describe any other potential use of County data housed within the cloud infrastructure, application or service. CSP shall provide methods for protecting the integrity and security of data (ex. Use of data encryption over internet connections). CSP will describe how the solution meets statutory requirements for data (ex, PII, HIPA, Gram-Leach-Bliley act, FIPS 199…). Provide all relevant information including legal boundaries not set forth in contractual agreements if any. Methodology or process for meeting County Records Retention policies. Mitigation strategy for security breaches involving County data.
Customer\User Security: Describe CSP methodology for implementing administrative and end-user security and access. What is the CSP methodology for mitigating security breaches with respect to access and user credentials? What is the CSP's methodology or process governing e-discovery request from entities other than the County?

CSP shall provide strategies or process for withdrawing or exiting the cloud based solution. Information shall discuss:

CSP method for providing the County with data in a usable form. Database exports in Microsoft SQL or Oracle export format are acceptable. Other formats and data types shall require presentation of method, discussion with the County's stakeholders and agreement on method.
Any expected transition cost expected in transition from CSP vendor to on premise or other CSP shall be contracted prior to entering into the service agreement.

</td>
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INCORPORATED COUNTY OF LOS ALAMOS
ADMINISTRATIVE PROCEDURE GUIDELINE

Index No. 1220

Effective: October 1, 2013

E-SIGNATURE POLICY

I. Purpose

This policy is to allow for e-signature use at LAC by means of methods that are practical, secure, and balance risk and cost. It is not the intent of this policy to eliminate all risk but rather to provide a process that gives parties assurance that appropriate analysis was completed prior to implementation of e-signature, and that the level of user authentication used is reasonable for the type of transaction conducted.

A. Electronic Signatures Acts

Both federal and state law address electronic signatures and give electronic contracts the same weight as those executed on paper. The federal act is known as the "Electronic Signatures in Global and National Commerce Act," (Act) and is found at 15 U.S.C. Sections 7001-7006, 7021 & 7031. The New Mexico act is known as the "Uniform Electronic Transactions Act," and is found at Sections 14-16-1 through 14-16-19, N.M.S.A. (1978). Links to these statutes are provided below. All references herein are to the New Mexico act unless otherwise specified. The act has some specific exemptions or preemptions. *Although the act enables documents to be signed electronically, the ability to do so arises only when both parties agree to conduct transactions by electronic means. Any LAC department using E-signatures shall also provide methods for conducting transactions with its customers that do not require E-signatures in the event the customer declines to agree to such to conduct transactions by electronic means.* The act specifically avoids stipulating any 'approved' form of electronic signature, instead leaving the method open to interpretation by the marketplace. Any number of methods is acceptable under the act. Methods include simply pressing an *I Accept* button, digital certificates, smart cards and biometrics.

E-signatures may be implemented using various methodologies depending on the risks associated with the transaction. Examples of transaction risks include: fraud, repudiation, authentication, hacking, security and financial loss. The quality and security of the e-signature method shall be commensurate *with the risk and needed assurance of the authenticity of the signer. Authentication is a* *way to ensure that the user who attempts to perform the function of an electronic signature is in fact who they say they are and is authorized to "sign".*

II. Policy

A. It is the policy of LAC that every user shall have unique identifying credentials. Authentication entails verifying the user's unique credentials, such as username and password, or a digital certificate.

B. Under this policy LAC departments may implement use of e-signatures, but shall also maintain alternative processes available for any consumer who declines to conduct transactions by electronic means. The LAC department is the organization conducting business by means of an e-signature. Implemented e-signatures will be reviewed periodically for appropriateness, and continued applicability.

C. An e-signature may be accepted in all situations if requirement of a signature/approval is stated or implied. This policy does not supersede situations where laws specifically require a written signature or where a party declines to conduct transactions by electronic means.

III. Responsibility

A. Security and access to LAC specific information is determined by the Access Control Authority (ACA) for the electronic system. ACA's shall have the ability to develop enabling procedures and are responsible for compliance with all legal obligations related to information, as well as determining the utilization, access, and release of data under their jurisdiction. ACA's are a representative from the requesting department or other designated representative (i.e., IT liaison, TAG representative). In some instances there are multiple ACA's for various systems. The ACA will ensure that appropriate controls and monitoring of required software/hardware required for implementation are in place.

B. LAC departments shall complete LAC risk assessment tool (E-Signature Authentication Request Process) and shall describe the reason for risk, identify the steps that will be taken to mitigate the risk and obtain the signed approval of the County Administrator. LAC departments shall conduct periodical reviews of every implementation, no less than every three years, which will include an evaluation of the e-signature use to determine whether any applicable legal, business, or data requirements have increased the risk of the e-signature implementation.

C. The Information Management Division (IMD) shall assist LAC department ACA's in preparation of their application and provide technological expertise (i.e., IT liaison).

D. III.4. The ACA may, after consultation with the County Attorney, reject any E-Signature application deemed in violation of or failing to meet statutory or regulatory requirements. The ACA, after consultation with the County Attorney, shall establish specifications for recording, documenting, and/or auditing the e-signature as required for non-repudiation and other legal requirements.

E. The County Administrator shall review and have final approval of each e-signature application.

F. Records Information Management (RIM) shall retain a formal record of the risk assessment evaluation, e-signature method selection, and justification.

IV. Procedure

The E-Signature Authentication Request Process tool outlines the process required by a department to apply for an e-signature implementation and shall address known identified risks.

A. An evaluation will be performed by the ACA to identify risks associated with using an e-signature and to determine the quality and security of the e-signature method required. An evaluation will be made using the E-Signature Authorization Request Process tool. The reports resulting from the assessment shall be included as part of the official record for this e-signature implementation and submitted with the proposal.

B. Requests for LAC e-signature transactions shall be evaluated by the ACA in conjunction with IMD, who will determine whether to recommend an e-signature method for approval, by understanding the systems and procedures associated with using that electronic signature, and whether the use of the electronic signature is at least as reliable as the existing method being used. The IMD review will include process, security and records review with a recommendation to the department on whether or not to proceed.

C. The ACA will request a review of the application from the County Attorney. Once that review has been completed and recommendation to proceed has been granted, the ACA will seek authorization to implement e-Signature from the County Administrator.

D. The signed document shall be included as part of the official record for this e-signature implementation.

E. Once approved, the implementation process will likely differ for each transaction and for each LAC department or affiliated body, as it is dependent on many factors such as records management requirements, technical environment, appropriate assurance level, and the nature of the transaction.

F. Software and/or hardware required for e-signatures, such as Public Key Infrastructure (PKI) certificates, "fobs", or "dongles", or other credential devices shall be purchased by the department or affiliated body.

G.

V. Resources and Links

A. Electronic Signatures in Global and National Commerce Act (ESIGN):

http://frwebgate.access.gpo.gov/cgi-bin/getdoc.cgi?dbname=106_cong_public_laws&docid=f:publ229.106.pdf

B. NIST Electronic Authentication Guidelines: 800-63;

http://csrc.nist.gov/publications/nistpubs/800-63/SP800-63V1_0_2.pdf

C. Electronic Signatures in Global and National Commerce Act, 15 U.S.C. Sections 7001-7006, 7021 & 7031; http://uscode.house.gov/download/pls/15C96.txt

D. Uniform Electronic Transactions Act, Sections 14-16-1 through 14-16-19, N.M.S.A. (1978);

http://www.conwaygreene.com/nmsu/lpext.dll?f=templates&fn=main-h.htm&2.0

VI. Definitions

Access Control Authority (ACA)	Department representative, or designee, who understands the data and manages the request for e-signature application process and implementation.
Affiliated Body	Board or Commission who act on behalf of a LAC Department.
Authentication	A method to ensure that the user who attempts to perform functions in a system is in fact the user who is authorized to do so in order to ascertain the identity of the originator, verify the integrity of the electronic data and establish the link between the data and the originator.
Electronic Record	Computer-generated information such as an e-mail message, document or image file created or received by the County in pursuance of law or in connection with the transactions of public business.
Electronic Signature (E-Signature)	The electronic signing of a document consisting of establishing a verifiable link between the originator and the document using an electronic sound, symbol, or process attached to or logically associated with a record and execute or adopted by a person with the intent to sign the record.
Non-repudiation	Specific identification of a user plus the need to specifically link the user to a transaction; i.e., to prove that the user intended to be bound by the transaction.
Record	Information that is inscribed on a tangible medium or that is stored in an electronic or other medium and is retrievable in a perceivable form.
TAG (Technology Advisory Group)	This group provides technological oversight to LAC and any member thereof may act as an ACA.
Transaction	Specific actions that users can perform to achieve a desirable result. A transaction is an actor, plus an action, resulting in a desired outcome.

6/1/15

HARRY BURGESS DATE
COUNTY ADMINISTRATOR

INCORPORATED COUNTY OF LOS ALAMOS
ADMINISTRATIVE PROCEDURE GUIDELINE

Index No. 0310 Effective Date: January 25, 2011

RECORDS AND INFORMATION MANAGEMENT GOVERNANCE POLICY

I. Purpose

The purpose of this policy is to establish consistent record and information management governance practices for all County employees, contractor employees, governing and advisory boards and commissions, appointed and elected officials who create records in connection with the transactions of County business. The Incorporated County of Los Alamos is committed to an effective Records and Information Management (RIM) program that includes all legal/regulatory requirements for protection, confidentiality and security and will show due diligence and best efforts in the governance of electronic information and hardcopy records. The Incorporated County of Los Alamos (ICLA) recognizes the need for the optimization of space and cost of retaining public records in any medium that have met their required retention within its custody. This policy applies to all record formats, to include paper, electronic, e-mail, social media and web based platforms or any other mediums where County records may reside. This policy shall supercede the previous policy 0310, entitled "Public Records Retention Policy."

II. Definitions

A. **Confidential Information:** Information that can be found in records that may pertain to personal identifiable information (PII) or that should be protected and private under the Inspection of Public Records Act (§14-2-1 NMSA 1978) or as otherwise provided by law.

B. **Disposition:** Destruction of records; prior notice to State Records Administrator (§ 14-1-8, NMSA 1978). An official charged with the custody of any records and who intends to destroy those records, shall give notice by registered or certified mail to the State Records Administrator, State Records Center, Santa Fe, New Mexico, of the date of the proposed destruction and the type and date of the records intended to destroy. The notice shall be sent at least sixty days before the date of the proposed destruction. If the State Records Administrator wishes to preserve any of the records, the official shall allow the State Records Administrator to have the documents by calling for them at the place of storage.

C. **EDRMS:** An Electronic Document and Records Management System is a software application used to manage electronic records stored in an associated database across the organization. The software provides a variety of functions including record tracking, access controls, auditing, workflow and disposition using a combination of systems and metadata required to view, store and impose records retention within this system.

D. **Electronic Devices:** Consist of any electronic devices that records public information to include photos, documents, voice and text messaging, which are all subject to discovery.

E. **Electronic Record:** Computer-generated information such as an e-mail message, document or image file created or received by the County in pursuance of law or in connection with the transactions of public business.

F. **E-mail:** Information transmitted electronically over a communication network. A system that enables people to compose, send, receive and manage electronic messages and images across networks.

G. **Essential Records:** Records designated by management as essential to the operational functions outside its normal parameters to provide business continuity during an emergency response.

H. **File Plan:** A hierarchical structure of folders within a filing structure that provides a coherent location in which records can be stored, searched or retrieved.

I. **Generally Accepted Recordkeeping Principles (GARP®):** Principles which through the use thereof allow an organization to create, organize, secure, maintain and use records in a way that effectively supports the activity of that organization. These principles are as follows:

(1) Principle of Accountability: The County shall create a recordkeeping program and delegate responsibility to appropriate individuals, adopt policies and procedures to guide personnel and ensure audit ability of the program.

(2) Principle of Availability: The County shall maintain records in a manner that ensures timely, efficient, and accurate retrieval of needed information.

(3) Principle of Compliance: The County shall construct a recordkeeping program that complies with applicable laws for maintaining records, as well as the organization's policies as they pertain to records and information management.

(4) Principle of Disposition: The County shall provide secure and appropriate disposition for records that are no longer required to be maintained under applicable laws.

(5) Principle of Integrity: The County shall construct a recordkeeping program where records and information generated or managed by or for the County has a reasonable and suitable guarantee of authenticity and reliability.

(6) Principle of Protection: The County shall construct a recordkeeping program that ensures a reasonable level of protection to records and information that are private, confidential, privileged, or essential to business continuity.

(7) Principle of Retention: The County shall maintain its records and information for an appropriate time, taking into account legal, regulatory, fiscal, operational and historical requirements.

(8) Principle of Transparency: The processes and activities of the County's recordkeeping program shall be structured and documented in a manner that is open and verifiable and is available to all personnel and interested parties.

J. **Inspection of Public Records Act, §14-2-1 et.sec, NMSA 1978:** The law that requires a representative government to provide access to its public records at the request from a person within a designated timeframe with few noted exceptions. It states that all persons are entitled to the greatest possible information regarding the affairs of government and the official acts of public officers and employees. This law can be found at http://www.nmag.gov/office/Divisions/Civ/OMAIPRA/default.aspx

K. **Lifecycle of Records:** Begins with the creation of the record, its use, storage in a format that is readable, its maintenance, retention and final disposition of all County records.

L. **Metadata:** Data that manages data. RIM has selected the following metadata string to capture information in a consistent manner, they include: ICLA File Plan Designation, Record Series or Citation, New Mexico Administrative Code Record Title, Incorporated County of Los Alamos Record Description, Creation and End Dates, Trigger Date, Disposition Date, Record Value and Record Classification.

M. **Migration:** Method of preserving information to ensure continued access to information in any format. This includes the preservation of materials resulting from digital reformatting, but particularly information that is born-digital and has no analog counterpart.

N. **Naming Structure:** Specific metadata used to describe the contents of the record and to establish consistency within a records management program which also provides ease in searching, retrieval and retention.

O. **NMAC:** New Mexico Administrative Code (1978) providing rules as well as referring to and interpreting statutes for governing public information.

P. **Non-record Materials:** The following specific types of materials are defined as non-record and may be disposed of at the convenience of the County when they have no more value/use to the County: extra copies of correspondence and other documents preserved only for convenience of reference; blank forms, books, etc., which are outdated; materials neither made nor received in pursuance of statutory requirement nor in connection with the functional responsibility of the office/county; preliminary drafts of letters, reports, and memoranda which do not represent significant basic steps in preparation of record documents; shorthand notes, steno tapes, mechanical recordings which have been transcribed, except where noted on the County's retention schedule; routing and other interdepartmental forms which do not add any significant material to the activity concerned; stocks of publication already sent to archives and processed documents preserved for supply purposes only; form and guide letters, sample letters, form paragraphs. All other materials either related or received in pursuance of statutory requirements or in connection with the transaction of public business which belongs to the office concerned are government property and not personal property of the officer or employees concerned. Therefore, any material not included in the above definition cannot be destroyed, given or taken away, or sold without complying with all the statutory requirements specifically relating to said records.

Q. **Physical records:** To include calendars, appointment books, memos, correspondence, reports, studies, projects in a paper format as well as all other physical media such as CD's, DVD's, microfilm, microfiche that store public information created in the course of conducting or related to County business.

R. **Public Records:** Means all books, papers, maps, photographs or other documentary materials, regardless of physical form or characteristics, made or received by any agency in pursuance of law or in connection with the transaction of public business and preserved, or appropriate for preservation, by the agency or its legitimate successor as evidence of the organization, functions, policies, decisions, procedures, operations or other activities of the government or because of the informational and historical value of data contained therein. Library or museum material of the state library, state institutions and state museums, extra copies of documents preserved only for convenience of reference and stocks of publications and processed documents are not included (§14-3-2 NMSA 1978).

S. **Records Administrator:** The Incorporated County of Los Alamos employee, who will serve as the person responsible for this information governance policy and implementation. This employee is also authorized to transfer, withdraw or destroy County records with the approval from the New Mexico State Records Administrator.

T. **Record Center:** A County storage facility where inactive records are managed, organized, appraised, inventoried, protected and tracked for retrieval, audit, retention and final disposition. A temperature and humidity controlled facility is preferred to secure, protect and maintain the County's legacy of information for as long as required.

U. **Records and Information Management (RIM):** The operational function responsible for the efficient and systematic control of information that results in records from the creation, receipt, use, maintenance, and disposition including the processes for capturing and maintaining evidence about business activities in all record formats and mediums.

V. **Records Inventory:** A detailed database created by the records staff that lists all inactive records stored in a centralized records location for ease in maintenance and retrieval.

W. **Records Personnel:** Staff, trained and authorized by the County Records Administrator to handle County records under this established recordkeeping policy, procedures and principles including copies of those public records maintained by the County Clerk, not otherwise stored or managed pursuant to New Mexico State Statute or the County Charter/Code.

X. **Records Retention Schedule:** Means a document prepared as part of a records retention program that lists the period of time for retaining records.

Y. **Social Media and Web Based Services and Platforms:** External and internal Web sites or services most of which integrate web technology, social interaction and user-generated content to collaborate, combine and share information. These provide a variety of ways for users to interact. These platforms may be operated by nongovernmental third part entities. Examples of social network services include but not limited to Facebook, Twitter and Linked In.

III. Policy

It is the policy of the Incorporated County of Los Alamos that all Public Records will be responsibly managed in accordance with the Public Records Act (NMSA 1978, §14-3-1 et. sec.), the Inspection of Public Records Act (IPRA)NMSA 1978, §14-2-1 et.sec., the Incorporated County of Los Alamos Retention Schedule and recordkeeping standards and procedures, the New Mexico Administrative Code (NMAC) Retention and Disposition Schedules and other applicable rules, statutes and regulations issued by the New Mexico Commission of Public Records, except as expressly referenced and modified herein. This includes 1.13.3 NMAC (Management of Electronic Records), 1.13.4 NMAC (Management of Electronic Messaging), 1.13.70 NMAC (Performance Guidelines for the Legal Acceptance of Public Records Produced by Information Technology Systems), 1.12.7 Information Technology (Electronic Authentication) as well as other Federal retention rules and schedules that pertain to specified record series created by specific divisions.

It is the policy of the Incorporated County of Los Alamos to provide employees, appointed and elected officials the applicable records management training to assist in the performance of their work. All resources and services shall be managed in a lawful manner by all County employees, appointed and elected offices, or contractors. County records personnel will classify information contained within electronic repositories to ensure compliance with this policy and applicable law. County employees shall have no expectation of privacy in anything they send or receive including electronic messaging in the course of conducting County business.

IV. Responsibility

All affiliated County personnel are required to follow the approved Incorporated County of Los Alamos Retention Schedule by reference for all recordkeeping purposes and ensure the Generally Accepted Recordkeeping Principles (GARP®) which include accountability, integrity, protection, compliance, availability and transparency apply to all County records while in their custody. The principles of retention and disposition shall be the responsibility of the County's records personnel.

All inactive physical records are required to be centrally located and inventoried by the records personnel to ensure records can be easily located and securely managed. All physical records transferred to the County's Record Center shall include on the outside of each file the title and description of the record, the creation and end dates, and indication whether the record contains confidential or essential information. Physical records will remain within Division offices for operational use for as long as needed. Once inactive, records shall be transferred by the Departmental Records Data Liaison to the County's Record Center for evaluation, storage, maintenance and final disposition.

Electronic records will be managed in place by the record creator on user controlled storage, under this established record management criteria. To create consistency and uniformity, records shall use the following Naming Structure format: *yyyymmdd_Title of Record_creator's first initial and complete last name.* Example: *20110923_Information Governance Policy_BRicci.* This will allow the creator to file the e-record within the County's centralized File Plan by year thus improving the ease for retrieval and final disposition. Electronic records include those records on network drives, external hard drives, USB flash drives, digital assistants to include cell phones and digital cameras. Active electronic records will remain the responsibility of the creator who shall maintain the official record under these established recordkeeping practices. The naming structure format does not pertain to input of content in an established database. When entering content in a database, end-user is not required to name the record but must comply with the standards established within the designated system. All duplication shall be deleted as non-record to include drafts in any form which do not add significant material to the activity concerned.

The maintenance and accessibility of inactive electronic records shall be safeguarded by the Records Administrator against deliberate tampering, alteration or in any way change the content of the record for fraudulent purposes. The Incorporated County of Los Alamos Records Administrator shall provide for future record accessibility by ensuring electronic records are migrated when records have not met retention and where there is hardware or software obsolescence or when records are stored within a third party repository. Records shall be migrated to a new hardware or software or be converted to a human readable form. Records and IT will determine appropriate time periods to insure that they are protected from accidental or deliberate loss. Permanent archival or long-term records in physical and on electronic media shall be maintained by the Records Administrator in an appropriate environmental setting.

When the information is duplicated across multiple platforms or elsewhere in the recordkeeping system the Records personnel shall determine if the duplicate content is non-record and will properly dispose of the duplicate content. Each division shall retain and maintain all public records under their custody in accordance with this policy.

V. Procedures

A. **Record/Data Liaison (RDL).** Each Department or affiliated body or group shall designate a County Record/Data Liaison (RDL) who understands the records created by the Department or group and who will be the point of contact for the County's Records Administrator and the County's Records Center. This responsibility shall become part of the Records/Data Liaison's job duties. All RDL's are required to attend all County RIM Training Sessions given or sponsored by the County Records Administrator to include and implement all record keeping principles. The Records/Data Liaison shall actively support the Records and Information Management policies and procedures and will be the person(s) who reports on all record training and communication at department, affiliated body or group meetings. Any record concerns or issues shall be directed to the County's Records personnel, designee or subsequent chain of command.

B. **Record Retention Rules, Schedules, File Plans and Inventory Forms.** Each department's RDL will determine which records are inactive and shall prepare physical records to be transferred to the County Records Center by boxing the records in designated boxes and by completing an RIM inventory form. These forms are available electronically through the Incorporated County of Los Alamos Intranet. Records personnel will accept, evaluate, verify, quality check and input data into the RIM Tracking System. At the end of each fiscal and calendar year, a Disposition Report will be generated by the Records personnel on all inventoried records by division and distributed to each RDL. A 30-day review period will be allowed for notice and comment by Department management or affiliated body or group. If no issues, audits or holds pertain to the records listed, the County's Record Administrator will proceed with approval from State Records Administrator for final disposition. Once granted, all record formats will be destroyed and disposed of accordingly. Destruction of all records is performed on location in a confidential manner supervised by the Records personnel with final Certificate of Destruction maintained on file.

C. **Public Records Requests.** All public record requests shall be the responsibility of the Records Custodian designated by the County Administrator. Together with the Records Center, all Record/Data Liaisons shall provide requested records within the designated timeframe under their custody as required by the Inspection of Public Records Act.

D. **Storage.** All County inactive records shall be stored in the County's Records Center. Electronic records including email shall be responsibly managed on County issued computers including laptops and portable devices in compliance with current policies. Individuals who choose to use their personal home computer, personal cell phone or other personal device to conduct County business must follow the County's records and information management policies and procedures. The Records personnel must be informed by the individual using their personal device and will maintain a current listing of those individuals who use personal devices to conduct County business. County information stored may be subject to inspection and discovery under applicable public records laws and discovery mechanisms, respectively.

When an employee's employment ends with the County, all records created by the employee that are inactive shall be gathered by the designated Records/Data Liaison and transferred to County's Record Center for evaluation, inventory, storage and/or final disposition. Active records shall be distributed by the RDL to the new designee. RIM and IT policies and procedures pertain to all issued equipment that store the County's public records.

Use of personal flash drives or personal external hard drives are prohibited; all County information must reside on County issued drives only. All records created while employed, appointed or elected with the Incorporated County of Los Alamos are the property of the County and cannot be destroyed, distributed, sold or stored without complying with this policy.

E. **Social Media and Web-Based Platforms.** County employees utilizing social media in the course of County business shall follow the County's Social Media policies. Such employees shall be responsible for all public records created on third-party sites and shall maintain an archive of all information posted with all supporting documents attached in a readable format and in compliance with existing policies. Official records posted under this category must follow this policy and the accepted Incorporated County of Los Alamos Retention Schedule for the entire lifecycle of these public records.

F. **Reporting.** The Records personnel will provide the County Administrator and County Council with reports on the Records and Information Management program as requested.

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G. **Elected and Appointed Officials.** The Records personnel will support all elected or appointed offices of the County Council, Boards and Commissions, County Assessor, Clerk, Sheriff, Municipal and Probate Judges and Municipal Court to utilize the accepted Retention Schedule or a specific schedule that pertains solely to their office.

VI. Additional Regulatory Requirements

This policy shall not be construed in a manner that is inconsistent with statutory regulations and requirements within the Incorporated County of Los Alamos Charter.

Prepared by: Records Administrator

1/25/12

Harry Burgess
County Administrator

Date

Exhibit F
SOW Tasks, Phases And Timeline Chart

STATEMENT OF WORK

Contract Signing	Project Initiation (no later than 60 calendar days from contract award)	Project Planning (no later than 60 calendar days from project kick off)	Structural Foundation	Knowledge Transfer & Analysis	Static Environment Test (SET)	Implementation	Live Preparation	Live Processing	Post Live Process
1. Buy hardware 2. Plan for Kick off	1. Kick off completed 2. Hardware installed	1. Initial Project Plan for the overall project 2. Implementation Management Plans for all phases	1. COA design 2. Software Installation 3. Initial System Admin Training	1. As-Is Analysis 2. Data Conversion Analysis 3. Security Analysis 4. Workflow Analysis 5. Custom Interface Analysis 6. Program Modification Analysis 7. Business Process Analysis 8. To-Be Decisions	1. Prepare SET Test Plan 2. SET Testing 3. System Design Finalized	1. Table building & Setup 2. Data Conversion & Proofing 3. Form Design & Proofing 4. Program Mods/Interfaces 5. SME Training 6. Report Training and Analysis	1. User Acceptance Testing 2. End User Training 3. Pre-Live Planning 4. Final Data Conversion 5. Create Post Go-Live Support Plan	1. Assist users with live processing 2. Troubleshoot setup or conversion issues	1. Provide Post Go-live Application and Report Training 2. Provide Application Support Training 3. Execute Post Go-live Support Plan

Target Go-Live Date July 2018 - With Program Modifications

PROJECT PHASES

1. CONDUCT FINANCE MOD ANALYSIS
2. Detailed Project Plan created 30 days prior to commencement of Phase 1

Phase 1: Core Financials & System Wide Features
(July 2018 Go-Live)

CONDUCT HR/PAYROLL MOD ANALYSIS

Detailed Project Plan created 30 days prior to commencement of Phase 2

Phase 2: Core Human Resources/Payroll
(July 2018 Go-Live)

Detailed Project Plan created 30 days prior to commencement of Phase 3

Phase 3: Utility Billing - INCLUSIVE OF MOD ANALYSIS
(July 2018 Go-Live)

Detailed Project Plan created 30 days prior to commencement of Phase 4

Phase 4: Work Orders - INCLUSIVE OF MOD ANALYSIS
(July 2018 Go-Live)

Detailed Project Plan created 30 days prior to commencement of Phase 5

Phase 5: Transparency Portal
(September 2018 Go-Live)

Tyler Technologies – Los Alamos County, NM

Statement of Work

Table of Contents

Section A: Executive Summary

Project Overview

The purpose of this project is for Tyler to implement an integrated Enterprise Resource Planning (ERP) application suite with Los Alamos County that meets the business needs of County users in the key functional areas of Financial Management, HR/Payroll, and Utility Management.

Within the overall goal as stated above, the following objectives have been identified:

1. Implement an integrated ERP application that will solve current business needs and provide a solution to address areas of future growth and change
2. Utilize industry best practices to attain business process efficiencies with the ERP system
3. Migrate identified legacy data to ERP system
4. Develop interfaces between the ERP system and existing applications
5. Train staff on ERP system
6. Retire replaced application(s)

Project Criteria for Success

Successful implementation will require the Parties to contribute to the Project's success as provided herein:

1. Tyler shall provide well defined project plan and implementation management plan, clearly identified project scope, roles and responsibilities, deliverables and milestones
2. Adequate and dedicated resources assigned to the project by the County and Tyler staffing resources to successfully deliver all requirements described in this Statement of Work
3. Tyler shall provide successful installation of software and application instances for testing, training,production and implementation
4. Tyler shall provide complete knowledge transfer of the system to the core project team
5. Tyler shall provide experienced, competent and knowledgeable implementation consultants to assist with business process analysis and application configuration
6. Tyler shall provide successful implementation of functional requirements as defined in the Functional Requirements Matrix
7. Tyler shall provide successful delivery and implementation of in scope program modifications/interfaces in accordance with the County approved specifications
8. Tyler shall provide successful conversion of data from legacy systems
9. Tyler shall ensure successful achievement of all control points and acceptance by the County
10. Tyler shall provide successful delivery of all Deliverable Expectation Documents (DED), Services, and Miscellaneous Project Documentation and Tools defined herein
11. Timely resolution of contract, technical and application issues
12. Tyler shall provide post go-live support to ensure smooth transitioning to live processing

Project Scope

The project scope is comprised of the following modules, data conversions, interfaces, reports, workflows, and deliverables defined in this section plus any related professional services described throughout this SOW. If any services, tasks, or responsibilities not specifically described in this SOW are inherent or necessary sub-activities of the tasks or are otherwise required for proper performance of the services or tasks they shall also be included within the scope.

Module Scope

The scope of modules included in this ERP project includes the following Tyler and Third party software products.

Project Phases

Implementation for the following functional areas and each of the modules related to the functional areas has been divided into the following major phases. Each phase will include all requirements as indicated in Functional Requirements Matrix attached to the Agreement.

Phase	Functional Areas	Modules	Start Date	Go-Live Date
1	**Core Financials Modification Analysis**	• Project team overview • Financials modification analysis • Modification analysis and specification design	as defined in the Project Plan	as defined in the Project Plan
	Core Financials	• Accounting General Ledger • Cash Management • Project & Grant Accounting • Budgeting • Requisitions • Purchase Orders • Inventory • eProcurement • Bid Management • Contract Management • Accounts Payable • Accounts Receivable • General Billing • CAFR Statement Builder • Fixed Assets • Tyler Cashiering	as defined in the Project Plan	July 1, 2018 or as defined in the Project Plan

Phase	Functional Areas	Modules	Start Date	Go-Live Date
		• BMI Asset Track Interface • BMI CollectIT Interface		
	System Wide	• Tyler Reporting Services • Tyler Forms Processing • Munis Office • Role Tailored Dashboard • Tyler Content Manager SE • Tyler Content Manager Auto Indexing and Redaction (SE) • Tyler Content Manager Self-Service (SE) • IVR Gateway		
2	**Core Human Resources (HR) / Payroll(PR) Modification Analysis**	• Project team overview • PR/HR modification analysis • Modification analysis and specification design	as defined in the Project Plan	as defined in the Project Plan
	Core Human Resources / Payroll	• Payroll w/Employee Self Service • HR Management • Applicant Tracking • Risk Management • Employee Expense Reimbursement • Professional Development	as defined in the Project Plan	July 1, 2018 or as defined in the Project Plan
3	**Utility Billing**	• Modification analysis and specification design • Utility Billing Customer Information System (CIS) • UB Interface • Maplink GIS Integration	as defined in the Project Plan	July 1, 2018 or as defined in the Project Plan

Phase	Functional Areas	Modules	Start Date	Go-Live Date
		• Central Property File • Citizen Self Service		
4	**Work Orders/ Asset Management**	• Modification analysis and specification design • Work Orders, Fleet & Facilities Management	as defined in the Project Plan	July 1, 2018 or as defined in the Project Plan
5	**Transparency**	• Tyler Transparency	July 1, 2018 or as defined in the Project Plan	September 1, 2018 or as defined in the Project Plan

Organizational Scope

Tyler will implement the software modules to meet the functional scope, set forth in the Functional Requirements Matrix attached to the Agreement, for use across the entire Los Alamos County including process considerations for all departments.

Data Conversion Scope

The following conversion options are a comprehensive list that are considered in scope. See Appendix 5 for general conversion descriptions.

Conversion ID	Description
Accounting Standard COA	Chart of Accounts (COA) conversion from spreadsheet (to be provided during COA analysis)
GL History	All General Ledger (GL) transactions linked to an account are converted – this includes transaction type, date, amount, and other information linked to the transaction type. All actual and budget amounts will be computed from the historical conversion.
Accounts Payable Opt 2 - Invoice	Invoice History
Accounts Payable Standard Master	Vendor Master
Contracts - Standard	Contracts – Header , Detail and journal entry (as needed)
Fixed Assets Opt 1 - History	Fixed Assets transaction history
Fixed Assets Std Master	Fixed Assets Master
General Billing Opt 1 - Recurring Invoices	General Billing - Recurring bill templates
General Billing Opt 2 - Bills	General Bills

Conversion ID	Description
General Billing Std Customer ID (CID)	Customer File
Inventory Opt 1 - Commodity Codes	Commodity Codes
Inventory Std Master	Inventory Item Master
Payroll - Option 10 Certifications	Employee Certifications and Expirations
Payroll - Option 11 Education	Employee Education History
Payroll - Option 1 Deductions	Employee Deductions
Payroll - Option 2 Accrual Balances	Employee Accrual Balances
Payroll – Accrual Transaction History	Employee Accrual Transaction History
Payroll - Option 3 Accumulators	Year To Date(YTD), Quarter To Date(QTD), Month To Date(MTD) Accumulators
Payroll - Option 4 Check History	Payroll Check History
Payroll - Option 5 Earning/Deduction History	Payroll Earnings and Deductions History
Payroll - Option 7 PM Action History	Personnel Actions History
Payroll - Option 8 Position Control	Payroll Position Control and History
Payroll - Option 9 State Retirement Tables	Employee retirement
Payroll - Standard	Payroll Employee Master
Project Grant Accounting Opt 1 - Actuals	Project& Grants – actual account summary balances
Project Grant Accounting Opt 2 - Budgets	Project& Grants – budgeted account summary balances
Project Grant Accounting Standard	Conversion from Project & Grant spreadsheet (to be provided during COA analysis)
Purchase Orders - Standard	Open purchase orders with encumbrances
Work Order Opt 1 - Work Order Asset	Department Parameter Maintenance, Misc. Codes, Class Codes, Activity Maintenance for Preventative Maintenance Schedules, Component Maintenance.
Work Order Opt 2 - Closed Work Order History No Cost Data	No Cost Data. Auxiliary Code Tables, Department Parameter Maintenance, Activity Maintenance, Maintenance Tables.
Work Order Opt 3 - Work Order History With Cost Data	With Cost Data. Auxiliary Code Tables, Department Parameter Maintenance, Activity Maintenance, Maintenance Tables.
Utility Billing - Standard	Utility billing account information, including previous and current customer owner information: address, telephone number, FAX, SSN, Federal ID (FID) number, account status, parcel number, location street, apartment, city, state, ZIP code, book number, read sequence, account start and end date, and Electronic Fund

Conversion ID	Description
	Transfer(EFT) bank information, and other special condition codes like notes and alerts
Utility Billing – Option 1	Service codes, service status, type, factor, condo units, bill cycle codes, budget information, winter usage, meter readings(current and previous), meter usage (current and previous), sales tax information
Utility Billing – Option 3	History of meter readings, usage, read dates, usage days, bill amounts, bill dates, read codes
Utility Billing – Option 4	A total balance due of the account or total balance due by charge. Previous balance is converted by charge if the penalties are applied on the current balance. Charge and payment history will be converted as an account attachment with details provided from the legacy system.
Utility Billing – Option 5	Service Orders - meter repairs, checks for leaky meter, reread a meter due to high reading
Utility Billing – Option 6	Account information, backflow device information, backflow type, and backflow violations

Import and Export Scope

The standard file layouts and methods will be used for each interface listed in the table below. For each standard interface, Tyler encourages that Los Alamos County has an active support agreement with the third party system and for Los Alamos County to be on a current version actively supported by the manufacturer/developer of the product installed. Los Alamos County understands that not being on the supported version may have an impact on the use. Any requests to modify standard file layouts will follow the Change Process defined in this Statement of Work. Tyler shall provide a data interface plan outlining the application and standard interface that will be used, as well as detailed documentation of the standard file layouts and methods for each interface stated below.

Current Application	Description	File Method	Department / Owner	Database	Solution Model	LAC Comments
RouteStar	Meter reading system	Standard ASCII	Utilities	SQLServer	On-premise	Ability to upload meter reads into Munis for Utility Billing
PC Scale	Refuse billing system.	Standard ASCII	Environmental Services	SQLServer	On-premise	Ability to import billing detail into miscellaneous receivable

Current Application	Description	File Method	Department / Owner	Database	Solution Model	LAC Comments
						batch/bill in Munis
FullCourt	Tracks case dispositions, charges, violations, sentencing and fees.	Standard ASCII, Flexible Import or Web Services (GL)	Municipal Court	Oracle	On-premise	Ability to upload cash receipts and/or GL summary into the ERP system
RecTrac	Recreation, Registration and Reservation System	Standard ASCII, Flexible Import or Web Services (GL)	Recreation	Proprietary	Hosted	Ability to upload cash receipts and/or GL summary into the ERP system
Eagle-Assessor/Eagle - Finance	Assessment and Property Tax Collection	Standard ASCII, Flexible Import or Web Services (GL)	Assessor	SQLServer	On-premise	Ability to upload cash receipts and/or GL summary into the ERP system
Tyler Energov (Implementation In Progress – To be completed by Dec 2015/Jan 2016)	Permitting System	Integrated Tyler-to-Tyler products.	CEDD	SaaS	SaaS	Ability to upload cash receipts and/or GL summary into the ERP system
Asset Works (FleetFocus)	Fleet Managemen t System	Standard ASCII	Fleet	SaaS	SaaS	Ability to create an inventory (fleet supplies and parts) interface between ERP and the existing AssetWorks system.
Paymentus	Online payment processing for Utility customers	Munis Citizen Self-Service, Standard ASCII, or Web Services (IVR)	Utilities	Hosted	Hosted	Ability to post online bill payments to Utility account

Reports

Tyler will ensure that all reporting requirements except those designated as “Not Supported” or “NS” in the Functional Requirements Matrix, attached to the Agreement, are delivered. During the report training stage of the project, the County’s Project Team is responsible for bringing examples of all required reports that they are unable to associate with an existing Tyler reporting option. Tyler’s project team will evaluate each report for its requirements. Reports will be classified as:

1. Included in Munis standard report library
2. Information available through Munis directly: Dashboard, Central Screen, Query, etc.
3. A report that can be developed through Munis Cubes reporting
4. A report that will need to be developed through Munis Data Views using SSRS

Tyler shall provide a System Reporting Plan based on a reporting inventory initially created by the County with the results of the analysis, specifically identifying the reports that will require development during the project. Any changes or customizations requested by Los Alamos County to the standard reports delivered in the Munis standard report library may be handled through the change process.

The Tyler suite of programs contains hundreds of canned system reports, each utilizing configurable user-supplied parameters to provide hundreds of reporting variations. However, Tyler recognizes that Los Alamos County wants the flexibility to create even more unique reports and queries to fit their own business needs. Tyler has included Report Writing training as part of the Implementation Services. Tyler will also provide Los Alamos County a Report Library of over 200 reports via the Munis Support Website.

Tyler Reporting Services (TRS) utilizes an SQL report writing tool called Business Intelligence for Visual Studio 2013 (SSDT-BI) to extract data from the Munis system and create custom reports. Once trained, Los Alamos County will have the ability to create its own custom reports and modify any report from the TRS Report Library. Tyler Reporting Services can also be utilized for developing any simple custom SSRS report. Any SSRS report requested by Los Alamos County that requires more than 2 hours of development may be handled through the change process.

Tyler shall train County staff on all applicable state and federal reports and electronic submissions within each respective phase as part of the implementation process.

Workflows

Tyler shall deliver all of the workflow requirements in the Functional Requirements Matrix attached to the Agreement. Tyler consultants will work with Los Alamos County resources to help identify, configure, and train on the workflow processes included in the System Design Document – DED 5. Any additional workflows requested by Los Alamos County may be handled through the change process.

Development Services

Development Services have been identified at the time of this Statement of Work. Any additional Development Service requested by Los Alamos County may be handled through the change process.

All In Scope Program Modifications attached to the Agreement as Exhibit I shall be delivered by Tyler in sufficient time to adequately test, correct errors, and re-test in order to deploy in production prior to go-live.

Project Release Schedule

Tyler's implementation approach requires that the County will adhere to the following upgrade schedule. Tyler shall perform all required upgrades during implementation as part of the contracted Tyler System Management Services. Tyler's Project Manager(s) will coordinate with the County Project Manager to coordinate the upgrade activities as follows:

Version	Test Environment Deployment	Live/Production Environment Deployment
V11.2	Upon Installation	Upon Installation
V11.2.5	September 2016	October 2016
V11.3	April 2017	May 2017
V11.3.5	September 2017	October 2017

Any upgrades identified beyond V11.3.5 during implementation must be approved by the County.

Deliverables

Tyler shall provide the Deliverables identified throughout this Statement of Work. Deliverables will be submitted as a work product for Los Alamos County review and shall follow the Deliverable acceptance procedures defined in "Deliverable / Control Point Acceptance" section.

Documentation Deliverables: All project documents housed in the project sharepoint site, including but not limited to the deliverables listed below, shall be delivered to the County Project Manager upon project/phase closure in a readable format on electronic media or transmitted as electronic files via e-mail or ftp.

Deliverable	Phase	Deliverable Number
Implementation Management Plans (includes Scope Management Plan, Schedule Management Plan, Quality Management Plan, Communication	Cross Phase	1-1

Deliverable	Phase	Deliverable Number
Management Plan, Risk Management Plan, Change Management Plan, Resource Management Plan, Education Management Plan)		
Project Plan	Cross Phase	1-2
Phase 1		
User Manuals	1	1-3
Data Conversion Plan	1	1-4
Data Interface Plan	1	1-4a
System Reporting Plan	1	1-4b
System Design Document	1	1-5
Static Environment Test (SET) Plan	1	1-6
Modification Specifications	1	1-7
Pre-Live Checklist	1	1-8
Post Go-live Support Plan	1	1-8a
Lessons Learned Document	1	1-9
Phase 2		
User Manual	2	2-3
Data Conversion Plan	2	2-4
Data Interface Plan	2	2-4a
System Reporting Plan	2	2-4b
System Design Document	2	2-5
SET Test Plan	2	2-6
Modification Specifications	2	2-7
Pre-Live Checklist	2	2-8
Post Go-live Support Plan	2	2-8a
Lessons Learned Document	2	2-9
Phase 3		
User Manual	3	3-3
Data Conversion Plan	3	3-4
Data Interface Plan	3	3-4a
System Reporting Plan	3	3-4b
System Design Document	3	3-5
SET Test Plan	3	3-6
Modification Specifications	3	3-7
Pre-Live Checklist	3	3-8
Post Go-live Support Plan	3	3-8a
Lessons Learned Document	3	3-9
Phase 4		
User Manual	4	4-3
Data Conversion Plan	4	4-4
Data Interface Plan	4	4-4a
System Reporting Plan	4	4-4b

Deliverable	Phase	Deliverable Number
System Design Document	4	4-5
SET Test Plan	4	4-6
Modification Specifications	4	4-7
Pre-Live Checklist	4	4-8
Post Go-live Support Plan	4	4-8a
Lessons Learned Document	4	4-9

Miscellaneous Project Documentation and Tools:

Project Management	Kick-off Presentation
	Monthly Status Reports
	Agendas for On-Site Meetings
	Meeting Minutes from Bi-Weekly Status Meetings
	Site Reports for each On-Site Visit
	Issues Log Template
	Tyler University User Progress Reports
	Reference to Knowledge Base Documents
	Change Management Tools
Structural Foundation	Chart of Accounts (CoA) Workbook
	System Admin Training Materials/Documentation
	Access to Tyler University
	Access to Knowledge Base
Knowledge Transfer	As-Is Process Questionnaire
	Detailed Conversion Schemas
	Security Matrix Template
	Workflow Matrix Template
	Detailed Documentation of Standard Interface File Layouts
Static Environment Test (SET)	SET Test Results Document
Implementation	Documentation on Reporting Views
	Conversion Error Reports
	Tyler Form Design Proofs
	End User Training Material Templates
	End User Training Agenda Templates
Project/Phase Closure	Delivery of all Project Documents

Services: Tyler shall provide the following services during each project phase. Los Alamos County shall review and follow the acceptance procedures defined in “Control Point Acceptance” section to provide the acceptance.

All Phases	Project Management Services
Project Initiation and Project Planning	Project Planning Services
	On-site Kick-off Meeting
	Sharepoint Project Site Training
	Demonstration/Training of Knowledge Base
Structural Foundation	Structural Foundation Consulting Services
	Software Installation Services

	System Administration Training
Knowledge Transfer & Analysis for each module	As-Is Process Analysis Munis Configuration Identification Processing, Configuration and Data Flow Demonstration
	Data Conversion Analysis Review of Conversion Schemas and Data Mapping Process
	Security Analysis Demonstration/Training of Security Configuration Options
	Workflow Analysis Demonstration/Training of Workflow Configuration Options
	Custom Interface Analysis Demonstration/Training of Standard Import and Export Functionality
	In Scope Program Modification Analysis Design Specification Development
	Business Process Analysis Munis Configuration Demonstration Best Practice Recommendations Review Table and Set Up Options Process/Data Flow Change Review
	To-Be Process Analysis System Design Analysis Configuration Recommendations Demonstration/Training of Configuration Options
Static Environment Test (SET) by Module	Conduct Static Environment Test (SET)/Re-Test and document results
Implementation	Implementation Training
	Conversion Validation Training
	Conversion Program Development and Fine Tuning
	Conversion Munis Internet Update (MIU) Training
	Tyler Forms Development Services
	Tyler Forms Installation Services
	Tyler Forms Training
	In Scope Program Modifications/Interfaces Development, QA and Delivery
	Demonstration of In Scope Program Modifications/Interfaces
	Project Team/SME Training on Munis Processing
	Change Management Coach Sessions
	Training on Reporting Options and Report Writing Tool (SSDT-BI)
	Reporting Analysis
Live Preparation	Pre-Live Planning and Readiness Evaluation Services
Live Processing	Go-Live Support Services
Post Live Process	Post Go-Live Review

	Post Go-Live Troubleshooting
	Post Go-Live Support for First Time Processes
	Post Go-Live Training on Reconciliation Processes
Project/Phase Closure	Conduct Formal Project Close-Out Meeting

Tyler Forms

Tyler's Form Library prices are based on delivering the specific form quantities listed below. Additional formats of forms listed below are extra and may be subject to the change process, if requested by the County. Please note that Tyler Forms requires the use of approved printers (see Appendix 4) only.

1. Payroll Library includes: 1 Payroll Check, 1 Direct Deposit, 1 Vendor form Payroll Check, 1 Vendor from Payroll Direct Deposit, W2, W2c and 1099R, 1095B and 1095C
2. Financial Library includes: 1 A/P Check, 1 EFT/ACH, 1 Purchase Order, 1099M, 1099INT, 1099S and 1099G.
3. General Billing Library includes: 1 Invoice, 1 Statement, 1 General Billing Receipt and 1 Miscellaneous Receipt.
4. Personnel Action Library includes: 1 Personnel Action form for new hires and 1 Personnel Action form for employee changes.
5. Utility Billing Library includes: 1 Utility Bill, 1 Assessment, 1 Lien Letter, 1 Delinquent Notice, 1 Final Utility Bill, 1 Door Hanger, 1 UB Receipt, 1 Final Account Delinquent Notice
6. Work Orders/Pick Ticker Library includes: 4 Designs of Any Combination – Work Order and/or Pick Ticket

Section B: Project Governance

Los Alamos County Project Roles and Responsibilities

This section presents the anticipated roles and responsibilities for the key staff positions for the project. The joint team of Los Alamos County and Tyler will ultimately be responsible for designing, developing and delivering the final products of this project. Individuals will be assigned to the roles during project planning.

Los Alamos County Decision Making

Decisions will be made in a timely fashion in order to achieve scheduled due dates on tasks and prepare for subsequent training sessions. Decisions left unmade may affect the project schedule as each analysis and implementation session builds on the decisions made in prior sessions. The following table identifies the type of decisions and project team members with decision authority:

Type of Decision	Los Alamos County Decision Making Responsibility
Changes to SOW affecting project budget and/or timing and/or project goals	Executive Steering Committee subject to County approval processes
Los Alamos County Process Decisions	Executive Steering Committee
Changes to SOW not affecting project budget and/or timing and/or project goals	Los Alamos County Project Manager
Acceptance of Control Points / Deliverables	Los Alamos County Project Manager
Configuration Decisions	Los Alamos County Project Team

Executive Project Sponsors

The Los Alamos County Executive Project Sponsors provide support to the project by allocating resources, providing strategic direction, communicating key issues about the project and the project's overall importance to the organization; and when called upon acting as the final authorities on all project decisions. The project sponsors will be involved in the project as needed to provide necessary support, oversight, guidance, and escalation, but will not participate in day-to-day activities. The project sponsors will empower the steering committee and project team to make critical business decisions for Los Alamos County.

Resource	Title
Steven Lynne	Deputy County Manager

Executive Steering Committee:

The Executive Steering Committee will understand and support the cultural change necessary for the project and foster throughout the organization an appreciation of the value of an integrated ERP system. The Executive Steering Committee oversees the project team and the project as a whole. Through participation in regular internal meetings the Executive Steering Committee will remain updated on all project progress, project decisions, and achievement of project milestones. The Executive Steering Committee will also provide support to the project team by communicating the importance of the project to each member's department along with other department managers in Los Alamos County. The Executive Steering Committee is responsible for ensuring that the project has appropriate resources, providing strategic direction to the project team, and is responsible for making timely decisions on critical project or policy issues. The Executive Steering Committee also serves as primary level of issue resolution for the project.

Resource	Title

Project Manager

Los Alamos County's Project Manager will coordinate project team members and project resources, subject matter experts, and the overall implementation schedule and serve as the primary point of contact with Tyler. The Project Manager will be responsible for reporting to the Executive Steering Committee and will be responsible for the following:.

1. Works with the Tyler Project Manager to ensure tasks are completed and decisions are made in a timely fashion.
2. Is able to escalate unresolved issues or disputes in a timely manner.
3. Assists the Tyler Project Manager in defining the Implementation Management Plan and Project Plan/Schedule in order to effectively manage the scope of the project and all changes that occur throughout the life of the project.
4. Ability to obtain proper authorization of Change Requests that may impact the project.

Resource	Title

Project Team

The assigned Project Team will have detailed subject matter expertise and be empowered to make appropriate business process and configuration decisions in their respective areas.

The Project Team will be responsible for and empowered to implement the new system in the best interests of Los Alamos County consistent with the project goals, project vision, and direction from the Project Manager and Executive Steering Committee. Project Team Leads are identified below.

Los Alamos County's project team is responsible for maintaining regular and effective project communications between project stakeholders and supporting overall change efforts in Los Alamos County.

Resource	Function

Subject Matter Experts (SMEs)

Subject Matter Experts (SME's) will play an important role in the project to provide necessary expertise not found on the project team and to support project team activities. However, subject matter experts will have a primary responsibility to their "home" department and not be available for significant periods of time on the project.

SMEs will be Los Alamos County's primary interface to all other users of the system throughout Los Alamos County (the End Users). Los Alamos County's End Users will ultimately be the users of the system in all areas through Los Alamos County. SME proactive adoption of the system is vital to Los Alamos County realizing success in this project. SMEs will be consulted throughout the process to provide feedback on business processes decisions, configuration decisions, training, documentation, and testing.

Resource	Title

Technical Team

Los Alamos County's Technical Team will be primarily responsible to ensure the network and infrastructure meets requirements provided by Tyler.

During Implementation, the Technical Team will be responsible to attend installation and system administration, security, and workflow training. The Technical Team will be trained by Tyler staff in loading releases and code, database refreshes, adding new users and printers, database and system maintenance. The Technical Team will also be responsible to create any necessary conversion data files from legacy systems and interface files from County's third party systems. It is expected that the Technical team will be responsible for system administration post go-live and Tyler staff will provide assistance as long as Tyler System Management Services are in effect.

Resource	Title

Upgrade Coordinator

The Los Alamos County Upgrade Coordinator is the individual that is responsible for the coordination of activities related to upgrading Tyler's application during the project (if required). Additionally, this role is responsible for managing the upgrade process post go-live.

1. Become familiar with the upgrade process and required steps
2. Become familiar with Tyler's Release Life-cycle policy
3. Utilize Tyler Community to stay abreast of the latest Tyler Release Life Cycle updates as well as the latest helpful tools to manage your upgrade process
4. Assist with the upgrade process, if required, during implementation
5. Manage upgrade activities post-implementation
6. Manage upgrade plan activities
7. Coordinate upgrade plan activities with Tyler and Los Alamos County resources
8. Communicate changes that will affect users and department stakeholders
9. Obtain department stakeholder sign-offs to upgrade Live/Production environment
10. Create and publish your site's multi-year, forward projection upgrade plan

Resource	Title

Los Alamos County Tyler University Manager

To assist with the knowledge transfer of Tyler's products, Tyler provides a Learning Management System, or LMS, known as Tyler University. Tyler University is loaded with course curriculum and corresponding courses for users of all types. Los Alamos County Tyler University Manager is responsible for the following roles:

1. Work with the Tyler Project Manager(s) to map out standard curricula for users
2. Communicate registration and enrollment requirements to Los Alamos County users
3. Monitor the progress of user's prerequisite courses
4. Act as a Tyler University resource for users
5. Work with Tyler Project Manager to import users

Resource	Title

Tyler Roles and Responsibilities

Tyler plans to leverage the strengths, skills and knowledge of its blended team members. In the tables that follow, a description of the various roles associated with the overall project team is provided. All Key Personnel listed assume that a mutually executed contract is in place prior to the project kick off date.

Tyler Executive Oversight

The Tyler Vice President of Implementation has indirect involvement with the project and is part of the Tyler escalation process. This team member offers additional support to the project team and is able to work with other Tyler department managers in order to escalate and facilitate implementation project tasks and decisions. The Tyler Project Manager or Regional Manager will apprise the Vice President of Implementation of known issues that may require assistance or impede project performance.

Resource	Title	Key Personnel
Chris Webster	Vice President - Implementation	No

Tyler Regional Manager

This team member has indirect involvement with the project and is part of the Tyler escalation process. Tyler Project Managers may consult the Regional Manager with issues and decisions regarding the project. The Tyler Regional Manager is responsible for:

1. Assignment of consultants and ensuring that availability, or lack of availability for consultants assigned to the Los Alamos County project does not negatively impact the Los Alamos County timeline.
2. Assisting the Tyler Project Manager with resolution of issues Monitoring progress of the implementation and ensuring the project is on target to meet the desired objectives
3. Monitoring overall quality of the project including quality of consulting deliverables

Resource	Title	Key Personnel
Scott Parks	Regional Manager	No

Tyler Project Manager

Tyler will assign a Project Manager to create the initial project plan for the concurrent Go-Live of all phases. The initial project plan will identify the timeline for each milestone step described in Section E. Implementation. Detailed work breakdown structure (WBS) will also be created for each phase by the assigned Project Manager prior to the commencement of each phase. Tyler PM will be responsible for the following in each phase.

1. Serve as primary point of contact for Los Alamos County
2. Develop the Implementation Management Plans and Project Plan in conjunction with the County Project Manager.
3. Develop the Schedule for project in conjunction with the County Project Manager
4. Monitor and manage project issues log
5. Coordinate all Tyler resources across all modules, and activities including development, conversions, forms, installation, reporting, implementation, and billing.
6. Monitor and manage overall project risks
7. Communicate regularly with the Los Alamos County project manager
8. Track completion of project tasks
9. Escalate outstanding issues for approval within Tyler or coordinate change request process.
10. Monitor project quality
11. Identify and communicate any Los Alamos County risks that may negatively impact the project.
12. Coordinate with County PM to obtain County sign-off for specifications, acceptance and authorization to proceed control points etc.
13. Coordinate with County PM to develop agendas for on-site meetings

Resource	Title	Key Personnel

Tyler Implementation Consultants

Tyler's Implementation Consultants will bring to the project Tyler Munis knowledge as well as industry knowledge of public sector practices and processes that will enable each consultant to advise Los Alamos County on the most appropriate way of configuring Munis and overall achievement of the Los Alamos County project scope and goals. The primary resources that will work directly with County will be Tyler's Project Manager and Implementation Consultants. Tyler's Implementation Consultants will work on-site with the County for 80% or more of the implementation days outlined in the Agreement.

Implementation Consultants will be responsible for the following:

1. Train Core Project Team on features and functionality, configuration, security, operation, and workflow of Munis software, including providing business examples of how different configuration options are used
2. Analyze County's business processes and make appropriate configuration, workflow, and process change options
3. Identify any functionality gaps, or recommended processing steps
4. Escalate issues to Tyler Project Manager
5. Assist with configuration or any other implementation tasks as assigned by Tyler and County PMs
6. Prepare and submit site reports documenting recommendations, identifying any gaps or issues logged and/or escalated, defining workflows required and homework assignments
7. Deliver System Administration Training
8. Deliver Knowledge Transfer Analysis
9. Conduct Static Environment Testing

10. Assist with Forms Analysis
11. Perform System Design and Auxiliary Table Analysis
12. Perform Data Conversion Analysis
13. Train Core Project Team in Conversion Validation process
14. Assist in Testing and Parallel Processes
15. Decentralized Training (if purchased)
16. Pre-live services
17. Go-live support
18. Post-live reconciliation and training

Resource	Title	Key Personnel

Tyler Developers

The Tyler Developers are offsite resources responsible for:

1. Performing detailed requirement gathering for contracted modifications (in scope enhancements, custom reports and custom interfaces)
2. Reviewing the existing development queue and existing product offerings to determine if the desired functionality can be provided in a less expensive fashion
3. Creating and delivering functional specifications for contracted modifications
4. Programming and incorporating modifications per the specifications into the base product
5. Performing internal quality assurance and developing technical and help documentation
6. Providing custom development packages to be loaded into the Tyler system via the Munis Internet Update (MIU) utility
7. Performing and providing any necessary modification defect corrections and updating corresponding specification documentation

Tyler Conversion Programmers

The Tyler Conversion Programmers are offsite resources responsible for:

1. Validating customer data files are readable
2. Provide definition of the standard file formats
3. Developing customized conversion programs to convert legacy data into the Tyler database for production use according to defined mapping.

4. Providing custom conversion packages to be loaded into Tyler's system via the Munis Internet Update (MIU) utility.
5. Perform conversion
6. Providing error reports on unsupported data conditions and the merging or normalization of data fields. Assisting Los Alamos County with understanding and interpreting those reports.
7. Perform modifications and corrections to customized conversion programs as data anomalies and exception conditions are discovered

Tyler Forms Designers

The Tyler Forms Designers are offsite resources responsible for:

1. Providing specifications, or Forms Kits, for all forms in scope
2. Reviewing requirements for equipment and supplies
3. Providing instruction sheets and form mock-up sheets
4. Conducting review of Los Alamos County's form mock-up sheets
5. Developing final form designs
6. Testing forms and modifying as appropriate based on test results
7. Working with Los Alamos County team members on the results of functional testing and making changes to address issues from testing
8. Configuring and installing forms software and approved forms
9. Producing design and troubleshooting documentation for forms

Tyler Support Account Manager

Tyler Support Account Managers are offsite resources responsible for the following the first year after each phase go-live:

1. Participate in transition call from Implementation to support
2. Providing post-implementation Los Alamos County management and planning services
3. Planning and preparing for key first year processes in the Payroll, HR, Financial and Utility Billing areas after go-live.
4. Assisting Los Alamos County plan release upgrades

Tyler Technical Support Specialist

Tyler Support Specialists are offsite resources responsible for:

1. Participate in transition call from Implementation to support
2. Managing incoming customer issues via phone, email and online customer incident portal

3. Documenting and prioritizing issues in Tyler's Customer Relationship Management (CRM) system
4. Providing issue analysis and general product guidance
5. Tracking issues and tickets to timely and effective resolution
6. Identifying options for resolving the reported issue
7. Reporting and escalating defects to Tyler Development
8. Communicating with customers on the status and resolution of reported issues

Section C: Project Management

This section outlines key project management tasks that are to occur throughout the project.

Project Plan Development and Management

Tyler Project Manager will create the initial project plan/schedule for the concurrent go-live of all phases within (sixty) 60 calendar days from the project kick off with the assistance from the County. The initial project plan will identify the timeline for each milestone step described in Section E. Implementation. Detailed work breakdown structure (WBS) will be created (thirty) 30 calendar days prior to commencement of each phase. Once the project plan (DED 2) and implementation management plans (DED 1) are approved by Los Alamos County, Tyler's project manager will edit and update as necessary as part of regularly scheduled project management meetings with Los Alamos County's project manager(s).

All project tasks will be assigned owners and due dates which correspond with the overall project schedule. Project Tasks that are not completed by the due date may adversely affect the project schedule and live dates.

	Los Alamos County Role	Tyler Role
Steering Committee/Regional Manager	1. Review project plan	1. Review project plan for compliance with SOW
Project Manager	1. Work with Tyler project manager to develop project plan and implementation management plans	1. Develop and deliver project plan and implementation management plans with assistance from the County.
Project Team / Implementation Consultant	1. Review project plan	1. Review and become familiar with full project plan
Subject Matter Expert / Other	1. Identify applicable meetings/deadlines on project plan and plan accordingly	1. Identify applicable meetings/deadlines on project plan and plan accordingly

Requirements/Notes

The Project Plan will contain:

1. Project's activities and tasks
2. Dates of project activities and tasks
3. Specific resources assigned to project tasks
4. Detailed Project schedule / Work Breakdown Structure (WBS) featuring phases, deliverables, and work packages
5. Milestones and Deliverables
6. Los Alamos County Review Periods for Milestones and Deliverables

7. Project Acceptance of Implementation Control Points

Decisions will be made in a timely fashion in order to achieve scheduled due dates on tasks and prepare for subsequent training sessions. Decisions left unmade may affect the project schedule as each analysis and implementation session builds on the decisions made in prior sessions.

The project plan will be consistent with the SOW.

All homework and other activities required of either the Los Alamos County Project Team or Tyler consultants will be included on the project plan.

Project Status Reports

Tyler Project Manager will prepare project status reports with input from County Project Manager every month throughout the project. Project reports are intended for the Los Alamos County Executive Sponsor, Los Alamos County Steering Committee, Tyler Executive Oversight, and Tyler Regional Manager and provide the following key elements:

1. Project Status
2. Summary of accomplishments
3. Status of key milestones and deliverables
4. Upcoming tasks and schedule
5. Assist with Identification Issues/Risks (including issues/risk that may impact project goals)
6. Planned risk mitigation strategy
7. Summary of change requests.

Tyler Project Managers will also review project progress and status with the project leads and team members for both Tyler and Los Alamos County on a bi-weekly basis, or more often if deemed necessary by either the Tyler Project Manager or Los Alamos County Project Manager.

	Los Alamos County Role	Tyler Role
Steering Committee/Regional Manager	1. Review status reports	1. Review status reports
Project Manager	1. Provide any necessary updates for status reports 2. Participate in bi-weekly status meetings 3. Review status reports	1. Develop and deliver status reports 2. Post status report to project SharePoint 3. Conduct bi-weekly status meeting
Project Team / Implementation Consultant	1. Review status reports 2. Participate in bi-weekly status meeting if necessary	1. Participate in bi-weekly status meeting if necessary
Subject Matter Expert / Other	1. Participate in bi-weekly status meeting if necessary	

Requirements/Notes

The format for the status reports will be mutually agreed as part of the project planning phase of the project.

Los Alamos County will cooperate and provide information for inclusion on the status report.

The Status report will be delivered at least two (2) business days prior to any scheduled Executive Sponsor, Steering Committee, or Project Manager meeting at which the status report is being discussed.

SharePoint

Tyler will provide a SharePoint site that will serve as the primary collaboration tool for use on the project. The SharePoint site will contain the project plan, all Tyler project documents, any Los Alamos County project documents, any deliverables, sign offs, change requests or other documents that will be shared with the project team. Tyler shall provide administrative access to all Los Alamos County specific project files and folder locations at County discretion.

	Los Alamos County Role	Tyler Role
Steering Committee	1. Review SharePoint site as necessary	1. Review SharePoint site as necessary
Project Manager	1. Manages Los Alamos County information on SharePoint Site	1. Manage overall SharePoint site include set up of SharePoint folders 2. Provide training on Tyler SharePoint site as needed to LAC project team. 3. Provide administrative access to all LAC specific files and folder locations at County discretion
Project Team / Implementation Consultant	1. Utilize SharePoint site for project documents (both posting and downloading)	1. Utilize SharePoint site for project documents (both posting and downloading)
Subject Matter Expert / Other	1. Review SharePoint as necessary	1. Post trip reports and other documents as necessary.

Requirements/Notes

As part of the Project Kick Off, The Tyler Project Manager will provide an overview of the SharePoint Site, its organization, included documents and policies for use.

The Los Alamos County and Tyler will mutually agree upon SharePoint use for the project.

Tyler performs a daily routine backup for all Los Alamos County SharePoint sites using industry standard backup techniques and processes. Site-specific backup files can be provided as a billable service with a minimum of 4 hours charged for each backup file using the contracted Tyler rate for implementation services. Tyler does not provide SharePoint consulting services to restore provided backup files in Los Alamos County-hosted environment.

Agendas

Tyler's project manager will provide agendas at least 2 weeks prior to any on-site meeting. Agendas will include:

1. Session Title
2. Required Attendees
3. Prerequisites (eLearning and documents)
4. Session Topics
5. Requirements (classroom)
6. Known homework tasks to be assigned

	Los Alamos County Role	Tyler Role
Steering Committee		
Project Manager	1. Review Agenda 2. Distribute to Meeting Participants	1. Develop agendas 2. Post agendas to SharePoint
Project Team / Implementation Consultant	1. Review Agendas prior to meeting	1. Review agendas prior to meeting
Subject Matter Expert / Other	1. Review agendas prior to meeting	1. Review agendas prior to meeting

Requirements/Notes

1. Upon submission of the agenda, Los Alamos County shall review and provide comments or questions on the agenda within five (5) business days. Tyler shall make any required revisions promptly to allow for appropriate meeting preparation.
2. All meeting participants will review meeting agendas prior to the meeting.

Executive Steering Committee Meetings

The Project Communications Plan developed at the beginning of the project (as part of the implementation management plan) will identify a meeting schedule for the Los Alamos County Executive Steering Committee. It is expected that the Executive Steering Committee will meet at least monthly and Los Alamos County project managers, will prepare the Executive Steering Committee Agenda prior to all scheduled Executive Steering Committee meetings. The Executive Steering Committee agenda will include any issues that require approval at the next meeting. If necessary, Tyler's Project Manager, or Regional Manager may participate in the Executive Steering Committee meeting either in person or by phone.

	Los Alamos County Role	Tyler Role
Steering Committee / Tyler Regional Manager or Tyler Executive Oversight	1. Participate in meetings at least once per month	1. Participate in Steering Committees as necessary
Project Manager	1. Develop agenda for steering committee meeting	1. Participate in Steering Committees as necessary
Project Team / Implementation Consultant		

Subject Matter Expert / Other		

Requirements/Notes

In the event that there are project issues that require Tyler's on-site participation, Los Alamos County will not be required to reimburse the costs of travel for Tyler's Project Manager, Regional Project Manager, or Tyler Executive Sponsor's on-site participation. Los Alamos County may cancel Executive Steering Committee Meetings if there are not a sufficient number of items to discuss or if items can be deferred until the following meeting.

Site Reports

Each Tyler resource that is on-site for project activities with Los Alamos County will provide a site-report and post to the Tyler SharePoint site. All site reports will contain meeting notes, issues, and documentation of any decisions during the visit. Site reports will be completed within one week for each visit. Tyler will be responsible for taking any issues or risks identified in the site reports and adding it to the Issues Log.

	Los Alamos County Role	Tyler Role
Steering Committee		
Project Manager	1. Review site reports	1. Review site reports
Project Team / Implementation Consultant	1. Review site reports	1. Complete site reports
Subject Matter Expert / Other		1. Complete site reports

Requirements/Notes

1. Any issues identified on the site report will also be identified on the Project Issues Log
2. All site reports will be completed no later than one week after completion of a site visit.
3. All site reports will be reviewed and edited for quality by the Tyler project manager prior to posting to SharePoint for Los Alamos County review.
4. The Tyler Project Manager will be responsible for ensuring that site reports are complete and accurate.
5. Completion of site reports will be part of acceptance criteria for each phase.

Issues Log and Issue Tracking

Tyler will maintain a list of issues (both open and closed) that have been identified for the project on the SharePoint site. Any project risks, key decisions, issues, disputes, or late tasks shall be identified on the Issues Log.

Upon identification of project issues, risks, and key project decisions both Tyler and Los Alamos County team members are responsible for adding the issue to the Issues Log. For each identified issue, the following information will be captured:

1. Issue Number

2. Reported by/date
3. Status (i.e. new, open, closed, pending)
4. Module/Business Process
5. Priority
6. Issue
7. Comments
8. Findings
9. Recommendations
10. Resolution Assignment
11. Date Tested
12. Date Closed

Los Alamos County and Tyler Project Managers will review the Issues Log during project status meetings, or in individual meetings as needed. Los Alamos County and Tyler Project Managers will collaboratively assign a priority to each issue and identify the individual(s) responsible for facilitating its resolution. During the critical phases of the project, Los Alamos County and Tyler Project Managers will review the issues log on a daily basis.

Issues identified through the Issues Log will be resolved by the implementation team or the Tyler implementation team will coordinate as necessary with Tyler's internal resources.

	Los Alamos County Role	Tyler Role
Steering Committee / Tyler Regional Manager	1. Serve as point of escalation of issues	1. Serve as point of escalation of issues
Project Manager	1. Document and review issues	1. Document and review issues
Project Team / Implementation Consultant	1. Document issues	1. Document issues
Subject Matter Expert / Other	1. Report issues to Project Manager or Project Team Lead	1. Report issues to Project Manager

Requirements/Notes

1. At any time during the project, if Los Alamos County is not satisfied with the level of response from the Tyler Project Managers or Tyler Regional Manager, or if the Tyler Project Manager or Tyler Regional Manager do not have the ability to make key decisions or resolve potential issues, Los Alamos County will reserve the right to escalate the issue to the Tyler Executive Oversight Team. Tyler's Executive Oversight Team will have responsibility for overall project delivery.

Risk Management

Los Alamos County and Tyler will jointly work to identify and communicate risks and identify strategies for mitigating the impacts of project risks.

	Los Alamos County Role	Tyler Role

Steering Committee	1. Address any issues escalated to the Steering Committee level	1. Address any issues escalated to the Steering Committee level
Project Manager	1. Monitor risks and communicate any identified risks to the Tyler project manager and Steering Committee	1. Monitor risks and work with Los Alamos County project manager to develop risk mitigation plans
Project Team / Implementation Consultant	1. Communicate any risks to the Los Alamos County project manager	1. Communicate any risks to the Tyler project manager
Subject Matter Expert / Other		

Requirements/Notes

1. Risks will be monitored, recorded, and assessed using an agreed upon methodology in the Tyler Risk Plan. All risks will be actively monitored by both Tyler and Los Alamos County
2. Tyler will have responsibility for maintaining the project risk plan.

Change Process

Professional Services Change Process

If Los Alamos County requires the performance of services, including any implementation, consulting, training, or conversion services in addition to what Tyler is required to provide, Los Alamos County's Project Manager shall deliver to the Tyler's Project Managers a professional services change request specifying the proposed work with sufficient detail to enable Tyler to evaluate it. Tyler, within five (5) business days, or longer as may be mutually agreed between the parties, not to be unreasonably withheld, following the date of receipt of such change request, shall provide Los Alamos County with a written change proposal containing the following:

1. Detailed description of resources (both Tyler and Los Alamos County) required to perform the change
2. Implementation Plans
3. Schedule for completion
4. Acceptance criteria
5. Impact on current milestones and payment schedule, if any
6. Impact on project goals and objectives, if any
7. Price (based upon rates identified in Exhibit A and hours/days necessary to complete the request)

Additional Services Change Process

If the Los Alamos County requires the modification of the products, the Los Alamos County's Project Manager shall submit the request via the Enhancement Request Process

documented on Tyler Community specifying the proposed enhancement with sufficient detail to enable Tyler to evaluate it.
Tyler has two different types of Product Enhancement Requests:

1. Product Suggestions - Suggestions will not be assigned submission numbers, will not be officially tracked and will not receive a response. Throughout the development planning cycle, Tyler's Strategic Review Committees will analyze thousands of suggestions. Tyler will work to identify patterns within the suggestions, which will help us best determine the areas of the product needing to be addressed.

2. Request for Development Quote - Requests are submitted via the Request for Development Quote website, assigned a submission number for tracking purposes and reviewed by our Development Teams. Tyler, within thirty (30) business days, or longer as may be mutually agreed between the parties, not to be unreasonably withheld, following the date of receipt of such change request, if the request is not generally consistent with the current direction of the respective product Tyler will notify Los Alamos County in writing; otherwise Tyler shall provide Los Alamos County with a written development change proposal containing the following:

    a. Specification
    b. Schedule for completion
    c. Minimum version requirements
    d. Any additional implementation services required, if any
    e. Impact on current milestones and payment schedule, if any
    f. Impact on project goals and objectives, if any
    g. Response Due Date
    h. Total cost (based upon rates identified in Exhibit A and hours or days necessary to complete the request)

    All Request for Development requests will be coordinated first by Los Alamos County Project Manager or other designee and Tyler Project Manager. Development requests will also be identified on the issues log and elevated to Los Alamos County Executive Team for review at the next Executive Team meeting.

    By the Response Due Date Los Alamos County shall notify Tyler in writing if Los Alamos County elects to proceed with the Development request. Tyler will schedule the work described in the Development change request upon Tyler's receipt of County's approval of the Development request proposal. Unless otherwise agreed upon by the parties, if, by the Response Due, Los Alamos County gives notice to Tyler not to proceed, or fails to give any notice to Tyler, then the scope change proposal shall be deemed withdrawn and Tyler shall take no further action with respect to it.

	Los Alamos County Role	Tyler Role
Steering Committee	1. Review and approve change proposals	

	Los Alamos County Role	Tyler Role
Project Manager	1. Communicate requested changes to Tyler	1. Coordinate change process 2. Prepare Proposal and submit to County 3. Communicate requested changes to Los Alamos County
Project Team / Implementation Consultant	1. Communicate issues, risks, and other potential change items to Los Alamos County project manager	1. Perform all approved changes 2. Communicate issues, risks, and other potential change items to Tyler project manager
Subject Matter Expert / Other		1. Perform all approved changes

Requirements/Notes

1. Within the timeframe specified in Tyler's change proposal, which timeframe shall not be less than five (5) business days from Los Alamos County Project Managers' receipt of such change proposal, Los Alamos County shall notify Tyler in writing if Los Alamos County elects to proceed with the change proposal.
2. All change requests and change proposals will be coordinated first by Los Alamos County Project Managers and Tyler Project Managers. Change requests that impact the project timeline and/or the project milestones and/or project budget, will also be elevated to Los Alamos County Executive Steering Committee for review.

Deliverable / Control Point Acceptance:

When complete, all deliverables and Control Points require acceptance from the Los Alamos County project manager. Upon completion, the Tyler project manager shall notify the Los Alamos County project manager and provide any necessary documents for review.

At each control point identified in the "Control Points" in Section E of the SOW, the Los Alamos County Project Manager, and Tyler Project Manager shall review project progress, project outcomes, deliverables, and current status. In addition to reviewing the Control Points, any open issues shall be resolved or decisions made on appropriate plans within five (5) business days after the Control Point Acceptance review, or as mutually agreed upon between the parties, for resolution prior to advancing on in the project. Both Tyler and Los Alamos County recognize that failure to complete tasks and resolve open issues may have a negative impact on the project.

Both Tyler and Los Alamos County are required to sign off on the control point acceptance.

	Los Alamos County Role	Tyler Role
Steering Committee	1. Review any issues escalated from the Los Alamos County or Tyler project manager	1. Review any issues escalated from the Los Alamos County or Tyler project manager
Project Manager	1. Review and accept/reject 2. Provide feedback on rejections 3. Review control point and upon completion grant sign off	1. Coordinate acceptance process 2. Review control point and upon completion grant sign off
Project Team / Implementation Consultant		
Subject Matter Expert / Other		

Implementation Deliverable/Control Point Acceptance Process

The following process will be followed for accepting deliverables/control points:

1. The County shall have up to ten (10) business days from the date of delivery, or as otherwise mutually agreed to by the parties in writing, to sign-off on each deliverable or control point. If the County does not sign off within ten (10) business days, or the otherwise agreed upon timeframe, the deliverable or control point will be deemed as accepted. The Tyler and County Project Manager may agree in writing to longer timeframes if appropriate based on the scope and complexity of the deliverable. Every effort will be made during schedule development to avoid delivery during such periods.

2. If the County does not agree that the particular deliverable or Control Point has been met, County's Project Manager shall notify us, in writing, with its reasoning within ten (10) business days, or the otherwise agreed-upon timeframe, of receipt of the delivery.

3. Tyler shall correct any deficiencies and redeliver the deliverable or Control Point within five (5) business days from receipt of the rejection. The County shall then have five (5) business days from receipt of the redelivered deliverable or Control Point to accept or again submit written notification of its reasons for rejecting. If the County does not sign off within five (5) business days, or the otherwise agreed upon timeframe, the deliverable or Control Point will be deemed as accepted.

4. The process set forth in the paragraphs above shall continue until all issues have been addressed and the deliverable or Control Point is accepted by the County.

Requirements/Notes

1. All review periods will be tracked on the project plan
2. Both Tyler and Los Alamos County recognize that failure to complete tasks and resolve open issues may have a negative impact on the project.
3. For any tasks not yet complete, Tyler and Los Alamos County will provide sufficient resources to expedite completion of tasks as to not negatively impact the project.

4. The Los Alamos County project manager will have decision authority to approve/reject all project control points or deliverables
5. Acceptance will be initiated and managed by utilizing the SharePoint workflow approval process.

Other Project Management Resources

Tyler University

To assist with the knowledge transfer of Tyler's products, Tyler provides a Learning Management System, or LMS, known as Tyler University. Tyler University is loaded with course curriculum and corresponding courses for users of all types. Courses provide step-by-step, interactive eLearning recordings that allows users to enroll and participate in session content on their schedule. Tyler University will be available to Los Alamos County staff upon installation of Tyler's ERP system.

	Los Alamos County Role	Tyler Role
Project Manager / Tyler University Manager	1. Assist with creation of Tyler University user accounts 2. Ensure users are following curriculums 3. Monitor and communicate user progress to County management staff	1. Create Tyler University user accounts 2. Provide user progress reports to the County PM
Project Team / Implementation Consultant	1. Complete Tyler University prerequisites prior to attending related knowledge transfer or training courses	1. Communicate and identify prerequisite content on agendas and site reports.
Subject Matter Expert / Other	1. Complete Tyler University prerequisites prior to attending related knowledge transfer or training courses	N/A

Knowledge Base

Tyler provides a knowledge base website that allows users to search and receive training materials such as videos, step by step documentation, how to documentation, etc. Documentation and Release Notes are included with every new release and are distributed with each new release. Additionally, release notes and documentation are updated within the support knowledgebase. Knowledge base will be available to Los Alamos County staff at the time of contract signing.

	Los Alamos County Role	Tyler Role
Steering Committee		
Project Manager		1. Provide reference to knowledge base documents
Project Team / Implementation Consultant		1. Provide reference to knowledge base documents
Subject Matter Expert / Other		

Requirements/Notes

1. Tyler will ensure that all referenced knowledge base documents are current and applicable for Los Alamos County's project.
2. References to documents on the knowledge base will be specific and direct Los Alamos County to specific documents.
3. Tyler will provide guidance and demonstrate to Los Alamos County project team members how to use the knowledge base to find necessary information.

Section D: Technology Architecture

Hardware Requirements

Appendix 2: Hardware Requirements outlines the recommended system requirements for servers and Los Alamos County workstations supporting and accessing the Tyler ERP system.

Appendix 3: LAC System Design Plan for Tyler ERP environment created in consultation with Tyler.

Appendix 4: TylerForms Output Management Solution Printer Requirements

Environments

As part of the project, Tyler will assist Los Alamos County in establishing the following environments. All hardware specifications, requirements, and required staffing will support development of all listed environments. During the implementation project, following environments will be established.

1. Testing
2. Training
3. Production/Live
4. Implementation

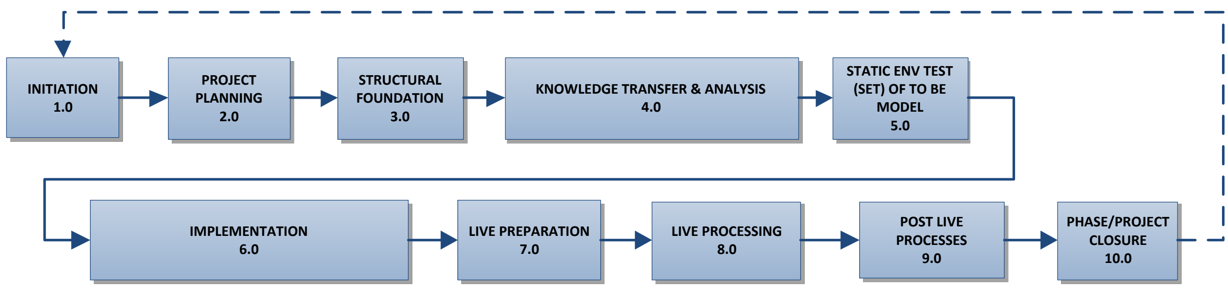
Key Dates for Hardware Availability

To prevent delays in the implementation schedule, it is the responsibility of Los Alamos County to have procured and installed all applicable hardware meeting the requirements listed above in the "Hardware Requirements" within calendar 60 days after the effective date of the Agreement. Failure to have necessary hardware within 60 calendar days may result in delay in installing the Tyler software on Los Alamos County's hardware and may require changes to the implementation schedule.

Section E: Implementation

Implementation Methodology Overview

With the exception of Phase 5 – Transparency Portal, each phase of the project will be implemented using the methodology defined below (see section F for Transparency Portal). Throughout the project methodology, Tyler has established control points (critical review points) to ensure an organization fully understands and accepts the project and to ensure that Tyler is providing quality services to assist in Los Alamos County's implementation. It is at these check points that organizational stakeholders monitoring the overall project (for both Tyler and Los Alamos County) must formally accept the project to date. Once there is formal acceptance, the project will proceed to the next phase. Control points are defined in the section below and the process for accepting each is identified in the "Deliverable / Control Point Acceptance" section.



IMPLEMENTATION METHODOLOGY
PROCESS REPEATED FOR EACH PHASE

Control Points

To ensure quality and adherence to the methodology identified in this SOW, Tyler and Los Alamos County have identified the following control points that must be formally accepted prior to moving on in the project. Control points are as follows:

Phase	Control Point	Description
1	1.1	Los Alamos County Acceptance of Go-live Project Plan/Schedule 1. Kick-off complete 2. Implementation Management plans accepted (DED 1-1) 3. Initial Project Plan for the concurrent go-live of all phases accepted and posted to project SharePoint site (DED 1-2).

Phase	Control Point	Description
		4. Detailed project plan and work breakdown structure (WBS) for Phase 1 reviewed and accepted. 5. User Manuals Provided (DED 1-3) 6. Access to Knowledge Base granted 7. System Installation Acceptance 8. System Admin Training Acceptance 9. Access to Tyler University granted
1	1.2	Chart of Accounts Design Acceptance 1. Chart of Accounts analysis complete 2. Chart of Accounts Workbook delivered 3. Chart of Accounts conversion loaded into Test/Train
1	1.3	Authorization to Proceed to Static Environment Test (SET) 1. As-is/to-be analysis complete 2. Data Conversion Plan accepted (DED 1-4) 3. System design Document completed with initial to-be decisions (DED 1-5) 4. Static Environment Test plan accepted (DED 1-6) 5. In scope Program modification specifications/interfaces accepted (DED 1-7) 6. Data Interface Plan accepted (DED 1-4a) 7. Tyler to County Knowledge Transfer accepted
1	1.4	Authorization to Proceed to Implementation 1. Static Environment Test complete 2. System Design Document updated with to-be decisions (DED 1-5) 3. Acceptance to load final Chart of Accounts into Live/Production
1	1.5	Authorization to Proceed to Live Preparation 1. Core user training accepted 2. System configuration complete 3. In scope Program modifications/interfaces tested and accepted (DED 1-7) 4. Report training accepted 5. System Reporting Plan accepted (DED 1-4b) 6. Interfaces tested and accepted 7. Conversion options tested and verified 8. Sign-off on User Acceptance Testing (includes end to end system testing, stress testing and integration testing)

Phase	Control Point	Description
		9. End User Training complete for all applicable processes 10. Go-live planning complete 11. Authorization to load Tyler Forms Libraries 12. Pre-live check list accepted (DED 1-8) 13. Post Go-Live Support Plan accepted (DED 1-8a)
1	1.6	Sign-off to begin Live Processing 1. Go-live checklist complete 2. Sign-off and acceptance of conversion process and data 3. Authorization to begin live processing 4. Lessons Learned (DED 1-9)
1	1.7	Authorization to Proceed to Phase Closure 1. Post live training topics scheduled, if applicable 2. Support transition call complete
2	2.1	Phase 2 detailed project planning begins 1. Detailed Work Breakdown Structure (WBS) for Phase 2 reviewed and accepted 2. Project Plan updated, accepted and posted to project Sharepoint site (DED 2-2) 3. User Manuals Provided (2-3)
2	2.2	Authorization to Proceed to Static Environment Test (SET) 1. As-is/to-be analysis complete 2. Data Conversion Plan accepted (DED 2-4) 3. System design Document completed with initial to-be decisions (DED 2-5) 4. Static Environment Test plan accepted (DED 2-6) 5. In scope Program modifications/interfaces specifications accepted (DED 2-7) 6. Data Interface Plan accepted (DED 2-4a) 7. Tyler to County Knowledge Transfer accepted
2	2.3	Authorization to Proceed to Implementation 1. Static Environment Test complete 2. System Design Document updated with to-be decisions (DED 2-5)
2	2.4	Authorization to Proceed to Live Preparation 1. Core user training accepted 2. System configuration complete 3. In scope Program modifications/interfaces tested and accepted (DED 2-7) 4. System Reporting Plan accepted (DED 2-4b)

Phase	Control Point	Description
		5. Report training accepted 6. Interfaces tested and accepted 7. Conversion options tested and verified 8. Sign-off on User Acceptance Testing (includes end to end system testing, stress testing and integration testing) 9. End User Training complete for all applicable processes 10. Go-live planning complete 11. Authorization to load Tyler Forms Libraries 12. Pre-live check list accepted (DED 2-8) 13. Post Go-Live Support Plan accepted (DED 2-8a)
2	2.5	Sign-off to begin Live Processing 1. Go-live checklist complete 2. Sign-off and acceptance of conversion process and data 3. Authorization to begin live processing 4. Lessons Learned (DED 2-9)
2	2.6	Authorization to Proceed to Phase Closure 1. Post-live training topics scheduled, if applicable 2. Support transition call complete
3	3.1	Phase 3 project planning begins 1. Detailed Work Breakdown Structure (WBS) for Phase 3 reviewed and accepted 2. Project Plan updated accepted and posted to project Sharepoint site (DED 3-2) 3. User Manuals Provided (3-3)
3	3.2	Authorization to Proceed to Static Environment Test (SET) 1. As-is/to-be analysis complete 2. Data Conversion Plan accepted (DED 3-4) 3. System design Document completed with initial to-be decisions (DED 3-5) 4. Static Environment Test plan accepted (DED 3-6) 5. In scope Program modifications/interface specifications accepted (DED 3-7) 6. Data Interface Plan accepted (DED 3-4a) 7. Tyler to County Knowledge Transfer accepted
3	3.3	Authorization to Proceed to Implementation 1. Static Environment Test complete 2. System Design Document updated with to-be decisions (DED 3-5)
3	3.4	Authorization to Proceed to Live Preparation 1. Core user training accepted

Phase	Control Point	Description
		2. System configuration complete 3. In scope Program modifications/interfaces tested and accepted (DED 3-7) 4. System Reporting Plan accepted (DED 3-4b) 5. Report training accepted 6. Interfaces tested and accepted 7. Conversion options tested and verified 8. Sign-off on User Acceptance Testing (includes end to end system testing, stress testing and integration testing) 9. End User Training complete for all applicable processes 10. Go-live planning complete 11. Authorization to load Tyler Forms Libraries 12. Pre-live check list accepted (DED 3-8) 13. Post Go-Live Support Plan accepted (DED 3-8a)
3	3.5	Sign-off to begin Live Processing 1. Go-live checklist complete 2. Sign-off and acceptance of conversion process and data 3. Authorization to begin live processing 4. Lessons Learned (DED 3-9)
3	3.6	Authorization to proceed to Phase Closure 1. Post-live training topics scheduled, if applicable 2. Support transition call complete
4	4.1	Phase 4 project planning begins 1. Detailed Work Breakdown Structure (WBS) for Phase 4 reviewed and accepted 2. Project Plan updated accepted and posted to project Sharepoint site (DED 4-2) 3. User Manuals Provided (4-3)
4	4.2	Authorization to Proceed to Static Environment Test (SET) 1. As-is/to-be analysis complete 2. Data Conversion Plan accepted (DED 4-4) 3. System design Document completed with initial to-be decisions (DED 4-5) 4. Static Environment Test plan accepted (DED 4-6) 5. In scope Program modifications specifications/interfaces accepted (DED 4-7) 6. Data Interface Plan accepted (DED 4-4a) 7. Tyler to County Knowledge Transfer accepted
4	4.3	Authorization to Proceed to Implementation

Phase	Control Point	Description
		1. Static Environment Test complete 2. System Design Document updated with to-be decisions (DED 4-5)
4	4.4	Authorization to Proceed to Live Preparation 1. Core user training accepted 2. System configuration complete 3. In scope Program modifications/interfaces tested and accepted (DED 4-7) 4. System Reporting Plan accepted (DED 4-4b) 5. Report training accepted 6. Interfaces tested and accepted 7. Conversion options tested and verified 8. Sign-off on User Acceptance Testing (includes end to end system testing, stress testing and integration testing) 9. End User Training complete for all applicable processes 10. Go-live planning complete 11. Authorization to load Tyler Forms Libraries 12. Pre-live check list accepted (DED 4-8) 13. Post Go-Live Support Plan accepted (DED 4-8a)
4	4.5	Sign-off to begin Live Processing 1. Go-live checklist complete 2. Sign-off and acceptance of conversion process and data 3. Authorization to begin live processing 4. Lessons Learned (DED 4-9)
4	4.6	Authorization to proceed to Project/Phase Closure 1. Post-live training topics scheduled, if applicable 2. Support transition call complete

* Note: Los Alamos County may authorize Tyler to proceed with the project and withhold acceptance of the control point. For the control point to be accepted, all work identified under each must be complete.

Project Initiation

During this step, Tyler and Los Alamos County will begin working to plan the project kick off meeting. The kick off will be scheduled and completed no later than sixty calendar (60) days after contract signing. During the kick off, Tyler's project manager will meet Los Alamos County's project team and discuss project expectations and policies. All team members will be present for the project kick off.

Task – Project Kick Off

	Los Alamos County Role	Tyler Role
Steering Committee	1. Participate in kick off meeting	
Project Manager	1. Review SOW 2. Coordinate kick off meeting	1. Review SOW 2. Coordinate and conduct kick off meeting
Project Team / Implementation Consultant	1. Review SOW 2. Participate in kick off meeting	1. Review SOW 2. Participate in kick off meeting
Subject Matter Expert / Other	1. Participate in kick off meeting	

Requirements/Notes

1. All Tyler project managers and implementation consultants will become familiar with the contract, SOW, and any applicable Los Alamos County policies.
2. The kick off meeting presentation will be a collaborative effort between Los Alamos County and Tyler
3. Tyler will develop and deliver the kick off presentation (Los Alamos County to provide input) and the kick off presentation will be developed specific to the Los Alamos County project (not a generic kick off PowerPoint template).
4. Tyler will conduct kickoff meetings prior to the beginning of each phase.

Outcomes/Deliverables

- Deliverables:

- Project Outcomes:
  1. Introduction of all key project team members
  2. All project team members understand project and contract requirements
  3. Los Alamos County project team members understand Tyler implementation approach
  4. Los Alamos County project team members trained on Tyler Sharepoint project site and granted access to Knowledge Base.

- Miscellaneous Project Documentation and Tools:
  1. Kick off presentation

- Services
  1. On-site kick off meeting
  2. Sharepoint project site training
  3. Demonstration/Training of Knowledge Base

Project Planning

Tyler will develop and deliver customized implementation management plans (DED-01) that document key project management processes and policies, with the assistance from the County. Tyler will develop and deliver customized project plan/schedule (DED-02) containing detailed Work Breakdown Structure (WBS) tasks, deliverables, milestones and control points, review/acceptance periods and other key project events for the overall project, with the assistance from the County. The implementation management plans will establish project policies for the duration of the project and be consistent across all phases of the project. Initial project planning for the concurrent go-live of all phases will occur after project kickoff and the implementation management plans (DED-1) will be developed to cover all phases. Detailed work breakdown structure will also be created prior to commencement of each phase. As part of the implementation management plan tasks, Tyler will provide change management tools. The project plan, as defined in Section C, will occur in some overlapped fashion to meet the targeted go-live date.

Develop Implementation Management Plans

	Los Alamos County Role	Tyler Role
Steering Committee	1. Review & approve implementation management plans	
Project Manager	1. Assist Tyler project manager to develop implementation management plans	1. Develop and deliver implementation management plans (DED 1) with assistance from County 2. Update implementation management plans as necessary 3. Provide change management tools
Project Team / Implementation Consultant	1. Review and become familiar with implementation management plans	1. Review and become familiar with implementation management plans
Subject Matter Expert / Other	1. Review and become familiar with implementation management plans	1. Review and become familiar with implementation management plans

Develop Project Plan/Schedule

	Los Alamos County Role	Tyler Role
Steering Committee/Regional Manager	1. Review project plan	

Project Manager	1. Work with Tyler project manager to develop project plan/schedule	1. Develop and deliver project plan/schedule (DED 2) 2. Ensure project plan is in compliance with SOW 3. Update and maintain project plans as necessary 4. Deliver user manuals (DED 3)
Project Team / Implementation Consultant	1. Review project plan	1. Review and become familiar with full project plan
Subject Matter Expert / Other	1. Identify applicable meetings/deadlines on project plan and plan accordingly	1. Identify applicable meetings/deadlines on project plan and plan accordingly

Requirements/Notes

- Project Planning will occur in full for all phases to meet the targeted go-live date. Throughout the project the Tyler project manager and Los Alamos County project manager will review plans and make any necessary changes, as applicable.

Outcomes/Deliverables

1. Deliverables:
   a. Deliverable 1: Implementation Management Plans (DED 1)
   b. Deliverable 2: Project Plan/Schedule (DED 2)
   c. Deliverable 3: Standard Tyler Munis User Manuals (DED 3)

2. Project Outcomes:
   a. Project Plan Complete
   b. Project Plan Includes Full Scope of Project and is Consistent with SOW Tasks
   c. Implementation Management Plans are complete and all project stakeholders understand key project management processes and roles throughout the project.
   d. Project stakeholders understand the change management process for the project

3. Control Point(s):
   a. Go-Live Project Plan/Schedule Acceptance

4. Miscellaneous Project Documentation and Tools:
   a. Change Management Tools

5. Services:
   a. Project Planning Services

Structural Foundation

The Structural Foundation includes tasks required to start a Munis implementation.

Chart of Accounts (CoA) design

	Los Alamos County Role	Tyler Role
Steering Committee		
Project Manager		
Project Team / Implementation Consultant	1. Build CoA Spreadsheet 2. Review and confirm CoA in spreadsheet was loaded correctly 3. Load converted CoA into Test or Train or Prod environment.	1. Deliver CoA Workbook 2. Discuss CoA options 3. Facilitate discussions on CoA Best practices 4. Demonstrate CoA options in Munis 5. Train Los Alamos County on preparing CoA Spreadsheet 6. Review and validate CoA spreadsheet
Subject Matter Expert / Other		

Software installation

	Los Alamos County Role	Tyler Role
Steering Committee		
Project Manager	1. Coordinate software installation activities	1. Coordinate software installation activities
Project Team / Implementation Consultant		
Technical Team	1. Assist with install	1. Install software

Initial System Administration Training

	Los Alamos County Role	Tyler Role
Steering Committee		
Project Manager	1. Schedule training attendees	1. Coordinate Training
Project Team / Implementation Consultant	1. Attend Training	1. Provide Training 2. Provide training materials/documentation
Subject Matter Expert / Other	1. Attend Training (Los Alamos County Technical Team)	

Requirements/Notes

1. Structural foundation will occur prior to beginning phases.

Chart of Accounts

2. Los Alamos County will complete the Tyler Munis CoA workbook as instructed by Tyler consultants
3. Tyler consultants will explain and follow up on any Los Alamos County questions related to most applicable configurations of the CoA.
4. Tyler consultants will review all federal, grantor, or other requirements for the Los Alamos County chart of accounts and ensure that the set up will be sufficient to handle any reporting, tracking, or budgeting needs of Los Alamos County.

Installation

5. Tyler will install any third party software included as part of the scope of the project phase

System Admin Training

6. System admin training will be provided for the Los Alamos County Technical Team and select members of the Los Alamos County Project Team.

Project Team Overview

7. Training documents and videos used as prerequisites for the sessions will be referenced on the agendas and available on Tyler University, the project SharePoint site or linked to our Knowledge Base for easy access by attendees. Los Alamos County will be responsible for printing any necessary documents for the users, as needed.
8. Prior to scheduled sessions, all users must have access to the training environment. The users must have logins established and know how to access the training environment.
9. Project team members will be setup and enrolled in their respective Tyler University curriculums with enough time to complete prerequisite courses.
10. Project Team shall complete all prerequisite Tyler University requirements prior to attending related training sessions.

Outcomes/Deliverables

1. Deliverables:

2. Project Outcomes:
    a. Munis successfully installed and system installation accepted by Los Alamos County
    b. Project team members trained on standard Munis features
    c. Chart of accounts defined and loaded into Munis.
3. Control Point(s):
    a. Chart of Accounts Design Acceptance
    b. System Installation Acceptance
    c. System Admin Training Acceptance
    d. Access to Tyler University granted

4. Miscellaneous Project Documentation and Tools:

a. Chart of Accounts (CoA) Workbook
b. Access to Tyler University
c. Access to Knowledge Base
d. System Admin Training Materials/Documentation

5. Services:
    a. Structural Foundation Consulting
    b. System Installation
    c. System Admin Training

Knowledge Transfer

Knowledge transfer for the project includes tasks necessary to, conduct an as-is analysis, provide to-be demonstrations, and document system set-up decisions. As part of the as-is analysis, Tyler will review the Functional Requirements Matrix to best assess how Los Alamos County should be configuring Munis. During this step Los Alamos County will provide any existing as-is process documentation and complete Tyler's detailed as-is process questionnaires. Tyler consultants will review all Los Alamos County documentation and be familiar with current processes prior to analysis meetings. As-is analysis is intended to review detailed Los Alamos County needs and how Munis would be configured to meet these needs.

As-Is Analysis

	Los Alamos County Role	Tyler Role
Steering Committee		
Project Manager		
Project Team / Implementation Consultant	1. Provide as-is process documentation 2. Complete process questionnaires 3. Participate in As-Is Sessions	1. Review Los Alamos County process documentation 2. Provide process questionnaires 3. Conduct analysis of Los Alamos County business processes 4. Identify detailed configuration requirements 5. Review inventory of processing, configuration and data flow options
Subject Matter Expert / Other	1. Participate in As-Is Sessions	

Data Conversion Analysis

Tyler consultants will complete a data conversion analysis. During the analysis current data systems will be reviewed and consultants will determine with Los Alamos County staff a plan for data conversion. Data conversion plan will include:

1. Scope of data conversion
2. Level of detail converted
3. Historical data converted
4. Identification of current data sources
5. Strategy and timing for data conversion

Tyler will provide detailed Conversion schemas as a guide to the types of data that can be converted, the specific fields available in Munis and other significant information. These schemas are distributed for all conversions identified in this Statement of Work and help guide the data mapping process.

	Los Alamos County Role	Tyler Role
Steering Committee		
Project Manager		
Project Team / Implementation Consultant	1. Make decisions on data conversion plans 2. Identify current data to be converted	1. Review contracted data conversions 2. Review current data 3. Provide recommendations for data conversion 4. Develop and deliver the data conversion plan (DED 4)
Subject Matter Expert / Other	1. Identify current data to be converted	

Security Analysis

Application security needs are defined during analysis. All user access roles and permissions are reviewed and options are discussed and implemented along with their particular module. Tyler will conduct the security analysis for all the types of users being implemented within each phase. As part of the security analysis, Tyler will deliver a security matrix to assist Los Alamos County to identify appropriate permissions and roles needed to meet Los Alamos County business processes.

	Los Alamos County Role	Tyler Role
Steering Committee		
Project Manager		
Project Team / Implementation Consultant	1. Attend meetings 2. Make security decisions 3. Document security decisions in security matrix	1. Review Los Alamos County business processes and facilitate process to define user access roles and permissions 2. Deliver security matrix

		template 3. Conduct security analysis to identify correct Munis security features to match to Los Alamos County business process decisions
Subject Matter Expert / Other		

Workflow Analysis

Workflow business rules are defined during analysis and users will be trained to set up all workflow functionality to accommodate Los Alamos County's business practices. All available workflow options are discussed and implemented along with their particular module analysis and setup training sessions. Tyler will conduct the workflow analysis for all workflows applicable to the modules being implemented and processes decided upon. As part of the workflow analysis, Tyler will deliver a workflow matrix to assist Los Alamos County to identify appropriate workflow roles and processes configurations to meet Los Alamos County business processes.

	Los Alamos County Role	Tyler Role
Steering Committee		
Project Manager		
Project Team / Implementation Consultant	1. Attend meetings 2. Make workflow decisions 3. Document workflow decisions in workflow matrix	1. Review Los Alamos County business process and facilitate process to define new Munis workflows 2. Deliver workflow matrix template 3. Conduct workflow analysis to identify correct Munis workflow features to match to Los Alamos County business process decisions
Subject Matter Expert / Other		

Custom Interface Analysis

Custom Interfaces involve creating custom layout, web services, etc. for the purpose of receiving, sending, or exchanging data between Munis and a third party system.

So long as the 3rd party system integrating with Munis can use the existing Munis formats / methods, then programming charges will not be required. However, if Tyler needs to change any of its formats to meet the needs of 3rd party products, the desired changes would follow the process outlined in the Change Process section defined in this Statement of Work.

Tyler will train on the standard import and export functionality within the contracted modules. Tyler will conduct the analysis and provide a data interface plan (DED 4a) outlining the application and standard interface that will be used. Tyler will also provide detailed documentation of standard interface file layouts and methods for each third party interface identified in the "Imports and Exports" in Section A.

	Los Alamos County Role	Tyler Role
Steering Committee		
Project Manager		
Project Team / Implementation Consultant	1. Identify requirements for interfaces 2. Coordinate third party interface needs/development 3. Document Interface processes	1. Review existing standard interface options within Munis 2. Develop and deliver a data interface plan (DED 4a) outlining the application and standard interface that will be used. 3. Provide detailed documentation of standard interface file layouts and methods for each third party interface identified in the "Imports and Exports" in Section A. 4. Train on the standard import and export functionality in each module
Subject Matter Expert / Other		

In Scope Program Modifications Analysis

Program customizations or modifications ("Program Modifications") require changes or additions in program functionality in order to affect some new, desired result within the Munis programs. Several program modifications have been identified and contracted in the scope of this project. Detailed analysis for each modification will be conducted by Tyler and a Modifications Specification deliverable (DED 7) will be provided for each contracted program modification. Modifications not identified in this Statement of Work would follow the process outlined in the Change Process section.

	Los Alamos County Role	Tyler Role
Steering Committee		

Project Manager	1. Sign off on final design specifications 2. Assist Tyler PM to adjust modification development and delivery dates in the project plan, as necessary	1. Update modification development and delivery dates in the project plan, as necessary, in consultation with County PM
Project Team / Implementation Consultant / Development Team	1. Provide business justification or explanations 2. Review design specifications	1. Develop and deliver design specifications (DED 7) for each contracted program modifications 2. Review design specifications with County and update as required
Subject Matter Expert / Other		

Business Process Analysis

	Los Alamos County Role	Tyler Role
Steering Committee		
Project Manager		
Project Team / Implementation Consultant	1. Participate in best practice discussions 2. Determine policy & procedure decisions for Munis software 3. Consult with County Stakeholders on potential business process changes	1. Analyze potential process changes 2. Review best practices 3. Facilitate discussion of best practice recommendations 4. Demonstrate options for configuration of Munis 5. Review table and set up options 6. Review desired changes in business processes and data flows
Subject Matter Expert / Other	1. Participate in meetings	

To-Be Decisions

	Los Alamos County Role	Tyler Role
Steering Committee	1. Review significant business process change recommendations 2. Approve or decline recommendations	

	elevated to steering committee	
Project Manager		
Project Team / Implementation Consultant	1. Make and document decisions on business process 2. Escalate significant business process changes to County PM 3. Develop customized user documentation 4. Review process decisions for impact on Static Environment Test	1. Conduct analysis of desired process changes 2. Review Flow Charts 3. Review available options 4. Review module parameters, code configurations and work flow options 5. Conduct analysis of set up tables codes and parameters 6. Review Munis set up options to facilitate to-be decisions 7. Deliver configuration document citing recommendations for best use of Tyler software options 8. Document system design decisions 9. Review system design decisions for impact on Static Environment Test 10. Develop and deliver System Design Document (DED –5)
Subject Matter Expert / Other		

Requirements/Notes

1. All project decisions will be documented in a system design document (DED 5).
2. Project decisions and system design documentation will reference the Los Alamos County's Functional Requirements Matrix

Outcomes/Deliverables

1. Deliverable(s):
    a. Data Conversion Plan (DED 4)
    b. Data Interface Plan (DED 4a)
    c. System Design Document (DED 5)
        a. Workflow Matrix
        b. Security Matrix
    d. In Scope Program Modification Specifications (DED 7)

2. Project Outcomes:
   a. Review and analysis of all Los Alamos County business processes in scope for project
   b. Los Alamos County and Tyler review of best practice recommendations and decision on to-be process
   c. Los Alamos County makes all necessary business process and configuration decisions
   d. Tyler documents all Munis set up decisions in system design document

3. Control Point(s):
   a. Authorization to Proceed to Static Environment Test
   b. Data Interface Plan Acceptance
   c. Tyler to County Knowledge Transfer Acceptance

4. Miscellaneous Project Documentation and Tools:
   a. As-Is Process Questionnaire
   b. Detailed Conversion Schemas
   c. Security Matrix Template
   d. Workflow Matrix Template
   e. Detailed Documentation of Standard Interface File Layouts
5. Services:
   a. Knowledge Transfer and Analysis for each module
      i. As-Is Process Analysis
      ii. Munis Configuration Identification
      iii. Processing, Configuration and Data Flow Demonstration
      iv. Data Conversion Analysis
      v. Review of Conversion Schemas and Data Mapping Process
      vi. Security Analysis
      vii. Demonstration/Training of Security Configuration Options
      viii. Workflow Analysis
      ix. Demonstration/Training of Workflow Configuration Options
      x. Custom Interface Analysis
      xi. Demonstration/Training of Standard Import and Export Functionality
      xii. In Scope Program Modification Analysis
      xiii. Design Specification Development
      xiv. Business Process Analysis
      xv. Munis Configuration Demonstration
      xvi. Best Practice Recommendations
      xvii. Review Table and Set Up Options
      xviii. Process/Data Flow Change Review
      xix. To-Be Process Analysis
      xx. System Design Analysis
      xxi. Configuration Recommendations
      xxii. Demonstration/Training of To-Be Configuration Options

Static Environment Test (SET)

The Static Environment Test (SET) is designed to test and prove the process decisions made during business process consulting. This test is completed on a clean database with a subset of hand entered (not converted) data provided by Los Alamos County. This ensures that Los Alamos County is familiar with the data being tested and is able to verify the processes as the test is conducted by Tyler staff. After the SET is complete, implementation activities such as conversions, core user training and testing will begin.

For the payroll phase of the project, SET will occur after initial set up table training and training on how to build employees. This will allow Los Alamos County Core Users to view the process using their actual set up and data, and to make process decisions based on the required set up. The first pass of the employee master and deductions may also be done prior to the SET. The Tyler Project Manager will include all activities and their timing in the payroll phase project plan.

	Los Alamos County Role	Tyler Role
Steering Committee		
Project Manager		
Project Team / Implementation Consultant	1. Prepare/gather test data 2. Review and provide feedback on SET test script 3. Participate in SET Test Session 4. Assess project decisions and validate/correct project decisions. 5. Revise system design document as required.	1. Develop SET Test Plan (DED 6) 2. Facilitate and conduct SET Test 3. Document results from SET Test 4. Re-perform SET Test for any changes to major decisions 5. Send forms output data to Tyler Forms team for each form in the scope of the respective Phase.
Subject Matter Expert / Other		

Requirements / Notes

1. The Static Environment Test will be used to test business and configuration decisions. After the Static Environment Test, items that Los Alamos County identified as open issues will be re-evaluated, new decisions made, and the items re-tested.
2. The Static Environment Tests will be organized by module, but will include all necessary cross module processes so that Los Alamos County can evaluate the integration between modules and its impact on business processes.

Outcomes/Deliverables

1. Deliverable(s):
   a. Static Environment Test Plan (DED 6)

2. Project Outcomes:
    a. Major business process and Munis set up decisions are tested and validated.
    b. Forms output data sent to Tyler Forms to begin the forms design process
    c. Los Alamos County ready to begin full configuration of Munis consistent with DED 5: System design document
3. Control Point(s):
    a. Authorization to Proceed to Implementation
4. Miscellaneous Project Documentation and Tools:
    a. SET Test Results Document
5. Services:
    a. Conduct Static Environment Test (SET)/Re-Test and Document Results

Implementation

The implementation process includes table building and setup, data conversion and proofing, forms design and testing, modifications and interface testing, core user training, and parallel processing or process testing.

Table Building and Set Up

Tyler will train Los Alamos County on all system set up tables (codes, global settings, user permissions, etc.). Los Alamos County is responsible for entering codes into the live Munis database, as instructed.

	Los Alamos County Role	Tyler Role
Steering Committee		
Project Manager		
Project Team / Implementation Consultant	1. Los Alamos County builds Set Up tables 2. Los Alamos County builds Workflow	1. Train Los Alamos County on completion of Set Up Tables according to analysis sessions 2. Train Los Alamos County on Workflow completion
Subject Matter Expert / Other		

Data Conversion and Proofing

Tyler will train Los Alamos County on the use of all programs needed to proof conversion data. That includes maintenance, inquiry, and reporting programs. Tyler will assist Los Alamos County on all initial conversion passes so that Los Alamos County has the necessary knowledge and tools to proof conversion data. Los Alamos County is responsible for proofing conversion data and signing off before the conversions are loaded into LIVE. Tyler will provide detailed Conversion schemas as a guide to the types of data that can be converted, the specific fields available in Munis and other significant information. These schemas are distributed for all conversions identified in this Statement of Work and help guide the data mapping process.

	Los Alamos County Role	Tyler Role
Steering Committee		
Project Manager		
Project Team / Implementation Consultant	1. Los Alamos County pulls data and produces balancing reports from legacy systems 2. Los Alamos County documents and submits needed corrections to conversion	1. Train Los Alamos County on methods for validating converted data in Munis 2. Train Los Alamos County on how to use the MIU to load data conversions
Subject Matter Expert / Other	1. Los Alamos County pulls data and produces balancing reports from legacy systems 2. Load all conversion passes as directed by Tyler PM 3. Review Conversion Error Reports and investigate solutions 4. Los Alamos County validates converted data using error reports, balancing reports, etc.	1. Prepare system parameters and codes to align with data mapping 2. Write and execute program to convert submitted data according to crosswalk 3. Through analysis, fields in legacy systems and Munis will be outlined for conversion. Tyler staff will use best efforts to direct Los Alamos County on the legacy source files and desired fields for conversion mapping 4. Tyler will program conversion programs according to the accepted file submission layout. 5. Tyler will handle the parsing of names and addresses, or format of dates or phone numbers through Munis conversion programs. 6. Tyler will produce an error report outlining errors that result from running Los Alamos County's data through the conversion program.

Forms Design and Proofing

Using the data extracted during the Static Environment Test process, output data is sent to Tyler's Forms Design team to create proofs for each of the forms in scope for the respective

Phase. Tyler's Forms Team merges the data according to the decisions and options from the Forms Kits. The proofs are sent back to Los Alamos County in an iterative process to review for accuracy or report any necessary adjustments. Once Form proofs have has been accepted and forms are loaded on Los Alamos County's server, testing continues throughout the balance of the implementation. The goal, at a minimum, is to print forms as part of SME training so that both the content and process are validated repeatedly.

	Los Alamos County Role	Tyler Role
Steering Committee		
Project Manager	1. Los Alamos County accepts form design and authorizes installation	
Project Team / Implementation Consultant	1. Los Alamos County fills out Tyler Forms Kits 2. Los Alamos County validates form design, content and layout 3. Submit forms to bank for approval.	1. Assist in data mapping questions 2. Assist in issue resolution
Subject Matter Expert / Other		1. Tyler Forms creates form designs from Los Alamos County mock-ups 2. Tyler Forms merges data from To-Be Test with Form designs 3. Tyler sends form design proofs for review and acceptance 4. Tyler Forms installs Forms Server on Los Alamos County Forms server 5. Tyler installs Forms Library on Los Alamos County forms server

In Scope Program Modifications/Interfaces

Tyler will provide all in scope program modifications and interfaces identified in this Statement of Work, and any modifications/interfaces that are identified through the change process, according to the timelines mutually agreed to and documented on the project plan. Upon receipt of the program modification or interfaces, Tyler consultants will initially test the program modification or interface to ensure it meets the specifications identified in DED 7 and then submit to Los Alamos County for additional testing.

	Los Alamos County Role	Tyler Role
Steering Committee		
Project Manager	1. Modification sign off	1. Coordinate sign off

Project Team / Implementation Consultant	1. Los Alamos County will validate performance of program modifications/interfaces through repeated unit testing as well as process testing throughout implementation	
Subject Matter Expert / Other		1. Tyler will program changes as outlined in the signed specification document. Changes subsequent to sign-off will be considered out of scope and may require repetition of previous steps 2. Tyler's QA team will test customization within applicable, impacted modules 3. Tyler will deliver and demonstrate program modifications/interfaces as scheduled. Demonstration will include validating compliance with written specification 4. Programs will be developed to import/export Tyler data in format required 5. A document is created describing the interface and how to utilize it

Project Team/SME Training

Tyler will train all Los Alamos County Project Team/SMEs to perform ongoing training of Decentralized End Users. The Tyler Project Manager will provide a proposed training schedule based on target live dates and availability of resources (Tyler Implementation Consultants, Los Alamos County trainees, training room, etc.).

Los Alamos County Project Team/SMEs will be trained according to the schedule developed by the Tyler and County Project Managers for the Education Plan detailed in the Tyler Implementation Management Plan (DED-01).

	Los Alamos County Role	Tyler Role
Steering Committee		
Project Manager		
Project Team / Implementation Consultant	1. Attend training on completing Trial Run/Parallel processes 2. Complete Trial Run/Parallel process steps, identify discrepancies and correct	1. Perform test of Tyler Forms through process testing and training 2. Train Project Team /Subject Matter Experts on applicable Munis processing 3. Train Los Alamos County on completing Trial Run/Parallel processes

		4. Train Los Alamos County on process of printing and testing forms
Subject Matter Expert / Other	1. Attend Training 2. Complete Trial Run/Parallel process steps, identify discrepancies and correct	
Project Team/Change Management Leads	1. Attend Change Management Coach sessions	1. Tyler will provide Change Management Coach sessions

Report Training and Analysis

Training will be conducted during all phases of the implementation on Tyler reporting. Tyler uses a "train the trainer" approach, which will provide the Los Alamos County Project Team the tools necessary to fully use the Tyler reporting tools, including standard reports, queries, Cubes, Business Intelligence for Visual Studio 2013 (SSDT-BI) and to train additional users on the subject matter as they see fit.

Throughout Report Training for each functional area, County staff will learn about the reporting capabilities and options of each module. The County's project team will utilize this knowledge to compare existing required reports against the available reporting options in Munis. Tyler's staff will assist with identifying the reporting options for those required reports that County staff are unable to associate with an existing reporting option. Reports will be classified as:

1. Included in Munis standard report library
2. Information available through Munis directly: Dashboard, Central Screen, Query, etc.
3. A report that can be developed through Munis Cubes reporting
4. A report that will need to be developed through Munis Data Views using SSRS. The County will determine if a Change request will be submitted for Tyler resources to develop the report or if County resources will be utilized.

	Los Alamos County Role	Tyler Role
Steering Committee		
Project Manager	1. Coordinate report training 2. Determine if Tyler or County resources will develop reports that do not exist 3. Approve System Reporting Plan	1. Coordinate report training 2. Deliver Documentation on Reporting Views
Project Team / Implementation Consultant	1. Attend report training 2. Compare and associate existing required reports against the available reporting options in Munis 3. Provide Tyler staff with unassociated reports	1. Conduct report training 2. Analyze and assist with classifying reports that County staff are unable to associate 3. Prepare System Reporting Plan (DED 4b)

	Los Alamos County Role	Tyler Role
	4. Review System Reporting Plan	
Subject Matter Expert / Other	1. Attend report training 2. Assist Project Team with compiling the reporting inventory	

Requirements / Notes

1. **Table Building and Set Up –**
   a. All homework tasks will be listed on the project plan

2. **Data Conversion –** Tyler's conversion approach shall be as follows:

   a. Legacy system data to be converted is provided in a non-proprietary format, such as fixed ASCII, CSV or character-delimited files
   b. Each legacy system data file submitted for conversion includes all associated records in a single file layout
   c. Each legacy system data file layout submitted for conversion remains static for all subsequent data submissions, unless mutually agreed upon in advance of the change.
   d. Legacy system data validation and control reports are provided with each data submission to ensure data files are complete and accurate
   e. Conversion validation is performed after each pass of converted data is loaded into a testing database. Use of control reports, filtering techniques, comparison reports and visual inspection are all part of this process. The purpose is to identify all issues with data, whether due to mapping inconsistencies, source data issues, data submission content or conversion programming errors. Los Alamos County must review and provide authorization to proceed to final conversions before the pre-live period so that final conversion submissions have little or no risk of data or conversion programming issues. This authorization to proceed is necessary prior to live processing as the last step before data is loaded in the live database and live processing begins. This testing is part of pre-live assessment.
   f. Tyler will program conversion programs according to the accepted file submission layout. This layout must be maintained consistently for all future data submissions.
   g. Tyler will handle the parsing of names and addresses, or format of dates or phone numbers through Munis conversion programs.

3. **Forms Design**
   a. Los Alamos County must receive bank approval for all check forms a minimum of thirty (30) calendar days before live processing. This testing is part of pre-live assessment.
4. **Program Modifications/Interfaces**

   a. Tyler will provide a separate DED 7 for each program modification/interface identified in this Statement of Work.

5. **Project Team/SME Training**
   a. Training documents and videos used as prerequisites for the sessions will be referenced on the agendas and available on the SharePoint site or linked to our Knowledge Base for easy access by attendees. Los Alamos County will be responsible for printing the necessary documents for the users, as needed.
   b. Prior to scheduled training sessions, all users must have access to the Munis training environment. The users must have logins established and know how to access the training environment.
   c. Navigational Videos - Tyler will provide Knowledgebase URL links to any referenced or required Munis navigational videos to Los Alamos County.

Outcomes/Deliverables

1. Deliverable:
   a. System Reporting Plan (DED 4b)

2. Project Outcomes:
   a. Munis system has been configured to meet the functional requirements, SOW, and System Design Document (DED 5).

3. Control Point(s):
   a. Authorization to Proceed to Live Preparation
   b. Core user training acceptance
   c. Report training acceptance
   d. System Reporting Plan acceptance
   e. In scope Program modifications/interfaces testing and acceptance
   f. Interfaces testing and acceptance
   g. Conversion options tested and verified

4. Miscellaneous Project Documentation and Tools:
   a. Documentation on Reporting Views
   b. Conversion Error Reports
   c. Tyler Form Design Proofs
   d. End User Training Material Templates
   e. End User Training Agenda Templates

5. Services:
   a. Implementation Training
   b. Conversion Validation Training
   c. Conversion Program Development and Fine Tuning
   d. Conversion MIU Training
   e. Tyler Forms Installation Services
   f. Tyler Forms Training
   g. In Scope Program Modifications/Interfaces Development, QA and Delivery
   h. Demonstration of In Scope Program Modifications/Interfaces

i. Project Team/SME Training on Munis Processing
j. Change Management Coach Sessions
k. Training on Reporting Options and Report Writing Tool (SSDT-BI)
l. Reporting Analysis

Live Preparation

This step allows the Project Team to review the status of the project and its readiness to go live on plan. As part of live preparation, Los Alamos County will complete user acceptance testing (Conditional Acceptance) and end user training. Tyler will perform final data conversions and prepare the pre-live checklist.

User Acceptance Testing

User Acceptance testing is conducted both leading up to and following end-user training. While some recommend that user acceptance testing is all performed post end-user training, Tyler supports incremental user acceptance testing through trial run processing in Financials and parallel processing in Payroll and Human Resources. Early trial runs and parallels will most likely not involve end-users, once again isolating them from any issues that may be discovered through the process. Once processes are stabilized and can be completed without significant error, the user acceptance testing will expand to include End Users. End to end system testing and stress testing is also conducted as part of the User Acceptance Testing to grant the conditional acceptance prior to end user training.

System integration testing will occur as part of the User Acceptance Testing for each of the related modules that have either gone live or that will be going live at the same time. Integration testing is intended to validate the various Tyler modules are configured and integrated as expected.

	Los Alamos County Role	Tyler Role
Steering Committee		
Project Manager	1. Coordinate User Acceptance Test	
Project Team / Implementation Consultant	1. Conduct User Acceptance Test	
Subject Matter Expert / Other		

End User Training

Los Alamos County trainers will provide training to all of Los Alamos County's End Users. Los Alamos County will be responsible for End User Training.

	Los Alamos County Role	Tyler Role
Steering Committee		

Project Manager	1. Coordinate all logistics for End User Training	1. Provide template training materials and template training agendas
Project Team / Implementation Consultant	1. Develop training materials 2. Train End Users	1. Schedule and track completion of training on the project plan
Subject Matter Expert / Other	1. Attend Training	

Pre-Live Planning

	Los Alamos County Role	Tyler Role
Steering Committee		
Project Manager	1. Meet to outline go-live steps, requirements and assignments 2. Evaluate readiness of Los Alamos County staff to perform live process from training and change management prospective 3. Assist Tyler PM with post go-live support plan	1. Meet to outline go-live steps, requirements and assignments 2. Evaluate readiness of Los Alamos County staff to perform live process from training and change management perspective 3. Develop and deliver pre-live checklist (DED 8) 4. Develop and deliver post go-live support plan (DED 8a)
Project Team / Implementation Consultant	1. Provide input to County and Tyler PM on post go-live support plan	1. Provide input to County and Tyler PM on post go-live support plan
Subject Matter Expert / Other	1. Los Alamos County performs any desired stress testing	

Final Data Conversions

	Los Alamos County Role	Tyler Role
Steering Committee		
Project Manager	1. Los Alamos County ceases activities in applicable legacy applications 2. Sign-off and acceptance of conversion process and data	
Project Team / Implementation Consultant	1. Los Alamos County ceases activities in applicable legacy applications	
Subject Matter Expert / Other	1. Los Alamos County ceases activities in applicable legacy applications 2. Los Alamos County pulls Final Conversion data and submits to Tyler	1. Execute program to convert submitted final data according to crosswalk 2. Work with Los Alamos County to confirm readiness to load data into Live environment

	3. Los Alamos County validates converted data using error reports, balancing reports, etc. 4. Los Alamos County accepts final conversions and communicates acceptance to County Project Manager 5. Load data into Live environment	•

Requirements / Notes

1. User Acceptance
   a. User Acceptance test periods will be scheduled in the project plan. Prior to User Acceptance, the system will be configured to meet all functional requirements.

2. End User Training
   a. End User Training will occur after Conditional Acceptance has been granted.

   b. Prior to scheduled training sessions, the Tyler and Los Alamos County will make sure the following prerequisites are met:
      i. Training Database - All users must have access to the Munis training environment. The users must have logins established and know how to access the training environment.
      ii. Tyler will provide interactive eLearnings to Los Alamos County via Tyler University. The eLearnings demonstrate basic functions including: navigation, general concepts and process flow, add/update/output, search, and a common toolbar.

3. Pre-Live Planning:
   a. NA

4. Final Data Conversions
   a. Final Data Conversion will occur after successful testing of conversion programs and verification of conversion data. Los Alamos County is responsible for proofing conversion data and signing off before the conversions are loaded into LIVE

Outcomes/Deliverables

1. Deliverable(s):
   a. Pre-Live Checklist (DED 8)
   b. Post Go-Live Support Plan (DED 8a)

2. Project Outcomes:

   a. All end-users included in training plan are trained on system and business processes
   b. Los Alamos County makes decision to go-live

c. Los Alamos County grants acceptance of the system
d. Load conversion data into Live

3. Control Point(s):
   a. Signoff to Begin Live Processing

4. Services:
   a. Pre-Live Planning and Readiness Evaluation Services

Live Processing

Upon the decision to go-live, Tyler's consultants will assist Los Alamos County users in entering and completing transactions in the Live system as well as troubleshooting assistance for desired setup changes or data conversion issues.

	Los Alamos County Role	Tyler Role
Steering Committee		
Project Manager		
Project Team / Implementation Consultant		1. Provide go-live assistance 2. Provide setup and data conversion troubleshooting
Subject Matter Expert / Other	1. Los Alamos County users utilize Munis for live processing	

Requirements / Notes

1. Los Alamos County will track any open issues or new issues though the issues log during Live Processing.

Outcomes/Deliverables

1. Deliverable(s):

2. Project Outcomes:
   a. Los Alamos County is using Munis for live processing

3. Services:
   a. Go-Live Support Services

Post Live Process

After Los Alamos County is using the system for live processing, Tyler will provide additional training using actual Los Alamos County-processed data as outlined in the Requirements/Notes. A review of System Design document is done to ensure that the processes put into place using the Munis system are being adhered to, or adjusted as necessary.

Los Alamos County and Tyler will be responsible to execute their respective responsibilities against the post-go-live support plan. Tyler will provide post go-live support in order to complete the conversion to Munis. This will include functional and technical assistance from Tyler in the following areas, per phase:

1. Problem analysis and resolution
2. Problem tracking
3. Guidance and mentoring to Los Alamos County staff who provide Munis application support functions and user help desk support (problem resolution)
4. Respond to help requests and resolve system defects
5. Coaching users on use of the new system
6. Support and direct assistance for business owner departments (Finance, Procurement, Benefits, Human Resources, Information Technology, etc.)
7. Provide proactive support and special attention to processes and departments for functions that are run for the first time during the post go-live period and any functions that are executed for the first time after the go-live period

	Los Alamos County Role	Tyler Role
Steering Committee		
Project Manager		
Project Team / Implementation Consultant	1. Review policy and procedure decisions	1. On-site to resolve issues 2. Train Los Alamos County on SSRS Reporting Tools 3. Facilitate review of policy and process decisions 4. Provide training on reconciliation process
Subject Matter Expert / Other	1. Los Alamos County users utilize Munis for live processing 2. Record issues as identified	1. Provide custom reports that are in-scope

Requirements / Notes

1. Within the proposed go-live milestone and through coordination with Los Alamos County for the post-live plan, Tyler will provide post-go live support after go-live for each project phase.
2. Tyler, within the proposed go-live milestone, will also provide post-go live support for all key processes that are run for the first time outside of the initial post go-live support period. Such events include, but not limited to:
    a. Fiscal Year End Activities
    b. End of Year Payroll and 1099 and ACA Activities
    c. End of Quarter Reporting Activities
    d. Annual Activities e.g. 4212
    e. Bi-Annual Activities e.g. EE04
    f. Benefits Open Enrollment
    g. Budget Development
3. On-site or scheduled training sessions will be budgeted for and entered into the project plan. Non-scheduled support will also be available through Tyler Technical Support.

4. Additional assistance beyond the phase/project closure will require a change request for additional services. Additional assistance beyond that specified here will require a change request.

Outcomes/Deliverables

1. Deliverable(s):
   a. Lessons Learned (DED 9)

2. Services:
   a. Post Go-Live Review
   b. Post Go-Live Troubleshooting
   c. Post Go-Live Support for First Time Processes
   d. Post Go-Live Training on Reconciliation Processes

Project/Phase Closure

This process allows for a formal transition to the Munis support team and a review of the lessons learned from the implementation in order to use these lessons on other projects within Los Alamos County or at Tyler. Lessons learned will be gathered and documented at each status meeting, and the final lessons learned document will include the lessons documented throughout the project.

	Los Alamos County Role	Tyler Role
Steering Committee	1. Grant final acceptance	
Project Manager	1. Coordinate final acceptance process 2. Grant final acceptance for the project/phase 3. Download all project documentation from Sharepoint site.	1. Initiate transition to support 2. Facilitate Lessons Learned discussion and develop lessons learned document 3. Ensure administrative access is granted to the County to deliver all project documentation.
Project Team / Implementation Consultant	1. Review completion of all assigned activities in the post go-live support plan	1. Review completion of all assigned activities in the post go-live support plan
Subject Matter Expert / Other		

Requirements / Notes

1. Tyler's consultants will perform training on the identified post-live processes.
2. Los Alamos County-authorized users shall document and report issues through the provided Tyler support resources

Outcomes/Deliverables

1. Project Outcomes:
    a. Implemented system and Project satisfies all SOW terms and functional requirements as defined in the Functional Requirements Matrix attached to the Agreement
    b. Transitioned to Tyler Support
    c. Final Acceptance and Project Closure

2. Control Point:
    a. Acceptance of Project/Phase Closure

3. Miscellaneous Project Documentation and Tools:
    a. Delivery of all Project Documents

4. Services:
    a. Conduct Formal Project Close-Out Meeting

Section F: Transparency Portal Implementation

The following describes the tasks and roles for implementing the Transparency Portal.

	Los Alamos County Role	Tyler Role
Steering Committee/Regional Manager		
Project Manager	1. Attend Kick off Meeting 2. Provide final sign off 3. Publish to County citizens when ready	1. Kick off Meeting 2. Overseeing Project milestones & setting expectations
Project Team / Implementation Consultant	1. Participate in COA Review Sessions 2. Review Data Scope Definition (Data Inclusions/Exclusions) 3. Attend Portal Site review sessions	1. Perform installation & setup procedures 2. Schedule and coordinate COA review sessions 3. Develop and configure data integrations based on defined data scope inclusions and exclusions 4. Perform Portal Site review sessions
Subject Matter Expert / Other	1. Provide desired Accounts/Code Groupings 2. Provide feedback on site customizations 3. Perform data review and validation 4. Provide required data filtering & customizations	1. Configure dataflow and online portal pages according to all approved filtering and customization requests along with base standard pages and reports.

Outcomes/Deliverables

1. Project Outcomes:
    a. Portal designed based on the required data filtering and customizations

2. Deliverable(s):
    a. Portal configured and ready to be published to County citizens

3. Control Point:
    a. Sign-off on data configuration and portal design

Section G: Homework Requirements

The following outlines major expectations, requirements and, activities surrounding the implementation of the Munis solution:

1. Tyler will provide in writing to Los Alamos County the trainee prerequisites that must be completed prior to conducting all implementation or training sessions. All prerequisites will be identified on the project plan and communicated to Los Alamos County in agenda's for each implementation or training session.
2. Tyler will provide in writing to Los Alamos County project manager after each training or implementation session what tasks that must be completed prior to Tyler personnel returning to the site. These tasks will be shown on the site report after each site visit and posted on the project SharePoint site. All tasks will also be listed on the project plan.
3. Homework assignments and tasks will also be listed on the Project Plan along with due date and owner
4. Typical homework items are as follows:
    a. Complete set up of tables and codes based on training conducted
    b. Practice on processes learned
    c. Review any delivered documents prior to attending scheduled training session
5. Should Los Alamos County not be able to complete communicated prerequisites or tasks, the Los Alamos County project manager is to bring it to the attention of the Tyler Project Manager immediately so that assistance can be offered or scheduling be revised.

Section H: Facility Requirements

The following outlines Los Alamos County's requirements for providing a suitable work location to be used by the project.

1. Los Alamos County will provide a room to be used as a training lab for Tyler staff to transfer knowledge to Los Alamos County resources as well as a place for Los Alamos County staff to practice what they have learned.
2. The room is to be set up in a classroom setting. The number of workstations in the room is to be determined by Los Alamos County. It is Tyler's recommendation that every person attending a scheduled session with a Tyler Implementer have their own workstation; however, Tyler requires that there be no more than two people at a given workstation.
3. A workstation is to consist of a computer that has access to the Munis training/test database and a printer.
4. Los Alamos County is to provide a workstation that connects to Munis for the Tyler trainer conducting the session. The computer must be linked to a projector so everyone attending the session is able to follow the information being communicated.
5. In addition to computers and a printer, it is recommended that a phone be available in the room as well as a white board with markers and eraser.

6. Los Alamos County is responsible to schedule the training room for the sessions conducted by Tyler staff.
7. Should phases overlap, it may be necessary to make multiple training facilities available.

Section I: Appendix

Appendix 1: Deliverable Expectation Document

A description of each summary deliverable is provided below. All deliverables will be provided electronically in the format used to prepare the deliverable (example: Microsoft Word, Excel) to allow for updates and revisions.

Deliverable Number: DED-1 (1-1)	
Deliverable Name: Implementation Management Plans	**Phase:** CROSS ALL PHASES
Objective: To provide procedures for project management and managing changes to the project scope, schedule or budget.	
Scope: Customized management plans to reflect Los Alamos County's specific project approach. Management plans will document specific project management processes that are agreed upon between Los Alamos County and Tyler project manager. As part of project planning, the Tyler project manager will review the SOW and contract with Los Alamos County. The management plan will include all information and procedures for all phases of the project.	
Format: Microsoft Word	
Outline: ***Scope Management Plan*** ***1. Products and services consistent with Section A of this SOW*** ***2. Module phasing and schedule*** ***3. Project assumptions*** ***Resource Management Plan*** 1. Identify Tyler resources on project and specific roles/tasks for the project 2. Identify Los Alamos County resources and what meetings/roles/tasks each needs to be included on 3. Determine method for identifying/communicating on-site resources ***Communication Management Plan*** 1. Definition of Project Communications 2. Communication Methods 3. Key Stakeholders / Audiences for Each Communication 4. Frequency of Communications 5. Roles and Responsibilities ***Risk Management Plan*** 1. Definition of Risks 2. Risk Assessment Methodology 3. Risk Documentation ***Quality/Testing Management Plan*** 1. Testing Process	

Deliverable Number: DED-1 (1-1)
2. Testing Criteria 3. Process for Resolving Testing Issues 4. Quality Review Process / Deliverable Quality Review 5. Overall Project Quality Standards ***Schedule Management Plan*** 1. Identify process for making adjustments to schedule ***Change Management Plan*** 1. Review Change Management Concept and tools 2. Identification of project concerns, risks and issues 3. Determine the types, frequency and delivery of communications 4. Identify Los Alamos County resources and what meetings/roles/tasks each needs to be included on ***Education Management Plan*** 1. Software/Hardware a. How many databases will be utilized? b. Will we establish a Financials Training environment separate from Payroll? c. Who will refresh the training database? d. Will a second server be utilized? 2. Facilities a. How many training rooms will be utilized? b. Where are the training rooms? c. How many workstations will be in each training room? d. How many printers will be in each training room? e. Other training room requirements (white board, phone, etc.) f. Who will schedule the training room? 3. Staff a. How many students per teacher? b. How many students per workstation? c. What are the hours of training? d. Who will be trained on each Munis application? e. Who will take attendance? f. Will management be present for each session? g. Who will train the end-users Munis versus Project Team Leads)? 4. Schedule a. Who will determine the exact days for training? b. Who will notify staff members? c. How far in advance will the training schedule be built? 5. Quality Control a. How will Los Alamos County determine if attendees have learned required training outcomes? b. How will follow up training be administered?
Los Alamos County Role:

Deliverable Number: DED-1 (1-1)
1. Attend project planning sessions scheduled by Tyler 2. All project team members will participate in the development of these plans.
Tyler Role: 1. Tyler will develop and deliver the plans and will have responsibility for documenting all decisions as part of the deliverable.
Acceptance Criteria: 1. Los Alamos County project team has read, understands, and agrees with the procedures and schedules within the Implementation Management Plan 2. The deliverable contains all the components specified in the Outline of this DED and the SOW 3. The respective Tyler and Los Alamos County project team members have resolved all material content and/or quality issues. 4. The deliverable is free of formatting and spelling errors.

Deliverable Number: DED-02 (1-2, 2-2, 3-2, 4-2)	
Deliverable Name: Project Plan / Schedule	**Phase:** ALL
Objective: Task list with owners and due dates for successful completion of the project.	
Scope: See SOW Section C	
Format: Initially developed and maintained on the Project SharePoint site. Tyler is currently testing the use and integration of MS Project with SharePoint. If the testing is complete and successful during Los Alamos County's implementation, Tyler will consider the transition of this deliverable to be in MS Project.	
Outline: The project plan will follow the Tyler Implementation Methodology WBS and contain all WBS tasks, tasks necessary for completion of WBS tasks, deliverables, milestones, review/acceptance periods, and other key project events.	
Los Alamos County Role: 1. Review project plan 2. Contribute information necessary to complete and maintain project plan	
Tyler Role: 1. Provide initial on-site and remote session schedule to Los Alamos County for approval 2. Create project plan 3. Post project plan to Project SharePoint site	
Acceptance Criteria: 1. The Los Alamos County signs off on the project plan and schedule 2. The deliverable contains all the components specified in the Outline of this DED and the SOW 3. The respective Tyler and Los Alamos County project team members have resolved all material content and/or quality issues. 4. The deliverable is free of formatting and spelling errors.	

Deliverable Number: DED-03 (1-3, 2-3, 3-3, 4-3)	
Deliverable Name: User Manuals	**Phase:** 1,2,3, 4
Objective: Provide documentation on standard Munis functions	
Scope: Comprehensive user manuals for all Tyler modules purchased.	
Format: MS Word	
Outline: 1. Overview of module 2. Detailed description of how to generally complete tasks in Munis 3. Identification of options, fields, and functions built into the Munis software.	
Los Alamos County Role: 1. Review User Materials 2. Update materials with Los Alamos County-specific steps and processes	
Tyler Role: 1. Provide training manuals on SharePoint.	

Deliverable Number: DED-03 (1-3, 2-3, 3-3, 4-3)
Acceptance Criteria: 1. The deliverable contains all the components specified in the Outline of this DED and the SOW 2. The training materials will be updated to reflect current features and functions in the software version that Los Alamos County is implementing. 3. The respective Tyler and Los Alamos County project team members have resolved all material content and/or quality issues. 4. The deliverable is free of formatting and spelling errors.

Deliverable Number: DED-04 (1-4, 2-4, 3-4, 4-4)	
Deliverable Name: Data Conversion Plan	**Phase:** 1,2,3, 4
Objective: Document conversion option decisions, timelines, tasks and validation methods.	
Scope: All conversions listed in "Data Conversion Scope" in Section A that Los Alamos County chooses to convert. As analysis sessions occur, Tyler will update the plan with scope of conversions, years of history, and fields to convert.	
Format: MS Excel	
Outline: 1. Conversion options to be exercised 2. Conversion options not to be completed, with description of change request action 3. Timelines for each conversion option 4. Reports and data validation recommendations	
Los Alamos County Role: 1. Attend conversion and applicable module analysis sessions 2. Participate in planning discussions 3. Review and accept the conversion plan	
Tyler Role: 1. Provide conversion analysis 2. Provide conversion specifications and guidelines 3. Provide guidance on proofing methods and tools 4. Create and provide the conversion plan	
Acceptance Criteria: 1. The deliverable contains all the components specified in the Outline of this DED and the SOW 2. The respective Tyler and Los Alamos County project team members have resolved all material content and/or quality issues. 3. Data has been proofed and accepted in a test environment by the Los Alamos County. 4. The deliverable is free of formatting and spelling errors.	

Deliverable Number: DED-04a (1-4a, 2-4a, 3-4a, 4-4a)

Deliverable Name: Data Interface Plan	**Phase:** 1,2,3, 4
Objective: Document interface option decisions, timelines, tasks and validation methods.	
Scope: All interfaces listed in "Import and Export Scope in Section A that Los Alamos County chooses to interface. As analysis sessions occur, Tyler will update the plan with scope and method of interface.	
Format: MS Excel or MS Word	
Outline: 1. Interface method and layout to be used 2. Timelines for testing each interface 3. Reports and data validation recommendations	
Los Alamos County Role: 1. Attend interface and applicable analysis sessions 2. Participate in planning discussions 3. Review and accept the interface plan	
Tyler Role: 1. Provide interface analysis 2. Provide interface specifications and guidelines 3. Provide guidance on testing methods and tools 4. Create and provide the data interface plan	
Acceptance Criteria: 1. The deliverable contains all the components specified in the Outline of this DED and the SOW 2. The respective Tyler and Los Alamos County project team members have resolved all material content and/or quality issues. 3. Interface test results accepted in a test environment by the Los Alamos County. 4. The deliverable is free of formatting and spelling errors.	

Deliverable Number: DED-04b (1-4b, 2-4b, 3-4b, 4-4b)	
Deliverable Name: System Reporting Plan	**Phase:** 1,2,3, 4
Objective: Document reporting decisions, timelines, tasks and validation methods.	
Scope: During the training session, the County project team will bring examples of all required reports, that staff were unable to associate with existing Tyler reporting options. Tyler will evaluate each report for its requirement and will provide a System Reporting Plan, specifically identifying the reports that need development during the project.	
Format: MS Excel or MS Word	
Outline:	

1. Collect examples of reports that staff were unable to associate with existing Tyler reporting options 2. Conduct analysis and create a plan
Los Alamos County Role: 1. Provide a reporting inventory of missing reports 2. Participate in planning discussions 3. Review and accept the system reporting plan
Tyler Role: 1. Conduct reporting analysis 2. Create and provide the system reporting plan. Each report will be classified as: a. Included in Munis standard report library b. Information available through Munis directly: Dashboard, Central Screen, Query, etc. c. A report that can be developed through Munis Cubes reporting d. A report that will need to be developed through Munis Data Views using SSRS
Acceptance Criteria: 1. The deliverable contains all the components specified in the Outline of this DED and the SOW 2. The respective Tyler and Los Alamos County project team members have resolved all material content and/or quality issues. 3. System Reporting plan accepted by the Los Alamos County. 4. The deliverable is free of formatting and spelling errors.

Deliverable Number: DED-05 (1-5, 2-5, 3-5, 4-5)	
Deliverable Name: System Design Document	**Phase:** 1, 2, 3, 4
Objective: To document the decisions and processes resulting from analysis and identify how Los Alamos County will use the Munis system.	
Scope: Detailed review of each in scope functional area, module, and business process to identify the current needs, business process requirements, business process and Munis configuration decisions, and detailed set-up notes for how Munis will be used. The document is to contain workflow, and security information where applicable.	
Format: MS Word and/or MS Excel	
Sample Outline: **Current Needs:** 1. Identification of current process 2. Analysis of Munis fit/gap **Los Alamos County Decision Making:** 1. Process Decisions 2. Munis Considerations 3. Follow Up Items **Detailed Munis set-up considerations** 1. Munis set up details	

2. Modifications 3. Interfaces **Other Information** 1. Workflow Details 2. Security Details
Los Alamos County Role: 1. Participate in all meetings and make decisions 2. Review the documents provided by the Tyler project team 3. Identify any discrepancies 4. Ask for clarification from the Tyler team, if necessary
Tyler Role: 1. Complete deliverable documenting decisions and Munis details 2. Post the analysis notes on the Project SharePoint site 3. Update deliverable based on feedback from the Los Alamos County
Acceptance Criteria: 1. The deliverable contains all the components specified in the Outline of this DED 2. The respective Tyler and Los Alamos County project team members have resolved all material content and/or quality issues. 3. The deliverable is free of formatting and spelling errors.

Deliverable Number: DED-06 (1-6, 2-6, 3-6, 4-6)	
Deliverable Name: Static Environment Test (SET) Plan	**Phase:** 1,2,3, 4
Objective: Prepare the test script based on Los Alamos County's process and set up decisions through As Is and To Be analysis.	
Scope: Tyler will conduct step by step testing of Los Alamos County business process decisions built into the functionality of Munis. This test will enable Los Alamos County to see the way the system functions using their own data and business processes. Focus will be on helping Los Alamos County understand the impact the desired business processes will have on the way the system functions and the impact of the system on Los Alamos County business process decisions. The SET Test Plan will contain detailed testing scripts to test Los Alamos County business processes.	
Format: MS Word document	
Outline: 1. Detailed test scripts by business process for each functional area/module in scope for the project.	
Los Alamos County Role: 1. Review the SET plan 2. Provide feedback for additional processes to be tested	
Tyler Role:	

1. Develop SET plan 2. Modify SET plan prior to testing based on Los Alamos County feedback 3. Conduct SET test
Acceptance Criteria: 1. The deliverable contains all the components specified in the Outline of this DED and the SOW 2. The respective Tyler and Los Alamos County project team members have resolved all material content and/or quality issues. 3. The deliverable is free of formatting and spelling errors.

Deliverable Number: DED-07 (1-7, 2-7, 3-7, 4-7)	
Deliverable Name: Program Modification / Interface Design Specifications	**Phase:** 1,2,3,4 (if applicable)
Objective: Review and understand Los Alamos County requirements for the In Scope Program Modifications and interfaces. Specification will contain a description and details of the intended program modifications and custom interfaces to be delivered to address the contract item – this document identifies exactly where and how the application programs will be changed.	
Scope: In Scope Program Modifications. Any other Program or Interface modifications identified during the implementation may be handled through the Change Process.	
Format: Word document to detail design specifications	
Outline: Word document provided by Development that will describe the proposed functionality desired by Los Alamos County.	
Los Alamos County Role: 1. Los Alamos County provides business justification for the modification. 2. Los Alamos County reviews the design specification with Development and Implementation. 3. Los Alamos County signs off on final design specification. 4. County PM works with Tyler PM to make adjustments to the modification development and delivery dates in the project plan, as necessary.	
Tyler Role: 1. Development obtains Los Alamos County's business practices and/or mandates that drive the need for the modification. 2. Development may suggest existing functionality to achieve the desired results. Implementation will provide relevant details for the Los Alamos County's suggested future Munis business practices. 3. Development creates the design specification for the modification. 4. Development and Implementation review the design specification with the Los Alamos County. 5. Development updates the design specification with any requested changes, if applicable. 6. Tyler PM works with County PM to make adjustments to the modification development and delivery dates in the project plan, as necessary. 7. Development obtains Los Alamos County sign-off of the design specifications. 8. Modify specifications if required after development of modification.	

Deliverable Number: DED-07 (1-7, 2-7, 3-7, 4-7)
Acceptance Criteria: 1. The deliverable contains all the components specified in the Outline of this DED 2. The respective Tyler and Los Alamos County project team members have resolved all material content and/or quality issues. 3. The deliverable is free of formatting and spelling errors.

Deliverable Number: DED-08 (1-8, 2-8, 3-8, 4-8)	
Deliverable Name: Pre-Live Checklist	**Phase:** 1,2,3,4
Objective: Identify all tasks that will need to be completed for Go-live. Checklist will provide cutover timelines to cease processing in the legacy system, timeline for final conversions, contingency processing plans and instructions for decentralized departments.	
Scope: Implementation will provide the Los Alamos County with a checklist of items needed to be completed for Go-Live	
Format: MS Excel	
Outline: Sample activities from a Payroll Go-Live Checklist: 1. Separation of duties between Payroll and HR determined and tested 2. Validate process of starting a payroll, switch T & A users 3. Review Dept. Time & Attendance process, proof reports 4. Verify GL Distribution Posting correctly- Finance Dept. approval 5. Verify appropriate permission levels on General, Time & Attendance and Payroll Run Processing for all users Checklist columns: 1. Item ID 2. Activity 3. Owner 4. Date Verified 5. Los Alamos County Approval (initials) 6. Notes/Comments	
Los Alamos County Role: 1. Review and complete the list of items required for go-live.	
Tyler Role: 1. Provide Los Alamos County with a list of items required for completion for the go-live, by phase.	
Acceptance Criteria:	

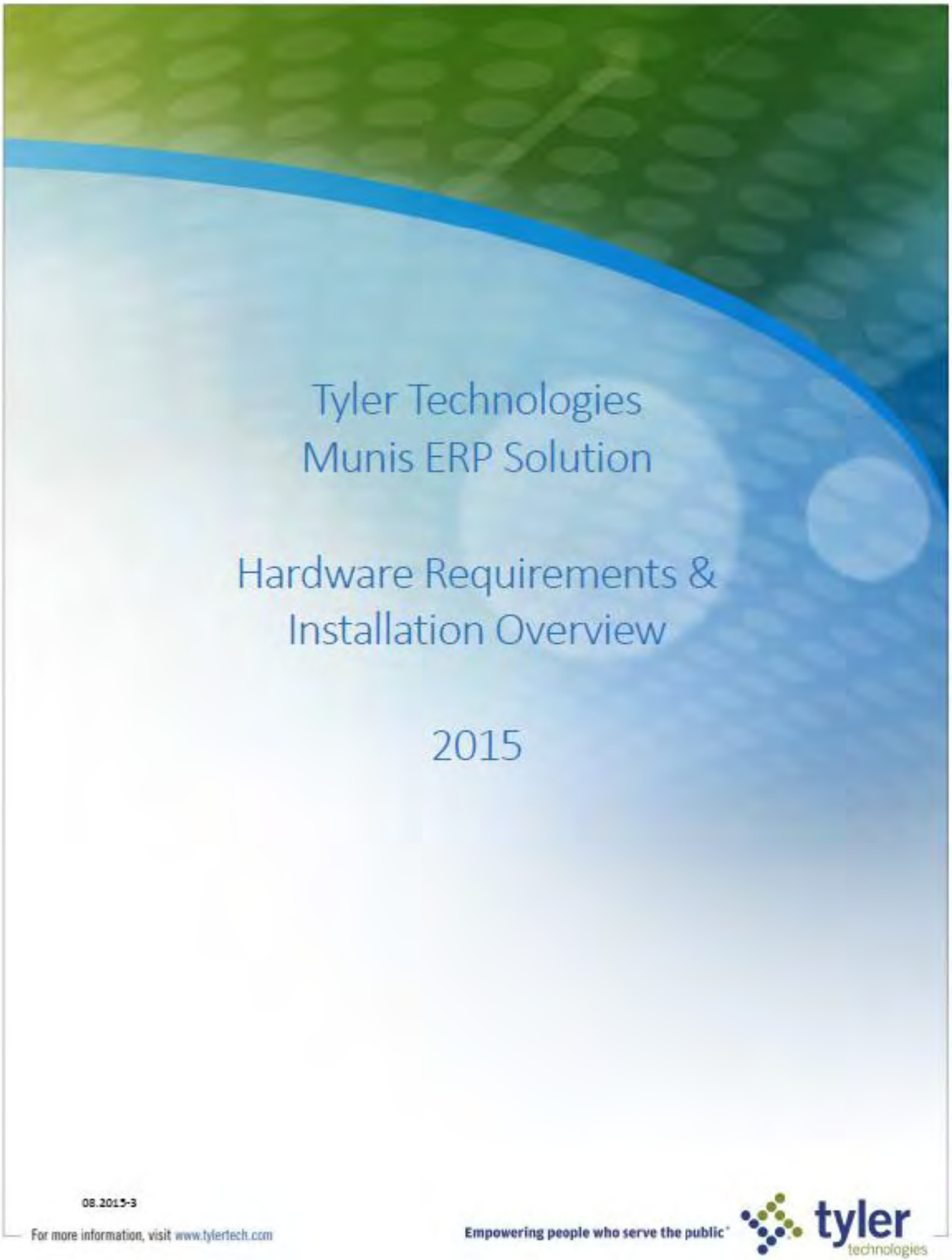
Deliverable Number: DED-08 (1-8, 2-8, 3-8, 4-8)
1. The deliverable contains all the components specified in the Outline of this DED and the SOW 2. The respective Tyler and Los Alamos County project team members have resolved all material content and/or quality issues. 3. The deliverable is free of formatting and spelling errors.

Deliverable Number: DED-8a (1-8a, 2-8a, 3-8a, 4-8a)	
Deliverable Name: Post Go-Live Support Plan	**Phase:** 1,2,3,4
Objective: Identify all tasks that will need to be completed for project closure and transition to support. Checklist will provide cutover timelines to transition from implementation support to post go-live support, timeline for resolutions for outstanding issues, post go-live training plans, etc.	
Scope: Post Go-Live Support Plan will define the process and procedure for post go-live support, issue resolution and authorization to proceed project/phase closure	
Format: MS Excel	
Outline: 1. Plan to transition to support 2. Plan for post go-live on-going training and re-training 3. Plan for issue resolution 4. Review of change process post go-live	
Los Alamos County Role: 1. Provide input and assistance on the post go-live support to Tyler PM	
Tyler Role: 1. Develop and deliver post go-live support plan with input from County	
Acceptance Criteria: 1. The deliverable contains all the components specified in the Outline of this DED and the SOW 2. The respective Tyler and Los Alamos County project team members have resolved all material content and/or quality issues. 3. The deliverable is free of formatting and spelling errors.	

Deliverable Number: DED-09 (1-9, 2-9, 3-9, 4-9)	
Deliverable Name: Lessons Learned Document	**Phase:** 1,2,3,4
Objective: Document lessons learned to apply to future phases/projects	
Scope: All lessons learned specific to Munis implementation	

Deliverable Number: DED-09 (1-9, 2-9, 3-9, 4-9)
Format: MS Excel
Outline: 1. ID 2. Date 3. Title 4. Phase 5. Lesson Value 6. Description and Impact 7. Recommendation(s) 8. Contact
Los Alamos County Role: 1. Gather feedback 2. Participate in lessons learned session 3. Document and archive lessons learned
Tyler Role: 1. Lead lessons learned session 2. Develop after action Change Management review plan for subsequent phases 3. Archive lessons learned
Acceptance Criteria: 1. The deliverable contains all the components specified in the Outline of this DED and the SOW 2. The respective Tyler and Los Alamos County project team members have resolved all material content and/or quality issues. 3. The deliverable is free of formatting and spelling errors.

Appendix 2: Hardware Requirements



Tyler Technologies
Munis ERP Solution

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On-premises Server Requirements

Overview

The following includes server infrastructure required for use with Tyler's Munis ERP application suite. The primary metric in sizing server specifications for the Munis suite is number of estimated concurrent users.

Tyler supports several server environment deployment types including high availability configurations, virtualized environments and dedicated testing environments; the following requirements are for a standard deployment. Unless otherwise noted, all specifications include non-production environments (e.g. Train and Test).

Hard disk space specifications include a combination of internal hard drives and SAN storage device for many servers. Storage requirements are included for each server for capacity planning purposes. A fiber controller is strongly recommended for dedicated database servers and virtualized environments connecting to the SAN device for performance and redundancy reasons; iSCSI is sufficient for all other servers. For larger SQL installations, configuring the TEMPDB files on dedicated solid state drives can significantly improve SQL performance. SQL Server Enterprise Edition is required for "at-rest" data encryption using Transparent Data Encryption (TDE).

Operating system, database and application software is included for reference only. Typically, it is the responsibility of our clients to properly license Microsoft software and procure required hardware.

High Availability

Tyler supports a variety of high availability (HA) server configurations. Tyler's recommended configuration is a virtualized environment used in conjunction with replication products such as VMware Site Recovery Manager or Veeam Backup and Replication. For environments requiring multiple dedicated SQL Server servers, SQL Server AlwaysOn Availability Groups is recommended (note, AlwaysOn requires SQL Server Enterprise Edition). A hardware-based network load balance appliance is required when using multiple application servers. Clients should contact Tyler Installation Services when considering these advanced configurations.

Tyler will work with every client to help determine the best configuration to meet their infrastructure needs, however it is typically the responsibility of the client (or their hardware vendor) to configure advanced HA environments.

Virtualization

Tyler Technologies supports VMware vSphere and Microsoft Hyper-V for virtualizing Windows servers. It is a requirement that a Storage Area Network (SAN) or RAID 10 direct attached storage be used when configuring a virtualized solution and the system should be configured such that virtualized guests are given dedicated memory.

Most virtualized installations will require customized hardware configurations. Please contact your sales representative to be directed to the appropriate Tyler technical resource that will be able to assist in hardware selection.

Tyler Technologies currently does not offer any training or installation services for the VMware or Microsoft Hyper-V virtualization products.

Munis – Up to 100 Users

The following outlines server infrastructure required for a Munis implementation sized up to 100 concurrent Munis users.

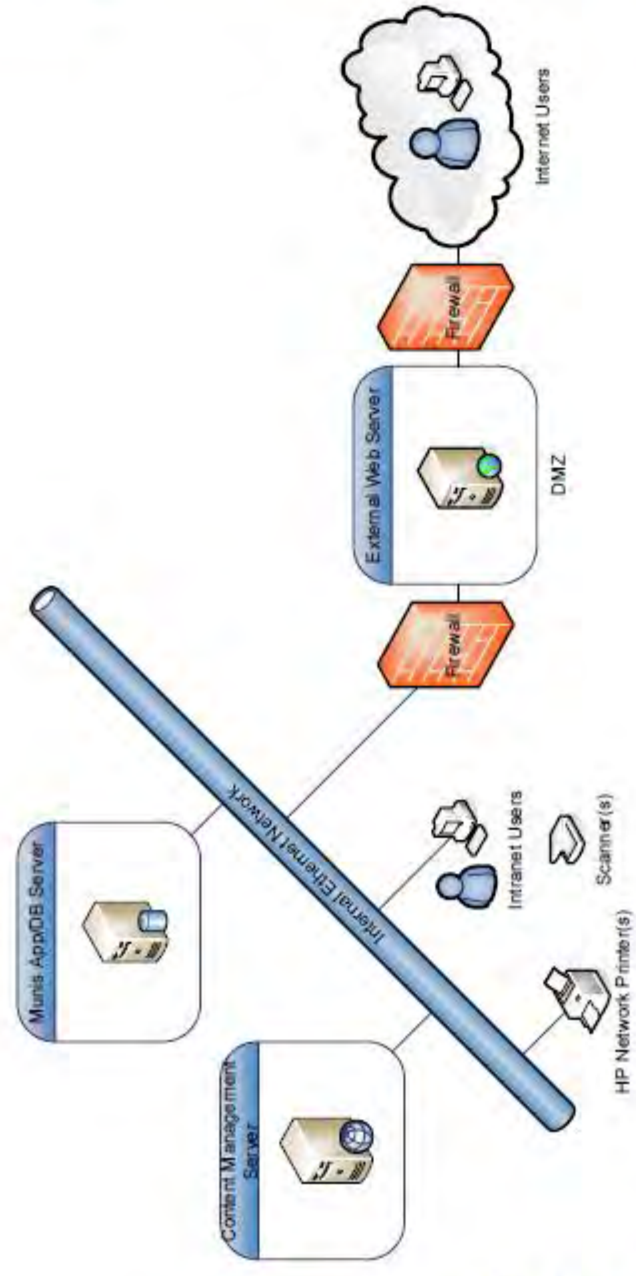
Server Function	Qty.	CPU (P)[1]	CPU (V)[2]	Memory	Storage	Software
Munis App & Database	1	(2) Intel quad core 2.0Ghz+	4 vCPUs	32GB	400GB to 700GB	Windows Server 2012 R2 Standard SQL Server 2012 or 2014 Standard SharePoint 2013 Foundation
Content Management	1	(1) Intel quad core 2.0Ghz+	4 vCPUs	24GB	300GB	Windows Server 2012 R2 Standard
External Web	1	(1) Intel quad core 2.0Ghz+	1 vCPUs	12GB	100GB	Windows Server 2012 R2 Standard

[1] CPU configuration for physical configuration.
[2] Minimum virtual CPU allocation for virtual configuration.

Tyler Technologies Munis ERP Solution
Hardware Requirements & Installation Overview – 2015

Tyler Technologies Infrastructure Diagram

Munis: Up to 250 concurrent users



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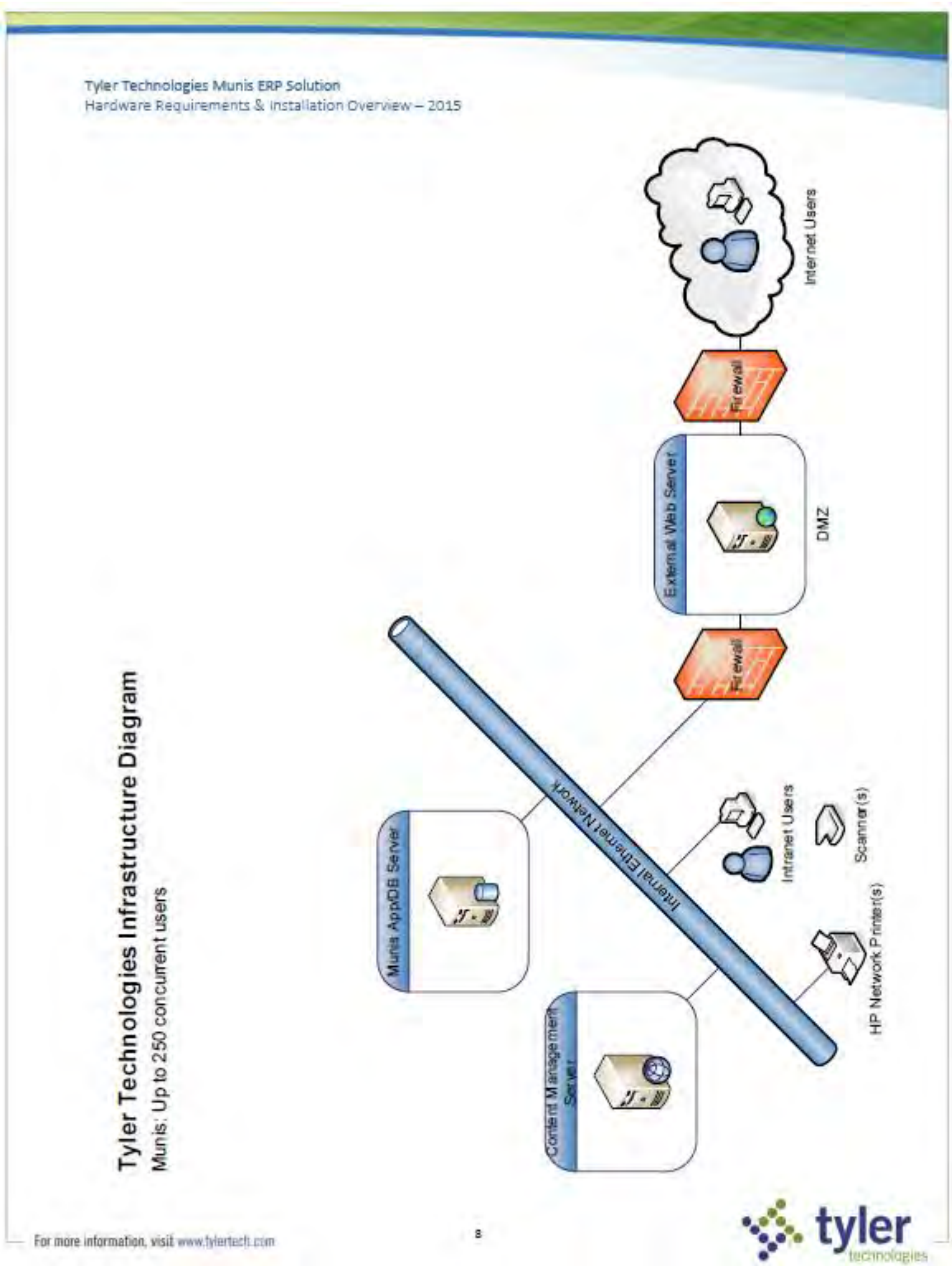
Munis – Up to 250 Users

The following outlines server infrastructure required for a Munis software implementation sized between 100 and 250 concurrent Munis users.

Server Function	Qty.	CPU (P)[1]	CPU (V)[2]	Memory	Storage	Software
Munis App & Database	1	(2) Intel quad core 2.0Ghz+	4-6 vCPUs	48GB to 56GB	650GB to 1.5TB	Windows Server 2012 R2 Standard SQL Server 2012 or 2014 Standard SharePoint 2013 Foundation
Content Management	1	(2) Intel quad core 2.0Ghz+	4 vCPUs	24GB	300GB	Windows Server 2012 R2 Standard
External Web	1	(1) Intel quad core 2.0Ghz+	1 vCPUs	12GB	100GB	Windows Server 2012 R2 Standard

[1] CPU configuration for physical configuration.

[2] Minimum virtual CPU allocation for virtual configuration.


Tyler Technologies Munis ERP Solution
Hardware Requirements & Installation Overview – 2015
Tyler Technologies Infrastructure Diagram
Munis: Up to 250 concurrent users
Internet Users
Firewall
External Web Server
DMZ
Firewall
Internal Ethernet Network
Munis App/DB Server
Content Management Server
Intranet Users
Scanner(s)
HP Network Printer(s)
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Munis – Up to 500 Users

The following outlines server infrastructure required for a Munis software implementation sized between 250 and 500 concurrent Munis users. At this size, Tyler recommends separate infrastructure for non-production environments (e.g. Train, Test).

Sites with more than 500 concurrent Munis users should contact their Tyler Sales Representative or Tyler's' Installations Department for a customized configuration.

Production

Server Function	Qty.	CPU (P)[1]	CPU (V)[2]	Memory	Storage	Software
Tyler Databases[3]	2	(2) Intel quad core 2.4Ghz+	4-6 vCPUs	48GB	2TB to 4TB ea. pair	Windows Server 2012 R2 Standard SQL Server 2012 or 2014 Enterprise
Munis Application[4]	2	(2) Intel quad core 2.0Ghz+	4 vCPUs	32GB	300GB ea.	Windows Server 2012 R2 Standard SharePoint 2013 Foundation
Content Management	1	(2) Intel quad core 2.0Ghz+	6 vCPUs	24GB	300GB	Windows Server 2012 R2 Standard
External Web	1	(1) Intel quad core 2.0Ghz+	2 vCPUs	18GB	100GB	Windows Server 2012 R2 Standard

Non-Production

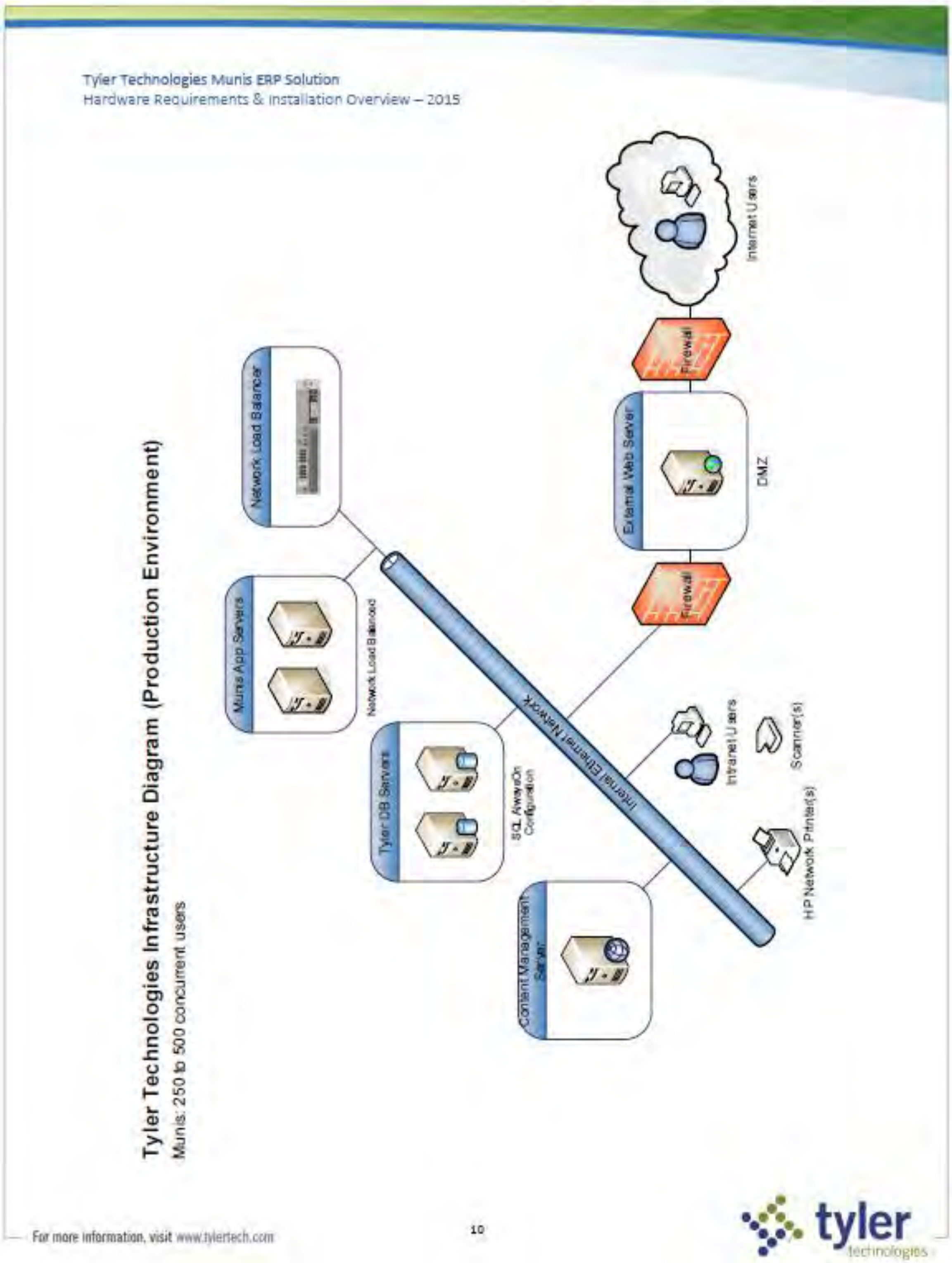
Server Function	Qty.	CPU (P)[1]	CPU (V)[2]	Memory	Storage	Software
Tyler Databases[3]	1	(1) Intel quad core 2.4Ghz+	4 vCPU	32GB	2TB to 4TB[4]	Windows Server 2012 R2 Standard SQL Server 2012 or 2014 Enterprise
Munis Application[5]	1	(1) Intel quad core 2.0Ghz+	2 vCPUs	24GB	300GB	Windows Server 2012 R2 Standard SharePoint 2013 Foundation
Content Management	1	(1) Intel quad core 2.0Ghz+	4 vCPUs	24GB	300GB	Windows Server 2012 R2 Standard
Web	1	(1) Intel dual core 2.0Ghz+	2 vCPUs	12GB	100GB	Windows Server 2012 R2 Standard

[1] CPU configuration for physical configuration.

[2] Minimum virtual CPU allocation for virtual configuration.

[3] SQL Server Enterprise Edition is required for high-availability configurations using AlwaysOn Availability Groups in addition to other advanced RDBMS configurations.

[4] Multiple application servers require a Network Load Balance device.


Tyler Technologies Munis ERP Solution
Hardware Requirements & Installation Overview – 2015
Tyler Technologies Infrastructure Diagram (Production Environment)
Munis: 250 to 500 concurrent users
Network Load Balancer
Munis App Servers
Network Load Balanced
Tyler DB Servers
SQL AlwaysOn Configuration
Content Management Server
Internal Ethernet Network
Intranet Users
Scanner(s)
HP Network Printer(s)
Firewall
External Web Server
DMZ
Firewall
Internet Users
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Network Requirements

Overview

Tyler applications communicate over TCP/IP and a network infrastructure of 10/100 Mbps between workstation and server and gigabit (1000 Mbps) connections between on-premises servers is highly recommended.

On-premises installations require external web servers reside in a Firewall DMZ. On-premises clients must obtain a 1024-bit (minimum) SSL certificate for all web and application servers to encrypt all traffic over HTTPS between the server and end users.

Bandwidth

Bandwidth usage can vary depending on application user type and their daily functions. Based on benchmarks through Tyler's SaaS data center and Test Lab, Tyler recommends the following bandwidth requirements:

Client to Server:

- Minimum: Mobile broadband
- Recommended: 10/100 Mbps
- 20-25 Kbps per concurrent user session

Server to Server (on-premises only):

- 1GBps network connection

Server to Disk Subsystem (on-premises only):

- Environments up to 250 concurrent users: iSCSI
- Environments over 250 concurrent users: Fiber

Tyler highly recommends sites with many anticipated remote users request a bandwidth utilization report for at least 1 month of recent usage from their ISP to ensure they have sufficient bandwidth available to meet these requirements, especially those considering Tyler SaaS Hosting.

Remote access options for on-premises installations such as Remote Desktop Services (RDS), RemoteApp and Citrix are supported and recommended for low bandwidth environments.

Microsoft Active Directory (on-premises only)

Microsoft Active Directory is required for authentication with Tyler back office applications. All Tyler servers must be a member of a domain that includes Active Directory user accounts for all back office users. All workstations used to access back office applications must also be a member of the same domain to ensure an optimum end-user experience with Single Sign-On capability. Active Directory configuration and administration is the sole responsibility of the client and must be configured prior to installation of Tyler servers. Munis Self Service users do not require Active Directory accounts or access from workstations that are members of the domain.

Please consult Tyler's Installation Department to discuss using Tyler applications in advanced Active Directory environments.

Email Server Integration

An SMTP email server is required for sending notifications. While any email server can be used for email notifications, Microsoft Exchange is required for the following advanced functionality:

- Automated scheduling in areas such as Scheduler Central for Munis Permitting, Munis Work Orders and Munis Utility Service Orders, and Munis Work Order Facilities room reservations
- Automated archiving of emails initiated from Munis to Tyler Content Manager
- Appointment creation on records directly from Munis
- Munis Dashboard Web Parts for Outlook Email, Outlook Calendar, Outlook Tasks and Outlook Contacts

End-user Requirements

Microsoft Windows Workstations

	Minimum[1]	Recommended
Operating System	Windows 7 (32-bit)	Windows 7 or 8.1 (64-bit)
Memory	2 GB	4+ GB
Disk Space	50 MB	100 MB
Screen Resolution	1024 x 768	1280 x 800

Required PC Software / Components:

- Microsoft .NET Framework v4.5[2]
- Microsoft Silverlight 5.1[3]
- Java Runtime Environment (JRE) 8[4]

Supported Windows Workstation Web Browsers

- 32-bit Microsoft Internet Explorer 11
- 32-bit Google Chrome version 31 or higher[5]
- 32-bit Mozilla Firefox (latest version)[6]

Supported Microsoft Office for Windows[7]

- 32-bit Microsoft Office 2013
- 32-bit Microsoft Office 2010
- 32-bit Microsoft Office 2007[8]

[1] Meeting the minimum PC requirements will ensure the Tyler applications will operate, but will not guarantee performance. All performance and benchmark testing is done with PC's that meet (or exceed) the 'recommended' hardware configuration.
[2] Microsoft .NET Framework required for Tyler Cashiering only.
[3] Microsoft Silverlight required for select Munis functionality only, such as Tyler Content Manager.
[4] JRE required for select Tyler Content Manager advanced functionality only.
[5] Microsoft Silverlight browser add-in is required for select Munis applications. In September 2015, Google Chrome will remove support for Microsoft Silverlight. Users requiring access to Silverlight applications must use Microsoft Internet Explorer.
[6] Firefox supported with Munis Self Service only.
[7] Office 365 supported, but requires Office desktop client.
[8] Excel and Word export supported only. Office client add-ins for Munis are not supported.

Apple Mac OS Workstations

	Minimum[1]	Recommended
Operating System	Mac OS X 10.9 (64-bit)	Mac OS X 10.10+ (64-bit)
Processor	1.8 Ghz Intel	2.5+ Ghz Intel
Memory	2 GB	4+ GB
Disk Space	50 MB	100 MB
Screen Resolution	1024 x 768	1280 x 800

Required Mac Software / Components:

- Microsoft Silverlight 5.1[2]

Supported Mac Workstation Web Browsers[3]

- 32-bit Apple Safari 7.1 or higher (with auto-updates enabled)
- 32-bit Mozilla Firefox[4]

Supported Microsoft Office for Mac

- 32-bit Microsoft Office for Mac 2011

Mac OS Limitations

Munis is fully supported on Mac OS X with the following exceptions. This functionality can be obtained using alternative solutions such as RDS to a Windows environment or "Windows on Mac" virtualization (e.g. Parallels Desktop for Mac, VMware Fusion).

- Microsoft Office for Mac does not support connections to SQL OLAP cubes. Due to this Microsoft limitation, Mac users cannot access Munis Cubes.
- Munis Next Year Budget Entry (NYBE) for Excel is a Microsoft Excel add-on is one of several ways users can input and maintain information related to next year budget entry. This add-on is only available for Microsoft Office (2010 and higher) on Windows platforms.
- Tyler Reporting Services / SQL Server Reporting Services reports cannot be created or modified.
- Advanced Tyler Content Manager functionality such as batch document scanning.

[1] Meeting the minimum PC requirements will ensure the Tyler applications will operate, but will not guarantee performance. All performance and benchmark testing is done with PC's that meet (or exceed) the 'recommended' hardware configuration.
[2] Microsoft Silverlight required for select Munis functionality only, such as Tyler Content Manager.
[3] For optimal user experience, Tyler highly recommends all Mac workstations used for back office access (non Self Service) are members of the same Active Directory domain as Tyler servers.
[4] Supported with Munis Self Service only.

Mobile Devices

Application	Any Mobile Device[1]	Windows 8 Tablet	Windows Phone	Apple iPad	Apple iPhone
Munis Application Suite[2]	X	X		X	
Employee Time Off Approvals	X	X	X	X	X
Munis Field Inspector		X	X		
Munis Self Service	X	X		X	
Munis Workflow	X	X	X	X	X
Munis Work Orders		X			

[1] Not all devices tested regularly.
[2] HTML5 applications only; requires browser with HTML5 support. Some applications may require remote access configuration by the client.

On-premises Installation Process Overview

The installation of Tyler software will be handled by a dedicated team that is well versed in the installation process and will ensure that the project is completed in timely manner. The installation process consists of four general phases and is outlined below:

- Initial Coordination
- Pre-Installation Preparation
- On-Site Installation Visit
- Post-Installation Follow Up & Installation Review

Installation Team Key Contacts

Technology Services Manager
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Installations Manager
Dean Wilber 1-800-772-2260 x4740 Dean.Wilber@tylertech.com

OS/DBA Support Manager
Benjamin King 1-800-772-2260 x4867 Ben.King@tylertech.com

Installation Team Coordinator
Gretchen Sullivan 1-800-772-2260 x4038 Gretchen.Sullivan@tylertech.com

Initial Coordination

The initial coordination phase entails a review of the final Tyler contract, including products purchased and the hardware needs for those products. At this time, the Installation Coordinator will contact you to discuss your timelines and expectations.

A conference call will be scheduled to discuss hardware needs and offer recommendations for the final hardware purchase. The Installation Team will work with you to recommend and review your hardware quotes to ensure they meet our requirements. Once an estimated delivery date is received from your hardware vendor, a date can be scheduled for the On-Site Installation.

Pre-Installation Preparation

Once the installation date is confirmed, an Installation Engineer is assigned to your project and the follow arrangements are made:

- Booking of travel and accommodations
- Travel and On-Site Coordination (This is conducted via email and/or phone call and will serve to confirm dates, travel arrangements, parking arrangements, hours of operation as well as an agenda for the time scheduled on-site. During this communication, the installer is available to answer any questions surrounding the installation, hardware, process, etc.).

The Installation Coordinator will prepare an Electronic Delivery Package of your software. You will receive an e-mail including a Packing List for your software, a Licensing Worksheet and a link to the Tyler Technologies Electronic Delivery System. You are required to download the software packages available to you, and store them in an accessible location for the Installation Engineer.

On-Site Installation Visit

During a typical installation, the Installation Engineer will travel on Monday and will arrive at the client site Tuesday to begin installation related tasks.

A usual Tyler Installation is a combination of on-site and remote work. Typical installations are completed during a week, however additional on-site or remote work may be needed depending on the installation complexities and configured. These installation weeks will be scheduled over the course of a month or two depending on the over-all project plan milestones.

One of the most critical aspects of the installation process is the Installation Review. This training is intended for your technical staff. Please note that this training is not end-user training and will only cover IT related functions for the purpose of setup, configuration and maintenance. During training, we encourage staff to ask plenty of questions to help familiarize them with your new Tyler Infrastructure.

The following items are addressed during the Installation Review:

- File Systems and Installation Locations
- Critical Services and Accounts
- Backup Plans, Restore Options and Client Requirements

- Refreshing Databases
- Security Concerns (Domain, Local and SQL Accounts)
- Printer Setup and Print to PDF Output Options
- User Account Preparation
- Location and Functionality of Special Products (Dashboard, Central, MSS, TCM, CAFR, etc.)
- Using Remote Assistance
- Installing Client Software
- Technical Product Functionality

Post-Installation Follow-Up

After the Installation Engineer has departed from your site, any general questions, comments or concerns, can be directed to your Tyler Technologies Project Manager. He or she will direct your questions as necessary to ensure a high level of customer service. For any installation specific questions, comments, or concerns, please contact the Technology Services Manager or Installation Coordinator.

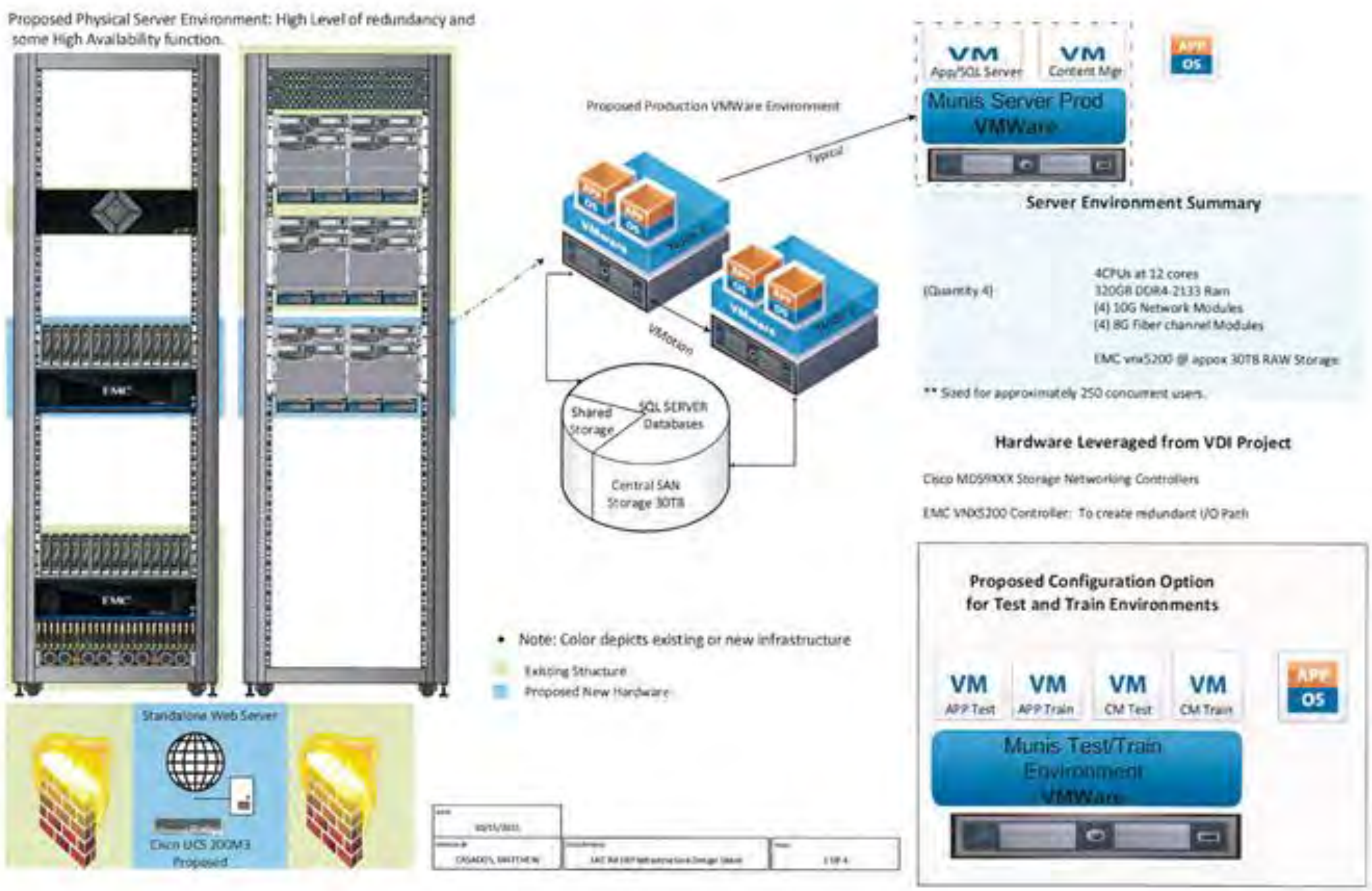
Any outstanding items from the On-Site Installation will be scheduled for remote completion. If any of the remote installation work requires Server Installation Sign Off Forms to be completed, the Installation Engineer will prepare these forms and e-mail them to you. The Installation Engineer will review the sign off with you in addition to performing Installation Review for the specific product to ensure that everything is complete and fully functional. Similarly, if any product is delivered separately to you in order to complete the remote installation, any packing lists accompanying the electronic delivery will also need to be signed and dated. You will then return the completed copies of all paperwork to the Installation Engineer.

Once your Tyler Installation has been completed, the next phase of your project will involve Implementation and Training. Your Project Manager will be the primary contact for assisting you from this phase forward. For any installation related questions, please contact the Installation Coordinator. All support related questions should be directed to the OS/DBA Department or the specific product support group for the fastest possible resolution.

Example Installation Statement of Work

Installation Activity	Tyler	Client
Discuss installation time frame and customer needs	Lead	Assist
Determine database configuration and specification, i.e. cluster vs. mirror	Lead	Assist
Provide server specifications and consultation	Lead	
Obtain hardware quote from vendor	Assist	Lead
Provide quote for review and approval	Assist	Lead
Order hardware and notify of arrival date		Lead
Arrange and confirm onsite installation	Lead	Assist
Notify Tyler when hardware arrives		Lead
Installation Eng. to arrange conference call to discuss and finalize installation process	Lead	Assist
Confirm hardware is configured and brought pre-determined level. O/S at necessary update level and SAN has appropriate LUNs and RAID arrangement.	Assist	Lead
Arrive onsite and begin installation	Lead	
Review overall installation process with customer	Lead	Assist
Provide necessary resources for installation, includes: Network Admin, Active Directory Admin, Server Admin, and any other personnel as previously discussed	Assist	Lead
Install Tyler applications	Lead	
Install and configure SQL database	Lead	Assist, as needed
Install and configure additional products	Lead	
Installation Activity	Tyler	Client
Conduct installation review of all server configurations	Lead	Assist
Conduct training to install end user software	Lead	Assist
Complete installation sign offs	Lead	Assist
Arrange for items that will completed remotely	Lead	Assist
Provide connectivity assistance for remote items	Assist	Lead
Complete remote installation sign offs	Lead	

Appendix 3: System Design Plan



Appendix 4: TylerForms Output Management Solution Printer Requirements

TylerForms Output Management Solution Printer Requirements

Check Printers
The following technical specifications must be met for check printing with the TylerForms Output Management Solution.

HP Brand Black/White Laser Jet Networked Printer with Static IP Address
High Speed USB 2.0 Port
HP Jet Direct Fast Ethernet Embedded Print Server
HP PCL 5e Personality or Language Installed
Automatic Duplexing Included and Enabled
Minimum Memory - 64MB
Minimum of 80 Internal TrueType Scalable Fonts (80 HP Font Set)
Minimum of 2 Full Input Trays (Manual Feed Tray not usable)
Accommodates Letter and Legal Size Paper Stock
Printers must have the latest firmware updates installed

IMPORTANT NOTE: We do not support HP printers that have been modified with TROY brand or any other 3rd party MICR security features for check printing.

Recommended TylerForms Check Printers
Please note that some of these printers may not be available from HP directly as they change printer models often. They are generally available from HP resellers and other retailers even if HP is no longer offering them directly.

HPLJ 3015x	HPLJ M606dn*
HPLJ M604dn*	HPLJ M606x
HPLJ M605dn*	HPLJ M806dn
HPLJ M605x	HPLJ M806x

**If using the HPLJ M604dn, HPLJ M605dn or M606dn you must purchase an additional input tray in order to meet the requirement of two full input trays.*

Other Form Printers
The following technical specifications must be met for all other form (not check) printing with the TylerForms Output Management Solution.

Network Laser Jet Printer with Static IP Address
PCL 5e Personality or Language Installed
Automatic Duplexing Included and Enabled*
Minimum Memory - 64MB
Minimum of 80 Internal TrueType Scalable Fonts (80 HP Font Set)
Minimum of 2 Full Input Trays (Manual Feed Tray not usable)
Accommodates Letter and Legal Size Paper Stock
Printers must have the latest firmware updates installed
**Please note that for some non-check form designs you will need to have a duplexing capabilities.*

PLEASE NOTE: Our solution is designed for and guaranteed to work with HP black and white laser jet printers meeting the minimum requirements. For non-check forms we will make every effort to print to other networked printers that meet the technical requirements outlined above. While we routinely and successfully print other forms to many brands of laser printers, if we are unable to print to a printer on your site, you will be required to provide an alternate printer.
Rev. 8/15

Appendix 5: General Conversion Descriptions

Module: Accounts Payable, Fixed Assets, General Ledger, Purchasing, Inventory,
Topic: Conversion Descriptions
Financial Modules Conversion Descriptions

General Ledger

Standard Conversion - Chart of Accounts

For this conversion, the client is given a specific Munis Conversions Excel spreadsheet with many tabs, in which they fill out their setup information for segments, objects, character codes, project codes, organizations (or long accounts), segment level control accounts, budget rollups, fund attributes, and due-to/due-from accounts. A Munis project manager will go over everything with the client. This spreadsheet is converted into the necessary Munis tables, with many checks for validity, inter-relationships, etc.

Option 1: Actual Balances – up to 3 years

If desired, after the chart of accounts is set up, and a crosswalk created between legacy accounts and Munis accounts, the client sends their actual account balances for up to 3 years, to be populated in the Munis GL Master and GL Master Balance tables. Additional years can be converted for an additional amount.

Option 2: Budget – up to 3 years

If desired, after the chart of accounts is set up, and a crosswalk created between legacy accounts and Munis accounts, the client sends their budgeted account balances for up to 3 years, to be populated in the Munis GL Master and GL Master Balance tables. Additional years can be converted for an additional amount.

GL History – not part of standard options, must be quoted and approved

All General Ledger transactions linked to an account are converted. A client will be able to pull up a GL account in Munis and be able to click on detail and see the individual transactions linked to the account. We will convert the transaction type, date, amount and other information linked to the transaction type. Example on an AP transaction we will convert the check number linked to that transaction, PO number on a PO transaction etc. All actual and budget amounts will be computed from the historical conversion.

Standard Conversion – Project Ledger

For this conversion, the client is given a specific Munis Conversions Excel spreadsheet with many tabs, in which they fill out their setup information for segments, account strings and FS Allocation table. A Munis project manager will go over everything with the client. This spreadsheet is converted into the necessary Munis tables, with many checks for validity, inter-relationships, etc.

Option 1: Project Balances – up to 3 years

If desired, after the Project Ledger is set up, and a crosswalk created between legacy accounts and Munis accounts, the client sends their balances to be populated in the Munis Project Ledger tables.

munis

Page 1

Option 2: Budget

If desired, after the Project Ledger is set up, and a crosswalk created between legacy accounts and Munis accounts, the client sends their budgeted balances, to be populated in the Munis Project Ledger tables.

Accounts Payable

Standard Conversion - Vendor Master, Remit Addresses, 1099 Amounts

The client provides master data from their legacy vendor master (names, addresses, SSN/FID, contacts, phone numbers, etc.) and this data is converted into Munis vendor master fields. If remittance addresses are provided, these are converted into the related Munis Remittance Address table. If YTD 1099 amounts are provided for vendors, these balances are converted into the related Munis Vendor 1099 balances table. This part is repeated with final data at go-live, after being run earlier for verification.

Option 1 – Check History

If desired, after a successful AP Vendor Master conversion, the client provides AP Check information for conversion to related Munis Check Header and Check Detail tables. Check Header holds such data as vendor, warrant, check#, check date, overall amount, GL cash account/date, and clearance information. Check Detail holds related document/invoice numbers for each check. When needed, this conversion uses a crosswalk from legacy vendors to Munis vendors, usually created during the master conversion, but sometimes augmented with client's additional entries.

Option 2 - Invoices

If desired, after a successful AP Vendor Master conversion, the client provides AP Invoice information for conversion to related Munis Invoice Header and Invoice Detail tables. General information for the invoice is stored in a Header record, and line-specific information stored in a Detail record. When needed, this conversion uses a crosswalk from legacy vendors to Munis vendors, usually created during the master conversion, but sometimes augmented with client's additional entries.

Purchasing

Standard Conversion – Open Purchase Orders

Most clients prefer to close most of their purchase orders and key in the few that remain, but this conversion is requested by some. PO Header data (vendor, buyer, date, accounting information, etc.) and PO Detail (line) information is supplied by the client and converted into Munis tables.

Inventory

Standard Conversion – Inventory Master

The standard inventory conversion converts data to Munis inventory master table, location table, fifo table if data is provided (seldom), and backorder header and detail tables if data is provided (seldom). General master data includes item, description, commodity code, purchase vendor and date, date received, GL information, hazard code, etc. Location master includes item, location, bin, various quantities (on-hand, last, committed, standard purchase, re-order), lead time; count, count date, and variance; GL information; plus many accumulator buckets (MTD/YTD/SOY/SOM/LY received/issued/adjusted/cost/value, ...), etc. FIFO data includes item, location, date, qty-received, unit cost, and quantity on hand.

Option 1 – Commodity Codes

Though listed here under Inventory conversions, commodity codes may relate to purchase orders, inventory, or both. Therefore, this option may frequently be purchased without the standard inventory conversion. This conversion sets up the commodity master information, including codes and descriptions, commodity type, acquisition type, unit of measure, vendor, buyer, approver, and various other codes and flags, some linked to the Fixed Assets module.

Fixed Assets

Standard Conversion – FA Master

Fixed Assets master data is usually converted from client's data provided in a spreadsheet, but may also come from vendors like American Appraisal or Industrial Appraisal, as fixed length or delimited files. If more than one set of assets will be submitted for conversion, the original spreadsheet columns or file layout must remain the same (leaving some columns without data if not applicable to a set, adding columns onto the end if more are needed). If the column meanings (layout) changes, it is billed as a separate conversion.

FA master data includes a large amount of data, some of it optional. The main information is:

- Asset description, status (see below), and type (G or P)
- acquisition quantity, date, and amount
- codes for asset class, subclass, department, custodian
- flags for capitalization and depreciation
- estimated life
- serial number, model, model year
- depreciation method, life-to-date depreciation amount, last depreciation date
- disposal information (if any)
- purchase information, if any (vendor, PO, invoice)
- four GL orgs and objects, for Asset account, Contra account, Depreciation Expense account, and Accumulated Depreciation account, plus an addition org and object for purchase account (if desired)
- Comments

The conversion does not in any way touch the General Ledger module. However, if you wish to post acquisition amounts to GL, request the assets to be converted with status "N"ew. After the conversion you will run the GL posting process in the Fixed Assets module, creating journal entries and changing the assets' status to "A"ctive. Assets with a value of zero will not post, so you will need to create Journal entries for their acquisition amounts. If your assets are already posted to the General Ledger, request that your assets be converted with status "A"ctive. Life-to date depreciated amounts and first/last month/year will be converted, but you will need to create manual journal entries for previous depreciation for the GL. Retired/disposed-of assets can also be converted, with status "R".

General Information On All Munis Conversions

- Clients are responsible for extracting their legacy data and providing files to Munis Conversions
- The most common ways to extract and provide data to Conversions are Excel spreadsheet, comma-delimited (can use tab or pipe or other delimiter, as well), ASCII fixed-length, Access database, and Fox-Pro database. For other formats, please check with conversions. PICK data must be sent normalized.
- Conversion data does not need to look like the Munis records; even if you have seen the Munis Conversion Guide for your module, do not try to match it; send your data the easiest way you can extract it, including all fields that may be relevant even if there is not a one-to-one match with a Munis field.
- There is no need to worry about the parsing of names and addresses, or format of dates or phone numbers; Munis Conversions handles this for you.
- In almost all cases, clients enter their own code tables (codes, descriptions, and related data), and of course clients fill out their own module parameters; these are not converted. Most data converted is based on that module's main ID (employee, account, etc.), including master data, subsets of master data, and transaction data.
- Data may be transferred by e-mail (small files only) or FTP'd to the Munis data transfer site, where a directory is set up for each client, with client-specified password, so other clients do not have access. Occasionally files are sent on a cd, but this is slower, of course.
- Having sent data for any conversion option, <u>use the same format (layout) for whenever an updated file of the same type of data is re-sent</u>. (In Excel spreadsheet terms, this would mean that the columns should always have the same headings, representing the same data.) Don't drop a field once defined, even if you later send it empty. If additional data is needed for another pass, define more fields at the end of your line/record.
- Specification of how data should move from fields in legacy files to fields in Munis tables is called "mapping". This may be done by client, Implementation, or Conversions, or sometimes all three.
- A separate spreadsheet indicating replacement of values for a single Munis field, when going from legacy to Munis system, is called a "crosswalk". A simple crosswalk is a one-for-one replacement that basically says, whenever you see 1, use A; for 2, use B, etc. Crosswalks are mostly used for creating Munis code values. As an example, we often have a crosswalk from deduction codes used in the legacy payroll system to deduction codes used in Munis payroll. A client with a good I.T. system may choose to do their own crosswalking, and send only the Munis values of any code in the Conversion file. However, making this choice often means re-sending large files over and over when the basic legacy data has not changed, whereas if the crosswalk is with the Munis programmer, a crosswalk change is a simple replacement and quick re-run.
- A conversion is assigned to a programmer only after data is received from the client and a completed Conversion Request Form is received from the Munis Project Manager.
- Clients are responsible for verification of converted data. Converted data is usually loaded first to a Munis Training database, recently refreshed from the Live Munis database, then after verification it is loaded to Live.

Contract Management

Standard Option

Contracts are closely connected to bids in the Purchasing module, but the standard option is for bids that have already been turned into contracts. Contract tables are connected by a contract number that can be up to 10 characters, with both alpha and digits allowed. An enforcement method code determines the type of contract and which related tables are needed. For any contract conversion, the programmer needs to know what enforcement method is applicable. If more than one method applies, source data may need to be provided separately and appropriately labeled, as though there were two separate conversions. The Munis status of converted contracts will always be posted or (infrequently) closed.

The standard tables in a Contract Management conversion are contract header and detail with corresponding journal entry, as needed. A full table list follows:

- Contract Header table with many fields, including fiscal year and period; Munis vendor number; department code; description; enforcement method code; awarded, approved, entry, and expiration dates; retention information, if any; user-defined type and review codes; status code (posted); Munis user-id for contract-entry-person and next-approver, if known; renewal and extension dates; percent completed and corresponding as-of date; project code and encumbrance flag; print flag; roll flag; original and modified days; change-order information.
- Contract Header Comments held in a separate table.
- Additional Contract Header Description held in a separate table.
- One or both of two possible contract detail tables, depending on the enforcement method code.
- Line Item Account Detail table is needed for Enforcement Methods "Encumbered", "Non-Encumberd GL Accounts", Amounts by GL Segments", and "Not to Exceed". It contains fiscal year, GL data and budget code (first two methods only); original and revised amounts, expended, and liquidated amounts; change-order information.
- Line Item Amount Detail table is needed for Enforcement Method "Item/Qty/Cost/Disc" only. It contains commodity code, inventory-ID, description; ordered/received quantity, unit price, extended amount; discount information, cost-plus amount.
- Additional contract detail Description beyond 210 characters held in a separate table.
- User-Defined fields table, if needed (client provides U-D number for each).
- Journal Entry lines to match encumbered contracts' detail lines.

General Information On All Munis Conversions

- Clients are responsible for extracting their legacy data and providing files to Munis Conversions.
- The most common ways to extract and provide data to Conversions are Excel spreadsheet, comma-delimited (can use tab or pipe or other delimiter, as well), ASCII fixed-length, Access database, and Fox-Pro database. For other formats, please check with conversions. PICK data must be sent normalized.
- Conversion data does not need to look like the Munis records; even if you have seen the Munis Conversion Guide for your module, do not try to match it; send your data the easiest way you can extract it, including all fields that may be relevant even if there is not a one-to-one match with a Munis field.
- There is no need to worry about the parsing of names and addresses, or format of dates or phone numbers; Munis Conversions handles this for you.
- In almost all cases, clients enter their own code tables (codes, descriptions, and related data), and clients fill out their own module parameters; these are not converted. Most data converted is based on that module's main ID (employee, account, etc.), including master data, subsets of master data, and transaction data.
- Data may be transferred by email (small files only) or FTP'd to the Munis data transfer site, where a directory is set up for each client, with client-specified password, so other clients do not have access. Occasionally files are sent on a cd, but this is slower, of course.
- Having sent data for any conversion option, <u>use the same format (layout) for whenever an updated file of the same type of data is re-sent</u>. (In Excel spreadsheet terms, this would mean that the columns should always have the same headings, representing the same data.) Don't drop a field once defined, even if you later send it empty. If additional data is needed for another pass, define more fields at the end of your line/record.
- Specification of how data should move from fields in legacy files to fields in Munis tables is called "mapping". This may be done by client, Implementation, or Conversions, or sometimes all three.
- A separate spreadsheet indicating replacement of values for a single Munis field, when going from legacy to Munis system, is called a "crosswalk". A simple crosswalk is a one-for-one replacement that basically says, whenever you see 1, use A; for 2, use B, etc. Crosswalks are mostly used for creating Munis code values. As an example, we often have a crosswalk from deduction codes used in the legacy payroll system to deduction codes used in Munis payroll. A client with a good I.T. system may choose to do their own crosswalking, and send only the Munis values of any code in the Conversion file. However, making this choice often means re-sending large files over and over when the basic legacy data has not changed, whereas if the crosswalk is with the Munis programmer, a crosswalk change is a simple replacement and quick re-run.
- A conversion is assigned to a programmer only after data is received from the client and a completed Conversion Request Form is received from the Munis Project Manager.
- Clients are responsible for verification of converted data. Converted data is usually loaded first to a Munis Training database, recently refreshed from the Live Munis database, then after verification it is loaded to Live.

Module: Payroll and HR
Topic: Conversion Descriptions
Payroll and Applicant Tracking Conversion Description

Payroll

Standard Conversion – Employee Master with Addresses

Client provides employee master data from their legacy system, including data such as name, address, SSN, legacy employee ID, date of birth, hire date, activity status (active/inactive/pensioner/benefits-only), leave/termination date, phone(s), e-address(es) marital status, gender, race, personnel status (full-time, part-time, etc.), highest degree, advice-delivery (print/email/both) and check location, plus primary group, job, location, and account information. This data is used to populate the MUNIS Employee Master and Employee Address tables. If additional data is provided at this first conversion point for Employee Dependents and/or Employee Emergency Contacts, it will also be converted as part of the standard conversion. (Converted later, after the client owns the converted master data, this is a separate conversion option.) It is important to convert all employees, active or terminated, in all years for which you expect to be converting any historical information (accumulators, check history, deduction & earnings history, personnel action history, etc.), as historical information will not show up, even if converted, unless there is a valid MUNIS employee master.

Option 1 – Employee Deductions

Legacy employee payroll deduction data, including employee ID, deduction codes, tax information, and direct deposit information, are converted into corresponding MUNIS tables. A deduction code crosswalk is always needed, whether based on legacy codes, or sometimes just legacy field descriptions.

NOTE: Unlike the conversion of any other module, payroll goes live in 2 steps. The employee master and deduction data is accepted and maintained in both legacy and MUNIS systems for 1 to several months, in order to give the client time to create MUNIS pay records for their employees and do parallel payroll runs. Meanwhile, data is provided for most of the other conversion options below, and these conversions verified in advance of go-live, so that a very quick turn-around can be expected on final data.

Option 2 – Employee Accruals

Employee Accruals (Vacation, Holiday, and other Leave balances) are converted from legacy data to corresponding MUNIS tables. If provided, start-of-year, earned-to-date, and used-to-date can be converted, as well. If converted, accrual balances must be completed before the client goes Live on actual payroll runs.

** Accrual transaction history is not part of this option. If a client requests accrual history it needs to be quoted by the conversion department.

Option 3 – Employee Accumulators

Employee pay and deduction amounts (and sometimes amounts paid by the employer on behalf of the employee), are converted in this option. Though it is sometimes not so in the legacy system, each amount in MUNIS must be related to a specific pay or deduction code. The deduction code crosswalk used in Option 1 is used again here and in deduction history (option 5). A pay code crosswalk is usually provided, or else a single default code for all regular pay, plus any relevant noncash pay codes. Tax and retirement grosses may be converted or may be calculated afterward through a MUNIS process. If history conversions are also purchased, there is usually no need to provide separate source data for accumulators.

Option 4 – Employee Check History

In this option, we convert amounts for earnings and deductions in employee check history (with check# and check date), attached to a code. Sometimes, earnings are not converted into individual codes, but rather into a single "dummy" conversion code, such as 999. If individual, a pay code crosswalk is needed, and it can be tricky getting a single MUNIS code for each legacy pay code (with additional columns of information to use for decision-making when there is a split). Deductions are always converted to individual codes, but if the legacy system has history deduction amounts only in groups, the client may need to create several corresponding "dummy" deduction codes for the conversion to MUNIS. Otherwise, there is generally already a crosswalk for deductions from the employee deductions conversion. Usually tied to check history, and to earnings/deduction Accumulators, this conversion also may run into problems with data older than a few years.

Option 5 – Employee Earnings/Deduction History

In this option, we convert amounts for earnings and deductions in employee check history (with check# and check date), attached to a code. Sometimes, earnings are not converted into individual codes, but rather into a single "dummy" conversion code, such as 999. If individual, a pay code crosswalk is needed, and it can be tricky getting a single MUNIS code for each legacy pay code (with additional columns of information to use for decision-making when there is a split). Deductions are always converted to individual codes, but if the legacy system has history deduction amounts only in groups, the client may need to create several corresponding "dummy" deduction codes for the conversion to MUNIS. Otherwise, there is generally already a crosswalk for deductions from the employee deductions conversion. Usually tied to check history, and to earnings/deduction Accumulators, this conversion also may run into problems with data older than a few years.

Option 6 – Applicant Tracking

Client's legacy application requisition applicant master data, plus applicant references, certifications, education, skills, tests, work history, and interviews, are converted to appropriate MUNIS tables. Most clients convert only applicant master or requisition and applicant master data. Other data, even if stored in the legacy system, is usually descriptive, and more easily keyed than converted to MUNIS' code-driven tables.

Option 7 – Employee Personnel Action History

In this option, clients provide information on various types of personnel actions, such as job or salary changes, along with dates. These are converted into MUNIS personnel action records as though they had happened within the MUNIS application.

Option 8 – Position Control

A few clients provide position control data, such as position, description, status, job code, bargaining group, location, number of employees allowed for each, FTE percentage, GL account, and max/min grade and step. This conversion, when purchased, is done at the beginning with employee master and employee deductions, and taken over by the client before they can begin to create employee pay records. Position Control History is very seldom converted – shows connection between position number and employees, with dates, from the position# point of view. For employee position/job history, use Personnel Action History option 7.

Option 9 – Employee State Retirement and Other State Reporting

Some states have fairly involved state reporting requirements. This option deals with the MUNIS screens that hold specific state-required data, plus related service years information, when appropriate.

Option 10 – Employee Certifications

Certification data in MUNIS is stored in terms of certification area and certification type codes, which must provided by the client (in their data, through crosswalks, or by a given default). In addition, certification number and effective date, expiration date, and required-by date can be converted, along with more codes for certification level and subjects. As with Applicant Tracking, if the legacy application is not already code driven, or easily translated into codes, clients often find it easier to key this data themselves.

Option 11 – Employee Education

MUNIS Employee education is stored in terms of codes, for institution, type of degree, and area(s) of study, so this is another conversion that can be a great deal of work for the client if their legacy data does not easily convert into codes.

Module: Munis General Revenues
Topic: Conversion Descriptions
General Billing Conversion Description

General Billing (GB)

GB Standard CID

(Often converted.)
This includes the demographic information for all customers in a legacy database. Customer records should be brought over for all invoices that will be converted. You have the ability to convert multiple customer ID (CID) files if implementing multiple revenue modules that require a segmented customer file.

GB Option 1 Recurring Invoices

This includes invoices that are sent on a regular basis, usually monthly. These can be loaded into Munis and then generated, as needed, when the recurring charge is due. General information for the invoice is stored in a Header record, and line-specific information stored in a Detail record.

GB Option 2 Bills

This includes unlimited history of open and closed invoices from a legacy system. General information for the invoice is stored in a Header record, and line-specific information stored in a Detail record. General ledger (GL) information is included with this conversion so open invoices can be processed in Munis after conversion.

Module: WM Work Orders
Topic: Conversion Descriptions
WM Work Orders Conversion Description

WM Work Orders

Std: Maintenance Tables - This is for the conversion of the work order "asset" type tables. These would be wmasthdr and all of the additional tables that go with it (e.g. wmastadd, wmasteqp, wmastfac, wmastsfc, and wmastrti). These tables are the details of the asset – address info for asset, equipment and technology, facility type, area information for asset, infrastructure.

Option 1

Work Order History – No Cost Data – This is for a basic conversion of the work order "history" type tables. This would be wmheader and its basic supporting tables (e.g. wmtaskfl, wmcommnt, wmcontct, wmldescr, wmusrdat). FYI: clients sometimes convert the items in option 1 but do not convert the items in the Std option (history tables but no asset tables).

Option 2

Work Order History – With Cost Data - This is for a more complicated conversion of the work order history tables. We would still convert everything converted for option 1, but this would be much more in depth and include complications. This option would probably include the conversion of wmdetail (option 1 would not). The work order module is integrated with several other munis modules (Inventory, payroll, etc). This option may include filling in data from other modules such as employee numbers, customer numbers, vendor numbers, munis user names, inventory item, gl accounts, rates, amounts, etc. It may include extraction of data from other munis modules to update these work order tables. And many crosswalks created by the client to get this more complicated info into the conversion. (As of 06/4/10, we have not done an option 3 yet although Asheville NC wanted to, but was unable to do all of the work involved to get conversion what would be needed.)

Utility Billing

Standard Conversion - Master

Utility Billing account information, including previous and current customer owner information: address information, telephone number, FAX, Social Security number (SSN), FID number, account status, parcel number, location street, apartment, city, state, ZIP Code, book number, read sequence, account start and end date, and EFT bank information.

Option 1: Services

Service codes, service status, type, factor, condo units, bill cycle codes, budget information, winter usage, meter readings (current and previous), meter usage (current and previous), and sales tax information.

Option 2: Assessments

Assessments can be converted as a standalone application. Assessments are improvement costs that are spread across the property owners benefiting from the improvement. Special assessments are used to pay for such improvements as sewers, water systems, street repairs, and street lights.
If a customer wishes to convert assessments standard, options 2 and 4 must be purchased.

Option 3: Consumption History

History of meter readings, usage, read dates, usage days, bill amounts, bill dates, and read codes.

Option 4: Balance Forward Accounts Receivable (AR)

A total balance due of the account or total balance due by charge code. Previous balance is converted by charge code if the penalties are applied on the current balance.

Option 5: Service Orders

Meter repairs, checks for leaky meters, or reread of a meter due to high reading.

Option 6: Backflow

Account information, backflow device information, backflow type, and backflow violations.

This Exhibit is the Contractor's response to the County's Functional Requirements identified in the RFP. Contractor shall provide all functional requirements defined below except for those marked as Not Supported (NS). County may request through the change process defined in the Statement of Work, functional requirements identified as Customization (CST) that are not already included in the In Scope Program Modifications attached to the Agreement.

	General Ledger	Comments	Priority	Ratings Response						Additional Comments
				SUP	MOD	3RD	CST	FUT	NS	
	System Setup Section									
GL1	The system should allow for the setup of a hierarchical account structure to allow for grouping, funds, sub-funds, departments, divisions, programs, sub-programs and rollup of cost centers and accounts (chart of accounts) for G/L reporting and on-line inquiry.		Must Have	x						
GL2	The system should provide the ability to define the types of accounts that can be used in conjunction with any given cost center. For example, a cost center can be restricted so that it can only be paired with revenue and expense accounts (and not asset/liability accounts).		Must Have	x						
GL3	The system should provide the ability to define the subsystems in which a specific account can be used. For example, the Office Supplies account can be used for Purchasing, Accounts Payable, and the General Ledger, but it cannot be used in connection with Accounts Receivable.		Very Desirable	x						
GL4	The system should provide the ability to assign a responsible person to each cost center.		Desirable				x			$5,500 to add user defined fields to GL segments.
GL5	For any integrated sub-system, the ability must exist to drill down to the detail transactions captured within the sub-system (e.g., payroll, projects/job costing, cash receipts, receivables, purchasing, inventory, work orders, etc.).		Very Desirable	x						
GL6	The system should allow for automatic Inter-funding for posting transactions across funds.		Must Have	x						
GL7	The system must contain suspense account functionality to temporarily carry forward receipts and disbursements or discrepancies pending their analysis and permanent classification.		Must Have						x	

GL8	The system should allow for the creation of shortcut account numbers in order to simplify data entry. A short series of numbers can be entered instead of the fully qualified account.		Desirable	x						
	The system should allow for the setup of user defined month-end posting restrictions to:									
GL9	Allow each month to be defined as open or closed.		Must Have	x						
GL10	Define the number of days in which users can still post back to the prior month. The system should have the capability to define this by subsystem. For example, after the 10th day of the month, AP cannot post back to the prior month and after the 15th day of the month, no GL transactions can be booked to the prior month.		Very Desirable	x						Definable months not by day
GL11	Allow administrators the ability to override blocks so they can post back to previous months, if necessary.		Must Have	x						
GL12	The system should provide the ability to define the number of reporting periods within a fiscal year. This would allow for the separation of unique periods (13th, 14th, etc.) for balance forward entries, audit required adjustments, and other special closing entries.		Must Have	x						
GL13	The system should automatically assign journal entry numbers.		Must Have	x						
GL14	The system should provide the ability to set up multiple ledgers, each with its own chart of accounts, to accommodate different legal entities.		Desirable	x						
	General Operating Requirements Section									
GL15	Transactions from subsystems should automatically update the General Ledger in real time.		Very Desirable	x						
GL16	The system should allow processing in the current period, future periods, and previous periods. With appropriate warnings and controls that are configurable.		Must Have	x						

GL17	The system should provide the ability to associate each transaction with a user name/user number, job number, entry date and time		Must Have	x						
GL18	The system should be able to maintain a history of all changes made to accounts and cost centers (not only the latest change)		Must Have	x						
GL19	The system should have the ability to run a utility to change old accounts to new accounts, including the update of all historical transactions. The ability to inquire and/or view all historical transactions should still be available.		Very Desirable	x						
GL20	The system should provide authorized users the ability to reverse transactions, provided that there is an audit trail. The system should retain the data within the batch/journal so it can be reposted, if necessary.		Very Desirable	x						
GL21	The system should provide the ability to copy accounts to facilitate the entry of similar records.		Must Have	x						
GL22	The system should provide for recurring journal entry templates which can be used to create a journal entry with the same accounts and debit and credit transactions.		Must Have	x						
	The system should have the ability to automatically produce a journal entry based upon the following user defined rules and calculations:									
GL23	For allocation of indirect costs, fringe costs, space costs, or other.		Very Desirable						x	
GL24	For pooled investment interest allocation based on average daily cash balance or other chart of accounts criteria.		Very Desirable	x						With Cash Management and Interest Allocation program.
GL25	With the ability to support multiple step allocations.		Desirable						x	
GL26	The system should automatically generate accrual reversal entries for posting to the next accounting period or to a user defined period.		Must Have						x	

GL27	The system should provide a free form text field on journal entries that allows for ample space to include a several sentence description.		Must Have	x						
GL28	The system should provide the ability to calculate and post balance forward entries to a new year. Must be able to update balances as additional adjustments are made to the open (prior) year.		Must Have	x						
	Inquiry and Reporting Requirements Section									
GL29	The system should provide the ability to generate robust financial reports for budget to actual comparisons, transaction detail, trial balance, balance sheet, revenue and expenditures.		Must Have	x						
GL30	The system should provide the ability to generate robust financial reports for the CAFR.		Very Desirable	x						Via CAFR Statement Builder
GL31	The system should provide the ability to perform consolidation and eliminations necessary to prepare entity-wide financial statements		Very Desirable	x						
GL32	The system should allow reports to be generated based on any user defined selection criteria.		Must Have	x						
GL33	The system should provide the ability to report variances between actual and budget balances.		Must Have	x						
GL34	The system should provide the ability to run reports/inquiries with the option of including unposted transactions.		Must Have	x						
GL35	The system should allow for the development of customized reports to meet the client's specific reporting requirements.		Must Have	x						
GL36	The system should allow for reports to be run by any element in the Chart of Accounts (e.g., fund, sub-fund, department, division, program, object, etc.).		Must Have	x						
	Bank Reconciliation Section									

GL37	The system should provide for automatic matching of bank transactions with general ledger transactions based on configurable matching rules for more precise automatic reconciliation.		Must Have	x						
GL38	The system should allow manual matching in order to enable a user to resolve unreconciled transactions for unique situations and override automatic reconciliation matching results.		Must Have	x						
GL39	The system should provide the ability to manually enter checks, deposits, etc. (This would typically be used to load data before go live)		Very Desirable	x						
GL40	The system should allow the user to re-run reconciliations from prior months for corrections or to include auditor adjustments for prior years.		Must Have	x						
GL41	The system should allow for the entry of notes/comments in association with unreconciled transactions.		Must Have	x						
GL42	The system should allow for date sensitive reporting. For example, a check issued in January but not cleared until April should show as outstanding when running January, February and March reports, even if the current month is May.		Must Have	x						
GL43	The system should track check activity dates, such as issue date, void date, reversal date, cleared date, stop payment date, escheat date, etc.		Must Have	x						
GL44	The system should allow for importing bank data including, credit cards, deposits, clearing of checks, etc.		Must Have	x						

	Budget	Comments	Priority	SUP	MOD	3RD	CST	FUT	NS	Additional Comments
	General Operating Requirements Section									
BU1	The system should integrate with Human Resources (Position Control), Payroll, General Ledger, Purchasing, Grant Management, Project/Job Cost Accounting and other applicable subsystems.		Must Have	x						
BU2	The system should provide the ability to keep multiple budget years available at the same time.		Very Desirable	x						
BU3	The system should provide the ability to make mass adjustments to multiple budget line items at once.		Desirable	x						You can have a starting budget value and or make mass changes via budget rolling by percentage
BU4	The system should provide the ability to make dollar and percentage adjustments by budget line item or line item group and sustain audit trails for all changes.		Must Have	x						
BU5	The system should provide the ability to allocate overhead and administration costs to departments, cost centers, programs, sub-programs, etc.		Very Desirable	x						
	The system should allow for budget based projections, including:									
BU6	The ability to compute "what if" scenarios using user defined calculations.		Desirable	x						
BU7	The ability to perform a variety of revenue, expenditure, and fund balance forecasting including the ability to perform fee analysis.		Very Desirable	x						

BU8	Allow forecasts to be calculated in terms of percentage increases or decreases (either globally or for specific departments, funding sources or other units).		Very Desirable	x						
BU9	Allow salary and benefits projections based on user defined parameters (fixed cost, percentage, lump sum).		Must Have	x						
BU10	The system should provide users the ability to enter budget requests (modifications, transfers, etc..) on-line.		Must Have	x						
BU11	The system should provide the ability to create, maintain, and compare multiple budget versions		Must Have	x						
BU12	The system should allow budgets to be copied forward from the current budget.		Must Have	x						
	Budget Reporting Requirements Section									
BU13	The system should provide a report that lists information for employees including position and hourly rate by account number with flexible subtotaling capabilities.		Must Have	x						
	The system should provide standard and customized budget reports. At a minimum, the standard reporting should provide the ability to:									
BU14	Run reports based on date range (user defined, fiscal year, etc.).		Must Have	x						
BU15	Develop exception reports or criteria-driven reports (e.g., accounts that are 75% expended at mid-year).		Must Have	x						
BU16	Drill down to the lowest level.		Must Have	x						
BU17	Drill down to a supporting scanned document.		Desirable	x						
BU18	Develop statistical budget information to allow research and analysis (including performance measurements).		Must Have	x						Via PBB
BU19	Include charts and other graphical information.		Very Desirable	x						

	Budget Development & Preparation Requirements Section									
BU20	The system should provide a flexible way of preparing budget details that is not restricted to the attributes of the chart of accounts. (The ability to budget at lower or more detailed levels than the chart of accounts allows for)		Very Desirable	x						
BU21	The system should provide the ability to budget by position. It should have the ability to handle approved agreements by bargaining unit and estimated increases, salary and step pay plans. The system should provide the ability to view different job classifications and their corresponding pay ranges and steps.		Must Have	x						
BU22	The system should provide the ability to automatically calculate an hourly rate by the number of estimated annual hours in order to produce a budget for each employee.		Must Have	x						
BU23	The system should provide the ability to accommodate project contingency line items in budgets.		Desirable	x						With proper COA setup
BU24	The system should provide on-line budget preparation capabilities to all departments based on user defined rules.		Must Have	x						
BU25	The system should provide the ability to maintain narrative information such as goals and objectives, justifications, and performance criteria within the department. Justifications should be able to be maintained at the lowest level of budget line item.		Very Desirable	x						
	The system should provide the ability to electronically route the following while maintaining a complete audit trail:									
BU26	Budgets for approval. The approver should be able to make changes to the budget.		Very Desirable	x						

BU27	Proposed budgetary transfers/changes.		Very Desirable	x						
	Budget Setup and Controls Requirements Section									
BU28	The system should provide the ability to setup and apply budgetary controls at any level of the account structure (by line item), as established in the chart of accounts.		Must Have	x						
BU29	The system should accommodate multi-year (inception to date) budget controls.		Must Have	x						
BU30	The system should allow for the designation of whether a warning or a block will occur when a user attempts to enter a transaction that exceeds the available funds in the budget. This should be available for each stage of budget checking (requisition, purchase order, invoice, check),		Must Have	x						
BU31	The system should allow authorized users the ability to establish a tolerance percentage or any other user defined constraint before the over-budget condition is blocked or warned.		Must Have	x						A warning can be given

Accounts Payable		Comments	Priority	Ratings Response						Additional Comments
				SUP	MOD	3RD	CST	FUT	NS	
	General Operating Requirements Section									
AP1	The system should integrate with the Purchasing module, General Ledger, Encumbrance, Inventory, Project/Job Costing Ledger, Fixed Assets, Contracts, and possibly the Grants module.		Must Have	x						
AP2	The system should provide 3 way matching of purchase orders, receiving documents and invoices		Must Have	x						
AP3	The system should have the capability to prevent unauthorized users from modifying invoice data once the invoice has been approved and released.		Must Have	x						
	The system should have the following capabilities related to vendor returns:									
AP4	The system should maintain credit memo balances for vendor(s) in order to offset future invoices.		Must Have	x						
AP5	The system should have the ability to apply a credit memo to more than one vendor invoice		Must Have	x						
AP6	The system should prevent payments to vendors with credit or zero balances		Must Have	x						
	The system should have the following 1099 related capabilities:									
AP7	The system should have the capability to generate 1099 IRS reports on standard forms and also to transmit 1099 information electronically		Must Have	x						
AP8	The system should allow for the addition of manually added 1099's.		Must Have	x						

AP9	The system should include mandated 1099 updates with annual maintenance releases.		Must Have	x						
AP10	The system should provide the ability to indicate that a vendor is 1099 but then allow the user to exclude individual payments from the 1099 transactions for that vendor.		Must Have	x						
AP11	The system should provide the ability to generate amended 1099s.		Very Desirable	x						
AP12	The system should allow the user to request separate checks when multiple invoices are being processed for the same vendor.		Must Have	x						
AP13	The system should support multiple payment types (e.g., system generated checks, manual checks, wire transfers, procurement cards, ACH, etc.)		Must Have	x						
AP14	The system should provide the ability to void a check and cancel an invoice or facilitate the re-processing of a new check for the same invoice(s).		Must Have	x						
AP15	The system should allow authorized users to withhold payments to a vendor even though the invoice is due.		Must Have	x						
AP16	The system should have the ability to suspend and/or restart payment for specified vendors, contracts or work orders based on a user defined duration.		Desirable	x						
AP17	The system should provide the ability to automatically calculate discounts when the check payment date is the same as, or prior to, the discount due date.		Must Have	x						
AP18	The system should provide the ability to override the defaulted vendor discount.		Must Have	x						
AP19	The system should amortize existing pre-payments by automatically generating invoices to distribute the payments to the proper periods.		Desirable	x						

AP20	The system should come with a time and expense functionality for the tracking of travel advances and travel expense reports.		Very Desirable	x						Employee expense program
AP21	The system should have an automatic interface with banking institution(s) to allow for electronic ACH payments and other digital functions (positive pay, stop payments, voids, etc.).		Must Have	x						
AP22	The system should have the ability to electronically notify vendors of pending ACH payments and/or when payments have been made to their accounts.	This has to be must have to compliment AP21. AP21 does not work without AP22	Must Have	x						
AP23	The system should provide the ability to create user-defined recurring invoices.		Must Have	x						
AP24	The system should have the ability to automatically re-open an invoice upon check voiding		Must Have	x						
AP25	The system should provide multiple payment selection criteria (i.e.: by due date, by vendor, invoice category/group, by invoice number, by account number, by department number, etc.) in order to allow the user to pay based on various factors.		Very Desirable	x						
AP26	The system should provide the option to automatically split freight or shipping charges among split accounts within an invoice		Must Have				x			Analysis needed to quote
AP27	The system should allow the user to distribute a line item to multiple account numbers or override the distribution code.		Must Have	x						
AP28	For telephone, utility or similar bills, the system should provide the ability for users to set up distribution codes for the allocation of the invoiced amounts to various departments.		Very Desirable	x						
AP29	The system should reference the contract number on the invoice screen.		Very Desirable	x						

	System Setup Requirements Section									
AP30	The system should automatically calculate the payment due date based on user-defined criteria for each vendor (for example, 30 days from the receipt date of an invoice). The user should be able to override the system produced date.		Must Have	x						
AP31	The system should allow for user-defined aging criteria for reporting.		Must Have	x						
AP32	The system should allow for the setup of an overpayment threshold whereby invoices that are greater than the original PO/encumbrance by an established amount can be paid without delay.		Must Have	x						
AP33	The system should have the ability to establish a percentage threshold for overpayments.		Must Have	x						
	Reporting Requirements Section									
AP34	The system should be able to report on vendor payment records for current period, year-to-date, prior years and also by date range.		Must Have	x						
AP35	The system should provide a user-defined AP check stub.		Must Have	x						
AP36	The system should provide standard and customized reports. Standard reports should, at a minimum, include Cash Disbursements Journal, Open Payables Listing, Accounts Payable Aging Report, Outstanding Invoice Listing, Cash Requirements Report, Check Register, Outstanding Checks, Cleared Checks, Check Reconciliation Report, Vendor List, Void and Stale Dated Report, ACH/Wire Report, and Inactive Vendor List.		Must Have	x						
AP37	The system should provide the ability to maintain (add, change, delete) vendors and vendor information.		Must Have	x						

AP38	The system needs to have the capability to generate and print the 1096 Report.		Very Desirable	x							
AP39	The system should allow the ability to reinstate a Purchase Order if an invoice is canceled.		Must Have	x							
AP40	The system must provide check writing capabilities in order to process Accounts Payable checks.		Must Have	x							
AP41	For ACH Payments, the system must have the ability to produce remittance advices.		Must Have	x							

	Accounts Receivable	Comments	Priority	Ratings Response						Additional Comments
				SUP	MOD	3RD	CST	FUT	NS	
	General Operating Requirements Section									
AR1	The system should provide the ability to categorize receivables by sales/ receivable type.		Must Have	x						
AR2	The system should provide the ability to generate reminders for follow-up with a customer.		Very Desirable	x						
	Statements/Invoices Requirements Section									
AR3	The system should provide electronic billing capabilities		Very Desirable	x						
AR4	The system should be able to generate customer statements showing beginning balance, charges during the month, credits during the month, other adjustments, aging and ending balance.		Must Have	x						
AR5	The system should be able to bill partial invoices		Very Desirable	x						
AR6	The system should support tear-off remittance advices that the customer can return with the payment		Very Desirable	x						
AR7	The system should allow users to print invoices and/or statements in any user defined criteria (i.e. by customer number, customer name, zip code, payment status, etc.)		Must Have	x						
AR8	The system should provide the ability to include informational messages on invoices/statements		Very Desirable	x						
AR9	The system should allow users to suppress statements with zero and credit balance.		Must Have	x						
AR10	The system should allow users to import billing data from ancillary system output in excel format, to generate bill.	Refer to the Interface table in RFP	Very Desirable	x						

	Customer Requirements Section									
AR11	The system should provide the ability to assign a different class code for each type of customer.		Must Have	x						Customer Type
AR12	The system should provide the ability to assign multiple class codes to a customer.		Very Desirable	x						Special Condition, if multiple
AR13	The system should provide the ability to maintain customer correspondence and internal notes/comments (for example: Customer has paid with NSF checks in the past, etc.)		Must Have	x						
	Billing Requirements Section									
AR14	The system should provide the ability to process installment billings and perform aging according to the installment terms.		Must Have	x						
AR15	The system must be able to accommodate internal service billings.		Must Have	x						
AR16	The system should provide the ability to set up recurring billing based on contract specifications (i.e.: begin date, end date, insurance information, frequency, amount)		Very Desirable	x						
AR17	The system should provide the ability to bill by type of charge and/or type of customer.		Must Have	x						
AR18	The system should provide the ability to suspend billing on items disputed by the customer.		Very Desirable	x						
AR19	The system should be able to track a customer's retainer ("deposit") and hold it until the determination that it is owed back to the customer is made.		Must Have	x						
AR20	The system should be able to produce customer refund checks by automatically creating an AP invoice record based on the AR refund information.		Very Desirable	x						
	Delinquencies:									
AR21	The system should be able to generate delinquency letters to customers		Must Have	x						

AR22	The system should provide the ability to assess interest (and continue assessing interest), late charges, and penalties.		Must Have	x						
AR23	The system should assign and recalculate credit score for miscellaneous receivable accounts based on activity and collection events (such as payments, collections, etc. (e.g. Excellent, Good, Fair, Poor)		Must Have	x						
AR24	The system should be able to waive Late Fees, Penalties, and Interest.		Must Have	x						
AR25	The system should be able to waive NSF Fees.		Must Have	x						
AR26	The system should provide the ability to produce a report of accounts to write off based on user defined criteria.		Very Desirable	x						
AR27	The system should provide the ability to track accounts sent to collection agencies.		Very Desirable	x						Special conditions
AR28	The system should provide the ability to track dollars of delinquent accounts collected, collection cases and results of collection efforts.		Very Desirable	x						Special conditions
	Aging:									
AR29	The system should be able to support extended payment terms and adjust the aging to reflect the new terms.		Very Desirable	x						
AR30	The system should provide the ability to review customer aging and other statistics (such as last payment date, etc.)		Must Have	x						
AR31	The system should allow users to define aging categories (e.g., current, 30, 60, 90 days)		Must Have	x						

Purchasing		Comments	Priority	Ratings Response						Additional Comments
				SUP	MOD	3RD	CST	FUT	NS	
	General Operating Requirements Section									
PU1	The system should integrate with the General Ledger, Accounts Payable, Encumbrance, Inventory, Project Ledger		Must Have	x						
PU2	The system should integrate with the Fixed Assets, Contracts, and possibly the Grants module.		Very Desirable	x						
PU3	The system should provide the option to perform budget checking either at the requisition or the purchase order level.		Must Have	x						
	The system should have the ability to establish the following for blanket purchase orders:									
PU4	A not-to-exceed amount on the entire blanket purchase order		Very Desirable	x						
PU5	A not-to-exceed amount on each release/requisition against a blanket order (per occurrence)		Very Desirable	x						
PU6	An expiration date		Very Desirable	x						
PU7	The system should provide the option to encumber funds either at the requisition level (pre-encumbrance) or at the purchase order level.		Very Desirable	x						
PU8	The system should provide the ability to automatically adjust encumbrance balances when a change order or other adjustment affects account coding or line amounts.		Very Desirable	x						

PU9	For blanket purchase orders, the system should allow the users to encumber releases against the blanket		Very Desirable	x						
	Other PO's:									
PU10	The system should provide the ability to close unused encumbrances and automatically adjust the budget balances accordingly.		Must Have	x						
PU11	The system should provide different options for carrying over open encumbrances at year end.		Must Have	x						
PU12	The system should provide an on-screen display of the running PR/PO total as line items are entered.		Very Desirable	x						
PU13	The system should be able to generate a list of preferred vendors based on commodity codes.		Desirable	x						
PU14	The system should provide the ability to combine several requisitions into one purchase order		Desirable	x						
PU15	The system should have the ability to track buyer workload and be able to display outstanding requisitions by buyer.		Very Desirable	x						With custom SSRS
PU16	The system should provide the ability to create notes/extended descriptions at the line item level with word wrap capabilities.		Very Desirable	x						

PU17	The system should allow for the creation of notes (pertaining to the PO as a whole) to document any pertinent conversations between the buyer and the vendor or any other pertinent conversations. This note section should be time stamped and should have security features. The notes should have the option of being labeled as internal or external (to print on the PO)		Very Desirable	x						
PU18	The system should allow numerous line items to be charged to a single account and a single line item to be charged to multiple accounts.		Must Have	x						
PU19	The system should provide the option to automatically assign a purchase order/requisition number or allow users to manually enter a purchase order/requisition number.		Desirable	x						
PU20	The system should automatically close a purchase order and all associated encumbrances when a final payment is issued by Accounts Payable.		Must Have	x						
PU21	The system should provide the ability to create order request webforms that simplifies entry for decentralized departments. The request should automatically create a purchase requisition in the system.		Very Desirable	x						
PU22	The system should be able to track freight charges and to define freight routing options.		Very Desirable	x						
PU23	The system should be able to show the status of purchase requisitions/purchase orders to reflect whether they have been approved, printed, received, and/or paid.		Must Have	x						

PU24	The system should be able to report on outstanding requisitions and purchase orders		Must Have	x						
PU25	The system should have the ability to interface with bar coding inventory systems.		Very Desirable	x						
PU26	The system should have the ability to import procurement card information from the procurement card provider.	This will be implemented within 3-5 months and is a must have requirement	Must Have	x						
PU27	The system should provide the ability to electronically transmit purchase orders to vendors.		Very Desirable	x						
PU28	The system should have the capability to link the requisition to a work order system (by work order number).		Must Have	x						
PU29	The system should have the capability to link the requisition to a Fleet Management System.		Very Desirable	x						
PU30	The system should provide the ability to maintain multiple addresses for each vendor.		Very Desirable	x						
PU31	The system should allow vendor "numbers" to be setup as alphanumeric.		Very Desirable						x	Numeric only
PU32	The system should have diagnostic tools to flag a duplicate vendor.		Very Desirable	x						
PU33	The system should have the ability to create a "to be determined" vendor for purchase requests where the initiator does not know the vendor to be selected.		Very Desirable	x						
PU34	The system should have the ability to record vendor responses to bids and create a Purchase Order if the quote is awarded to the vendor.		Very Desirable	x						

PU35	The system should provide the ability to track why a vendor was not selected (high price, inferior quality, etc.)		Desirable				x			Analysis needed to quote
PU36	The system should provide designation codes to identify characteristics for a vendor (such as bad quality vendor, DBE, MBE, WBE, SBE, DVBE, etc.)		Desirable	x						
PU37	The system should provide the ability to automatically merge two vendors and update all related activity and associated history for the merged vendor (based on user security).		Desirable	x						
PU38	The system should have the capability to load the most current United States Postal Service zip code table to the database. The system should automatically fill in zip code fields based upon the City Name and State. If a user manually enters a zip code into the zip code field, the system should verify the entry for accuracy against the zip code table.		Very Desirable	x						
	Vendor Self Service Section									
	The system should provide online vendor self-service abilities with the following capabilities:									
PU39	Ability for vendors to update/maintain contact information and inquire on invoices and payment status.		Very Desirable	x						
PU40	Provide an easy-to-use way for vendors to select and assign their commodity codes during registration.		Very Desirable	x						
PU41	Provide on-line notification of forgotten user ID's and passwords to vendors.		Very Desirable	x						

PU42	Provide the ability for vendors to attach/submit documents online (such as W-9 forms, invoices, etc.)		Very Desirable	x						
PU43	Provide the ability for vendors to enter their banking/ACH information on-line.		Very Desirable	x						
PU44	Allow for the customization of on-line help screens for vendor registration.		Desirable	x						
PU45	Provide vendors the ability to download Client provided forms over the internet.		Desirable	x						
PU46	The system should generate an automated notification to the ordering department when the receiving department enters returns or backordered items into the system.		Desirable	x						
PU47	The system should provide the ability to place self-service updates in a holding file for approval and post updates once approved.		Desirable	x						
PU48	The system should provide the ability to customize on-line vendor registration screens/process.		Desirable	x						
	The system should accommodate a vendor view of invoice status including:									
PU49	Payment status.		Desirable	x						
PU50	Payment amount.		Desirable	x						
PU51	Check number and issue date if check has been issued.		Desirable	x						
	Receiving Related Requirements Section									
PU52	The system should allow for either centralized or decentralized (end-user) receiving.		Desirable	x						

PU53	The system should provide the ability to maintain historical information of receiving, including receiver name, date of receipt, and quantities received, returned, damaged, etc.		Very Desirable	x						
PU54	The system should provide the ability to block AP from making a payment on an invoice if receiving has not taken place for the invoiced items.		Must Have	x						
PU55	The system should provide the ability to track the anticipated delivery date and the actual receiving date		Very Desirable	x						
PU56	The system should provide real time purchasing reports showing original goods requested versus actual goods received.		Very Desirable	x						may require SSRS
PU57	The system should provide a Vendor Shipping Performance Report that includes due dates for delivery, actual dates of delivery, accuracy of shipments, etc.		Very Desirable	x						
	Reporting Requirements Section									
PU58	The system should track purchase releases and payments issued against blanket orders in order to report on the remaining amount.		Very Desirable	x						
PU59	The system should have a standard report to reconcile purchase order totals to encumbrance totals		Must Have	x						
PU60	The system should allow for the setup of a commodity database that can be sorted by class or description.		Very Desirable	x						

PU61	The system should provide the capability for users to inquire and report on where a requisition is in the approval process and how long it has been waiting for approval from that approver.		Very Desirable	x						
PU62	The system should be able to report on vendor history and provide activity analysis		Must Have	x						
PU63	The system should provide complete reporting and inquiry of purchase orders with order, receipt and payment information.		Must Have	x						
PU64	The system should allow for user defined dates to generate outstanding encumbrance reports and inquiries at an "as of" date.		Must Have	x						
PU65	The system should be able to report outstanding encumbrances by distribution code, project/job cost account, work-order, fund, or vendor.		Must Have	x						
PU66	The system should be able to generate reports on stale dated requisitions and purchase orders.		Must Have	x						
	Bids Quotes and Solicitation Management:									
	The system should have the ability to support electronic bidding and procurement of the following from start of online procurement to archiving documents for records retention:									
PU67	Goods and Trade Services		Very Desirable	x						
PU68	Information Technology		Very Desirable	x						
PU69	Equipment		Very Desirable	x						
PU70	Agreements		Very Desirable	x						Via TCm

PU71	Professional Services		Very Desirable	x						
PU72	Projects		Very Desirable	x						
PU73	Construction		Very Desirable	x						
	The system should have the ability to automatically generate multiple boiler plate solicitation and contract document templates and have the ability to integrate Terms and Conditions, Special Provisions, General Provisions/ Conditions, Scope of Work or Specification for:									
PU74	Commodity/Goods		Very Desirable		x					Analysis needed to quote
PU75	Trade Services		Very Desirable		x					Analysis needed to quote
PU76	Vehicles		Very Desirable		x					Analysis needed to quote
PU77	Professional Services		Very Desirable		x					Analysis needed to quote
PU78	Construction		Very Desirable		x					Analysis needed to quote
PU79	Verbal Quotes		Very Desirable		x					Analysis needed to quote
PU80	RFQ		Very Desirable		x					Analysis needed to quote
PU81	RFI		Very Desirable		x					Analysis needed to quote
PU82	IFB		Very Desirable		x					Analysis needed to quote
PU83	RFP		Very Desirable		x					Analysis needed to quote
PU84	Q&A and Addendums		Very Desirable		x					Analysis needed to quote

PU85	Ability to pull up prior bid/proposal documents by various user defined criteria such as commodity codes and copy information to new solicitation		Very Desirable	x						
PU86	Ability to convert awarded bid/proposal to PO or approved contract		Very Desirable	x						
PU87	Ability to maintain a list of all vendors who respond to solicitations.		Very Desirable	x						
PU88	Ability to automate selection and notification of vendors for bids/proposals by commodity codes.		Very Desirable	x						
PU89	System can accommodate bid exempt purchases, i.e. state contracts or "piggybacking" on other governmental agency competitive contract awards.		Very Desirable	x						
PU90	System can accommodate bid exempt purchases i.e. single or sole source.		Very Desirable	x						
PU91	Ability to access solicitations on-line by Invitation for Bid (IFB), Request for Proposal (RFP) number or RFQ number.		Very Desirable	x						
PU92	Ability to add a link for plans and specifications stored in one or more online plan rooms		Very Desirable	x						Plans can be attached directly to a bid
PU93	Ability to store and retrieve bidding documents in various formats (ACAD, PDF, DOC, etc.)		Very Desirable	x						
PU94	Ability to validate all bids with automatic error checking prior to bid submission		Very Desirable	x						
PU95	Ability to use remote access to inquire and obtain copies of solicitations.		Very Desirable	x						via vss
PU96	Ability to obtain vendor application on-line.		Very Desirable	x						

PU97	Ability to obtain/publish bid results on-line.		Very Desirable	x						via vss
PU98	Ability for departmental users to view bid information.		Very Desirable	x						
PU99	Ability to create and publish back-up documentation such as bid analysis sheets, award notices, etc.		Very Desirable	x						
PU100	Ability to track single source and sole source awards in the vendor master file.		Very Desirable	x						
PU101	Ability to track single source and sole source awards in the commodity code file.		Very Desirable	x						
PU102	Ability to use the word processing feature to assist in compiling bid/specification documents.		Very Desirable	x						
PU103	Ability to view and maintain a bidder list and plan holder list showing names, addresses, contact, and commodity codes.		Very Desirable	x						
PU104	Ability to produce bid closeout file that captures all project documents, searchable and retrievable		Very Desirable		x					Analysis needed to quote
PU105	Ability to use memo records to create verbal price quotations.		Very Desirable	x						
	The system should have the ability to automatically assign and/or manually assign status, including:									
PU106	Bid Document In-Process		Very Desirable						x	
PU107	Bid Sent		Very Desirable	x						
PU108	Bid Evaluated		Very Desirable						x	
PU109	Bid Ready for Approval		Very Desirable	x						
PU110	Bid Approved		Very Desirable	x						
PU111	Bid Ready to Open		Very Desirable						x	

PU112	Bid Open		Very Desirable	x						
PU113	Bid to PO		Very Desirable	x						
PU114	Ability to view or select bidder list for RFQ, by all or partial selection		Very Desirable	x						
PU115	Ability to automatically tabulate responses to Request for Quotes (RFQ) and Invitation for Bids (IFB).		Very Desirable	x						
PU116	Ability to allow the online submission of responses to RFQs (Request for Quotes), IFBs (Invitation to Bid) and RFPs (Requests for Proposal) and provide vendor with an automatic receipt of submission.		Very Desirable	x						via vss
PU117	Ability to allow the online distribution of RFQs, IFBs and RFPs including automated notification of addendums to vendors registered for solicitation.		Very Desirable	x						
PU118	Ability to check the status of a bid, proposal or quote, online in the system.		Very Desirable	x						

Grants		Comments	Priority	Ratings Response						Additional Comments
				SUP	MOD	3RD	CST	FUT	NS	
	General Operating Requirements Section									
GR1	The system should integrate with Project/Job Cost Accounting, General Ledger, Budget, Accounts Receivable, Purchasing, Billing, Accounts Payable, Payroll, Fixed Assets and Cash Receipts.		Very Desirable	x						
GR2	The system should provide the ability to distribute grant applications to the review board for electronic approval.		Desirable	x						
GR3	The system should provide the ability to support grant fiscal year closing independent of the fiscal year of the organization		Very Desirable	x						
GR4	The system should provide the ability to bring forward fiscal year end balances for multi-year grants.		Very Desirable	x						
GR5	The system should provide the ability to produce automated notifications for expenditures, encumbrances, and commitments based on user-defined criteria (e.g., match exhausted, 90% expended, etc.).		Desirable	x						This is handled with proper set up of the budget rather than alerts.
GR6	The system should provide the ability to create reminder notices for performance reviews, submission of reports, etc. and flag/report exceptions to events that are not accomplished on time.		Very Desirable	x						
GR7	For projects that are funded by multiple grants, the system should provide user-defined prioritization for the utilization of funds.		Desirable	x						
GR8	The system should enable multiple contract types per phase (for example, professional services, construction, construction management, etc.)		Desirable	x						

	The system should have the ability to perform automated allocations including:									
GR9	The ability to allocate indirect salaries and fringe benefits to the applicable grants.		Desirable	x						
GR10	The system should provide the ability to apply more than one indirect cost allocation per grant.		Desirable	x						This is managed at the project level
GR11	The system should provide the ability to maintain and monitor grants that affect multiple departments/programs and/or funds.		Desirable	x						
GR12	The system should allow for multiple grants/funding sources for a single program.		Very Desirable	x						
GR13	The system should allow for automatically adjusting grant expenditures accordingly for any Payroll adjustments.		Very Desirable	x						
GR14	The system should provide the ability to copy existing grants to establish templates for new grants.		Desirable	x						
	The system should provide the ability to calculate the timing of draw downs based on:									
GR15	Level of expenditures		Desirable	x						Via a user initiated process
GR16	Grant requirements		Desirable	x						Via a user initiated process
GR17	The system should provide the ability to record project performance information.		Desirable	x						User defined fields
	The system should provide the ability to allow authorized managers to access, inquire, report and reconcile the status of grants and all other funding sources on the following information:									
GR18	Drawdowns		Desirable	x						

GR19	Obligations		Desirable	x						
GR20	Encumbrances		Desirable	x						
GR21	Expenditures		Desirable	x						
	The system should provide the ability to track the following information for each grant related activity:									
GR22	Grant number		Very Desirable	x						
GR23	Account code (GL, or Job, Work Order, etc.)		Very Desirable	x						
GR24	CFDA number		Very Desirable	x						
GR25	Funding agency		Very Desirable	x						
GR26	Name of program		Very Desirable	x						
GR27	Type of funding agency (federal, state, local, etc.)		Very Desirable	x						
GR28	Award amount		Very Desirable	x						
GR29	PO number		Very Desirable	x						
GR30	Vendor name		Very Desirable	x						
GR31	Invoice number		Very Desirable	x						
GR32	Check number		Very Desirable	x						
	The system should be able to track and manage the following:									
GR33	Grants in progress		Very Desirable	x						
GR34	Report due dates		Very Desirable	x						
GR35	Grant expenditure eligibility		Very Desirable	x						
GR36	Grant proposal		Desirable	x						
GR37	Multiple grant approval phases		Desirable	x						
GR38	Reimbursements		Very Desirable	x						
GR39	Sub recipient contracts		Desirable	x						
GR40	Grant ending date		Very Desirable	x						

GR41	In-kind transactions		Very Desirable	x						
GR42	Application date		Desirable	x						
GR43	Encumbrances		Very Desirable	x						
GR44	Percent match		Very Desirable	x						
GR45	Monetary versus in-kind contributions		Desirable	x						
GR46	Specific accounts of matching funds		Desirable	x						
GR47	Status of matched funds		Desirable	x						
GR48	The system should provide the ability to record grant contracts with sub recipient requirements to specific grants and/or sub grants.		Desirable	x						
	Communication with Funding Agencies Requirements Section									
GR49	The system should provide the ability to prepare billing statements and other associated documents to any of the federal and/or local units, regardless of the billing arrangements and participation agreements (e.g., project reimbursement)		Desirable							Need more detailed information to accurately respond
	The system should provide the ability to send project billing information electronically to:									
GR50	Federal grantors		Desirable						x	
GR51	State grantors		Desirable						x	
	System Setup Requirements Section									
GR52	The system should provide the ability to establish and adjust budgets for each grant or project.		Very Desirable	x						Via project setup
GR53	The system should provide the ability to set-up grants/projects by phase or other sublevel to enable tracking by participating departments, divisions or any other user defined organization units.		Desirable	x						Via proper COA and Project setup

GR54	The system should allow for the establishment of allowed costs for each grant based on activity or other user defined parameter. The system should then automatically disallow unauthorized costs either in total or partial, along with reason for disallowance.		Very Desirable						x	The system allows for grants to be set up to fund only certain expense strings.
GR55	The system should provide the ability to apply reimbursement rules to a grant.		Desirable	x						Via project setup
	Reporting Requirements Section									
GR56	The system should provide the ability to track and report current performance against past performance and/or established goals.		Desirable						x	
GR57	The system should be able to report the following information over any user defined reporting period (state reporting period, federal reporting period, grant year, fiscal year, inception to date, breakdowns by period, etc.)		Very Desirable	x						Via SSRS
GR58	Expenditures		Very Desirable	x						
GR59	Revenues		Very Desirable	x						
GR60	Encumbrances		Very Desirable	x						
GR61	Billings		Very Desirable	x						
GR62	Payments		Very Desirable	x						
GR63	Balances		Very Desirable	x						
GR64	The system should be able to generate standard federal reports (including The Single Audit Report).		Very Desirable	x						Information is available to help build the Single Audit, the Single Audit is not automatically generated. May require SSRS.

GR65	The system should be able to generate the Schedule of Federal Financial Assistance Award (Total federal expenditures with corresponding CFDA #).		Very Desirable	x						Via an excel export and through Tyler Forms
	The system should provide the ability to generate the following reports for individual grants, as well as for all grants:									
GR66	Trial balance		Desirable	x						May require SSRS
GR67	Year end and interim financial statements		Desirable	x						May require SSRS
GR68	The system should provide the ability to create the Quarterly Expenditure Report for Federal Grants - SF 269		Very Desirable							Need more detailed information to accurately respond
GR69	The system should provide the ability to create the Quarterly Cash Management Report for Federal Grants - SF 272		Very Desirable							Need more detailed information to accurately respond

Fixed Assets		Comments	Priority	Ratings Response						Additional Comments
				SUP	MOD	3RD	CST	FUT	NS	
	General Operating Requirements Section									
FA1	The system should integrate with the General Ledger, Accounts Payable, Purchasing, and Work Order modules.		Must Have	x						
FA2	The system should have the ability to automatically populate the useful life based on the asset classification.		Very Desirable	x						
FA3	The system should provide the capability to assign primary classes to assets. (for reporting and inquiry) For example, building, vehicles, equipment, etc.		Must Have	x						
FA4	The system should provide the capability to assign primary, secondary or tertiary classes to assets. For example, a printer could be a tertiary, that rolls up to office equipment (secondary) that rolls up to machinery & equipment (primary).		Very Desirable	x						
FA5	The system should allow for improvement adjustments to an asset to increase the value and/or extend the useful life, while maintaining the original asset information intact. It should track the history of improvements to an asset.		Must Have	x						
FA6	The system should provide the ability to automatically create a capital asset shell in the Fixed Assets system from a Purchase Order, based on account number and dollar threshold. Once the asset is received, then users can enter the remaining asset information.		Very Desirable	x						
FA7	The system should provide the ability to create records for retired assets, including		Must Have	x						

	sales price, disposal date, method of sale, etc.									
FA8	The system should provide the ability to track an asset that was jointly purchased by multiple cost centers.		Must Have	x						
	When transferring fixed assets from one cost center to another, or disposing of fixed assets, the system should:									
FA9	Allow for user-defined online transfer/disposal forms.		Very Desirable	x						
FA10	Automatically populate data fields on the form from existing asset information.		Very Desirable	x						
FA11	Allow for electronic approvals of transfer/disposal.		Very Desirable	x						
FA12	Once transfer/disposal is approved, the system should automatically update the General Ledger.		Must Have	x						
FA13	The system should have the ability to maintain cost, insurance, and replacement values for property.		Must Have	x						
FA14	The system should have the ability to maintain detailed warranty records.		Very Desirable	x						
FA15	The system should provide the ability to link related assets together		Very Desirable	x						
FA16	The system should provide the ability to track information related to the asset purchase, such as contract number, purchase order number, funding source, grant information, bid number, check number, invoice number, vendor, item description, GL account, etc.		Must Have	x						
FA17	The system should provide the ability to automatically create multiple fixed asset records based on a purchase of multiple quantities. (For example, purchasing multiple vehicles on the same purchase order/contract)		Very Desirable	x						

FA18	The system should provide the ability to flag donated assets.		Very Desirable	x						
FA19	The system should provide the ability to interface to GIS systems.		Very Desirable	x						
FA20	The system should provide the ability to assign an employee (such as a fixed asset custodian) to a capital asset.		Desirable	x						
FA21	The system should provide barcode capability.	We had to purchase stand alone bar coding software to currently do this.	Must Have	x						
FA22	The system should provide users the ability to copy asset information from another pre-existing asset.		Very Desirable	x						
FA23	The system should provide the ability to track controlled (non-capital) assets. These assets generally include ipads, uniforms, firearm, trash bins, etc.)	This is the asset management functionality we currently use and have in place	Must Have	x						
FA24	The system should provide the ability to track controlled assets issued to employees.		Very Desirable	x						
FA25	The system should provide the ability to make mass changes. Examples of this would be changing the depreciable life for a particular asset class from 4 to 3 years, or changing the cost center due to the consolidation of two departments.		Must Have	x						
	Depreciation Section									
FA26	The system should have the option to depreciate on a variety of methods (straight line, sum of years digits, double declining balance, etc.)		Must Have	x						

FA27	The system should allow a choice for capital assets to begin depreciation based on either the acquisition date or the in-service date.		Very Desirable	x						
FA28	The system should allow depreciation to be calculated on a monthly, quarterly, or annual basis.		Very Desirable	x						
FA29	The system should have the ability to allocate depreciation expense to the functions/programs/activities on the Statement of Activities consistent with GASB 34.		Very Desirable	x						
FA30	The system should have the ability to distinguish between proprietary fund assets and general government assets.		Must Have	x						
FA31	The system should allow for asset roll forward that captures, beginning balance, additions, disposals, transfers, adjustments, etc., and ending balance based on user-defined input of dates.		Must Have	x						
FA32	The system should be able to create reports by department, division, asset fund, asset class, etc.		Must Have	x						
FA33	The system should have online easily searchable inquiry ability.		Must Have	x						
FA34	The system should have automated functions for all fixed asset transactions, including additions, disposals, reversals to correct incorrect entries, transfers between proprietary funds, transfers between general government assets and proprietary funds, adjustments, etc.		Must Have	x						
FA35	The system should have the ability to account for grouped assets.		Must Have	x						

	Inventory	Comments	Priority	Ratings Response						Additional Comments
				SUP	MOD	3RD	CST	FUT	NS	
	General Operating Requirements Section									
	The system should provide the ability to maintain and look up the following inventory information:									
IV1	A primary item description field with an ample field length		Must Have	x						
IV2	Secondary and tertiary item description fields with ample field lengths		Must Have	x						
IV3	Item classification		Must Have	x						
IV4	Unit of measure		Must Have	x						
IV5	Order price		Must Have	x						
IV6	Average price		Must Have	x						
IV7	Vendor name/number for at least the last 3 different vendors that were ordered from.		Very Desirable	x						Via Commodity Record
IV8	Serial number		Very Desirable	x						
IV9	Inventory number/stock number		Must Have	x						
IV10	Commodity type		Must Have	x						
IV11	Location		Must Have	x						
IV12	Supplier model number		Very Desirable	x						
IV13	Quantity on hand		Must Have	x						
IV14	Quantity on order		Must Have	x						
IV15	Quantity received on orders		Must Have	x						
IV16	Ordered year-to-date		Must Have	x						
IV17	Received year-to-date		Very Desirable	x						
IV18	Issued current period		Very Desirable	x						

IV19	Issued last 365 day period		Very Desirable	x						
IV20	The system should keep track of inventory items that are on order via open purchase orders, including information regarding on-order quantities, costs and expected receipt dates.		Must Have	x						
	The system should provide the ability to automatically process transactions, maintain quantities and lookup information related to (but not limited to):									
IV21	Markups		Desirable	x						
IV22	Inventory issues		Very Desirable	x						
IV23	Receipts of stock items		Very Desirable	x						
IV24	Receipts of non-stock items		Very Desirable	x						
IV25	Adjustments		Must Have	x						
IV26	Transfers between locations		Must Have	x						
IV27	Returns back to stock		Must Have	x						
IV28	Returns back to vendor		Must Have	x						
IV29	Backorders		Must Have	x						
IV30	Purchase orders		Must Have	x						
	The system should provide the ability to track order history including, but not limited to, the following items:									
IV31	Movement history (turnaround)		Very Desirable	x						
IV32	Reorder points		Very Desirable	x						
IV33	Lead-time		Very Desirable	x						
IV34	Backorders		Very Desirable	x						
IV35	Returns		Very Desirable	x						
IV36	The system should provide the ability to establish standard units of measure (e.g., pounds, boxes, barrels, gallons).		Must Have	x						

IV37	The system should provide the ability to convert different units of measure. (For example, an item is ordered by the box, but issued by a unit of each)		Must Have	x						
IV38	The system should provide the ability to read and track bar codes on packaging from suppliers or manufacturer for stock receiving, and physical inventory.		Must Have	x						
IV39	The system should provide integration with Work Order, Project/Job Costing, Grant, General Ledger, Accounts Payable, Utility Billing and Purchasing modules		Very Desirable	x						
IV40	The system should provide the ability to purge an inventory item and its entire historical information if the item has had a zero quantities and/or no activity for over a user-defined period.		Very Desirable				x			Analysis needed to quote
IV41	The system should provide the ability to account for a negative inventory level. This could occur when an item has been issued before it is received into the inventory system.		Must Have						x	
IV42	The system should provide the ability to perform cycle counts based on a user defined selection formula or auto-generated by the system.		Must Have	x						
IV43	The system should provide the ability to freeze an individual commodity/stock item or all items in a warehouse for inventory cycle counts, physical inventories and adjustments. The system should be able to institute separate freezes for different warehouse locations.		Very Desirable	x						
	Receiving Requirements Section									
IV44	The system should provide for the receipt of partial line items.		Must Have	x						
IV45	The system should provide the ability to track the unshipped units related to a partial shipment.		Very Desirable	x						
	Inventory Costing Requirements Section									

IV46	The system should maintain vendor and pricing data for inventory and non-inventory purchases.		Desirable	x						
IV47	The system should have the ability to take discounts, freight (and other adjustments that are made during the receiving process) into account when calculating the average cost of the inventory item.		Desirable	x						
IV48	The system should provide the ability to adjust the average cost paid for an inventory item.		Must Have	x						
IV49	The system should provide multiple inventory valuation methods, such as LIFO, FIFO, Average Cost, etc.		Must Have	x						
	Inventory Orders Section									
IV50	The system should provide the ability to select stock items by item description, item number, commodity code, manufacturer part number and commodity description.		Must Have	x						
	The system should have the capability to automate the re-order process:									
IV51	The system should provide the ability to automatically generate purchase requisitions for items that have reached their re-order point.		Must Have	x						
IV52	The system should be able to allow internal customers to requisition from inventory.		Must Have	x						
IV53	The system should have the capability to generate automated notifications for reorder items in order to provide the user the opportunity to accept or reject the automatic creation of a requisition.		Very Desirable	x						
IV54	Users should be able to make modifications to the auto-created purchase requisition.		Must Have	x						
IV55	The system should provide the ability to credit stock returns to the dept./office that originated the issue/order		Must Have	x						
	Reporting Section									

IV56	The system should provide the ability to generate master parts lists and sub lists for equipment by manufacturer, quantity and cost. (A master parts list represents all the inventory items associated with a particular equipment.)		Very Desirable	x						With custom SSRS
	The system should provide the ability to print the following standard inventory reports:									
IV57	Inventory master listing by any user defined criteria, including but not limited to, inventory number, description, location, equipment number, quantity on hand, unit of measure, size, description, supplier, cost, buyer, etc.		Very Desirable	x						Custom Report development might be required. Additional cost might be incurred
IV58	An issues report by any user defined criteria, including but not limited to, inventory class/category, item number, account number, department number, inventory number, description, charged account number, date, quantity, etc.		Must Have	x						Custom Report development might be required. Additional cost might be incurred
IV59	Backorder Reports.		Must Have	x						Custom Report development might be required. Additional cost might be incurred
IV60	Inventory returns reports by any user defined criteria, including but not limited to: transaction number, received by, inventory number, description, quantity, date, charged account number, and cost extension.		Must Have	x						Custom Report development might be required. Additional cost might be incurred
IV61	Available stock quantities report		Must Have	x						Custom Report development might be required.

										Additional cost might be incurred
IV62	Inventory Reorder Recommendation Report		Must Have	x						Custom Report development might be required. Additional cost might be incurred
IV63	Inventory Turnover Report		Must Have	x						Custom Report development might be required. Additional cost might be incurred
IV64	Vendor Shipping Performance Report that includes due dates for delivery, actual dates of delivery, accuracy of shipments, etc.		Very Desirable	x						Custom Report development might be required. Additional cost might be incurred
IV65	Inventory Usage Report		Must Have	x						Custom Report development might be required. Additional cost might be incurred
IV66	Unfilled Issues/Orders Report		Must Have	x						Custom Report development might be required. Additional cost might be incurred
IV67	Inventory Transaction Report		Must Have	x						Custom Report development

										might be required. Additional cost might be incurred
IV68	Inventory Cycle Count Report		Must Have	x						Custom Report development might be required. Additional cost might be incurred
IV69	Open Purchase Order Report (with quantities of items on order, received, cancelled, and paid)		Must Have	x						Custom Report development might be required. Additional cost might be incurred
IV70	The system should be able to have the ability to use advance shipping notices (ASN) and electronic packing lists (EPL).		Very Desirable	x						Custom Report development might be required. Additional cost might be incurred

	Projects/Job Costing	Comments	Priority	SUP	MOD	3RD	CST	FUT	NS	Additional Comments
	PROJECTS: General Operating Requirements Section									
PR1	The system should be fully integrated with the General Ledger, Purchasing, Inventory, Grants, Accounts Payable, Work Order, Accounts Receivable/Billing, Budget, and Payroll modules.		Must Have	x						
PR2	The system should provide the ability to identify project start and close dates.	Need to be able to modify end dates	Must Have	x						
PR3	The system should allow users to set up projects in a hierarchical structure which includes the definition of different project sub-levels (i.e.: project, sub-project, work breakdown structure, activity, task, etc.)		Must Have	x						
PR4	The system should be able to track and report on project related performance measures, services, and accomplishments.	No current service and performance measures	Very Desirable	x						May Require SSRS
PR5	The system should be able to track and report on all (multiple) funding sources and/or contracts.		Must Have	x						
PR6	The system should be able to track and report on all (multiple) projects that are related to a single funding source.		Very Desirable	x						

PR7	The system should provide the ability to record and maintain an original budget, budget changes, and a revised budget for each project account at each level in the project hierarchy structure.		Must Have	x						
PR8	The system should provide the ability to track staff labor data related to projects (e.g. salary, fringe, other direct, premium time).		Must Have	x						
PR9	The system should provide the ability to track staff labor data related to projects (e.g. bill rate, billable time, non- billable time, multipliers, etc.).		Very Desirable	x						
PR10	The system should provide the ability to track various material items.		Must Have	x						
PR11	The system should be able to report the financial status of projects, including all direct costs and allocations.		Must Have	x						
PR12	The system should allow users to inactivate a project that contains encumbrances, however should not allow the project to be closed out with outstanding encumbrances.		Very Desirable	x						
PR13	The system should provide the ability to develop forecasts based on the actual project cost schedule and generate progress trend analysis reports for quantities, amounts, etc.		Very Desirable						x	
PR14	The system should have the ability to provide a user defined alert if a project related permit is about to expire.		Desirable	x						
PR15	The system should have the ability to provide a user defined alert if a project related contract is about to expire.		Very Desirable	x						

PR16	The system should be able to flag/warn users when actual costs against a particular project budget line item are approaching the budget limit. The timing of the warning should be user definable.		Must Have	x						
PR17	The system should provide the ability to support backlog analysis (i.e.: the balance of the project dollar value against the remaining work yet to be completed.)		Very Desirable	x						
PR18	The system should provide multi-year project budget capabilities		Must Have	x						
PR19	The system should provide the ability to set up default mapping rules (for example: the user enters the project number and the system automatically defaults to the associated GL account coding.)		Must Have	x						
PR20	The system should provide the ability to generate balance sheet information at the project level.		Desirable	x						
PR21	The system should provide the ability to process inception to date reports/inquiries.		Must Have	x						
PR22	The system should provide the ability to appropriate funds at the project level		Must Have	x						
PR23	The system should provide the ability to close projects (CIP) to fixed assets periodically or at the completion of the project or when the asset is substantially complete.	Not currently implemented	Very Desirable	x						
PR24	The system should be able to provide the functionality to inquire and report on a multi-year, detail level, including drill-down capability.		Must Have	x						

PR25	The system should be able to allow for work orders to be tied to a project.		Must Have	x						
PR26	The system should be able to integrate into open architecture to off the shelf asset management system.		Desirable						x	
	JOB COSTING									
JC1	The system should be fully integrated with the General Ledger, Purchasing, Inventory, Grants, Accounts Payable, Work Order, Accounts Receivable/Billing, Budget, and Payroll modules.		Must Have	x						
JC2	The system should provide the ability to identify job start and close dates.	Need to be able to modify end dates	Must Have						x	
JC3	The system should allow users to set up jobs in a hierarchical structure which includes the definition of different job sub-levels (i.e.: job, sub-job, work breakdown structure, activity, task, etc.)		Must Have						x	
JC4	The system should be able to track and report on job related performance measures, services, and accomplishments.	No current service and performance measures	Very Desirable						x	
JC5	The system should provide the ability to record and maintain an original budget, budget changes, and a revised budget for each job account at each level in the job hierarchy structure.		Must Have	x						
JC6	The system should provide the ability to track staff labor data related to jobs (e.g. salary, fringe, other direct, premium time) by actual hours worked.		Must Have	x						

JC7	The system should provide the ability to track staff labor data related to jobs (e.g. bill rate, billable time, non- billable time, multipliers, etc.).		Very Desirable	x						
JC8	The system should provide the ability to track various material items.		Must Have	x						
JC9	The system should be able to report the financial status of jobs, including all direct costs and allocations.		Must Have	x						
JC10	The system should allow users to inactivate a job that contains encumbrances, however should not allow the job to be closed out with outstanding encumbrances.		Very Desirable						x	
JC11	The system should provide the ability to develop forecasts based on the actual job cost schedule and generate progress trend analysis reports for quantities, amounts, etc.		Very Desirable						x	
JC12	The system should be able to flag/warn users when actual costs against a particular job budget line item are approaching the budget limit. The timing of the warning should be user definable.		Must Have	x						
JC13	The system should provide the ability to support backlog analysis (i.e.: the balance of the job dollar value against the remaining work yet to be completed.)		Very Desirable						x	
JC14	The system should provide multi-year job budget capabilities.		Must Have	x						
JC15	The system should provide the ability to set up default mapping rules (for example: the user enters the job number and the system automatically defaults to the associated GL account coding.)		Must Have	x						Maps to the proper Project Ledger string

JC16	The system should provide the ability to process inception to date reports/inquiries.		Must Have	x						
JC17	The system should provide the ability to appropriate funds at the job level		Must Have	x						
JC18	The system should provide the ability to close jobs (CIP) to fixed assets periodically or at the completion of the job or when the asset is substantially complete.	Not currently implemented	Very Desirable	x						With Munis Project Ledger or WO
JC19	The system should be able to provide the functionality to inquire and report on a multi-year, detail level, including drill-down capability.		Must Have	x						
JC20	The system should be able to allow for work orders to be tied to a job.		Must Have	x						Munis work order software
JC21	The system should be able to integrate into open architecture to off the shelf asset management system.		Desirable						x	

Contracts		Comments	Priority	Ratings Response						Additional Comments
				SUP	MOD	3RD	CST	FUT	NS	
	General Operating Requirements Section									
CM1	The system should track vendor's insurance information with insurance requirements, coverage amounts, types of coverage, and expiration dates.		Very Desirable	x						
CM2	The system should have the ability to provide a user defined alert if a contractor's insurance is about to expire.		Very Desirable	x						
CM3	The system should provide warning or a block when a contract is about to expire based on user defined criteria.		Very Desirable	x						
CM4	The system should allow for electronic insurance renewal notices to be sent to contractors.		Very Desirable	x						
CM5	The system should provide reason codes and/or remarks for missed milestone dates.		Very Desirable	x						
CM6	The system should provide the ability to track and report on contract data, including receiving statistics, warranty claims and contractor/vendor correspondence.		Very Desirable	x						
CM7	The system should provide a consistent contract data entry screen whether the contract is a revenue contract, encumbered contract, or expensed (unencumbered) contract with the ability to define multiple line items.		Very Desirable	x						
CM8	The system should provide an "Authorization to Start" field for consultant contracts.		Very Desirable	x						

CM9	The system should be able to create and generate letters based on user-defined templates. For example, to create award letters to successful bidders as well as letters for contractors/vendors who were not selected. (Other letters may include "Authorization to Start", "Insurance Renewal Notices", "Notice to Proceed", "Contractor's Affidavit", other legal documents, etc.)		Very Desirable	x						
CM10	The system should provide multiple contract approval routes to track all stages of the contract approval process based on contract type.		Very Desirable	x						
CM11	The system should be able to maintain a list of required legal documents in relation to a contract. (i.e.: bonds, certificates, licensing)		Very Desirable	x						
CM12	The system should maintain a library of standard and acceptable legal/ performance bond documents/samples.		Very Desirable	x						Maint Through TCM
	The system should provide the ability to track:									
CM13	Advertised date		Very Desirable	x						
CM14	Bid opening date		Very Desirable	x						
CM15	Board/Council date		Very Desirable	x						
CM16	Notice of award date		Very Desirable	x						
CM17	Notice to proceed date		Very Desirable	x						
CM18	Notice of completion date		Very Desirable	x						
CM19	Final payment date		Very Desirable	x						
CM20	User defined warranty due date triggered by another date		Very Desirable	x						
CM21	Contract termination date		Very Desirable	x						

CM22	Modification to contract date(s)		Very Desirable	x						
CM23	The system should provide the ability to track MBE/WBE/DBE requirements and related compliances.		Very Desirable	x						
CM24	The system should provide the ability to verify participation and payments to sub-contractors by the prime contractor.	Per Annalisa Miranda (May not be needed)	Very Desirable	x						
CM25	The system should provide the ability to track contractor's compliance with prevailing wage regulations.		Very Desirable	x						
CM26	The system should provide the ability to assign quantities to tasks/subtasks with user-defined units of measure and unit costs (for example: engineers' estimates)		Very Desirable	x						
CM27	The system should provide a text field in order to list any possible exceptions or qualifications by bid or bid item. (alternate bid items)		Very Desirable	x						
CM28	The system should allow users to develop contract related notes, messages and comments.		Very Desirable	x						
CM29	The system should allow authorized personnel to select a successful bidder from the list of bid responses and to record a comment for cases where the low bidder was not selected.		Very Desirable	x						
CM30	The system should provide the ability to route the contract modifications (change orders) to all required parties for approval and then record the status of the modification.		Very Desirable	x						
CM31	The system should provide the ability to track numerous contract modifications.		Very Desirable	x						

CM32	The system should provide the ability to identify contract modifications either as a quantity change, a scope change or a combination.		Very Desirable	x						
CM33	The system should provide the ability to calculate the number of change orders by reason code for a specific contract and project.		Very Desirable						x	
CM34	The system should provide the ability to flag the additional bond requirement associated with a change order.		Very Desirable				x			Analysis needed to quote
CM35	The system should provide the ability to track different types of licenses and specialties held by bidder/contractor/vendor.		Very Desirable				x			Analysis needed to quote
CM36	The system should provide the ability to close partially fulfilled contracts with proper authorization. The closing transaction must automatically update the encumbrances and budget.		Very Desirable				x			Analysis needed to quote
CM37	The system should be able to establish encumbrance and any changes at the time of approval or upon user-defined timing.		Very Desirable						x	Only on entry
CM38	The system should be able to prevent a contract from being closed if all required closing activities have not been achieved.		Very Desirable	x						
CM39	The system should provide the ability to close out a contract through user-defined criteria (i.e.: upon the issuance of final payment, etc.) and automatically transfer the remaining encumbrance to available funds.		Very Desirable	x						
CM40	The system should enable users to view and report on contracts by project manager, inspector, and other responsible party.		Very Desirable	x						

CM41	The system should have the ability to include both encumbered and non-encumbered line items on the same contract.		Very Desirable	x						
CM42	The system should have the ability to automatically create a contract record from a purchase requisition.		Very Desirable	x						
CM43	The system should provide the ability to track the amount of money spent on American Disabilities Acts (ADA) related improvements for each contract.		Very Desirable	x						By GL code
CM44	The system should provide a self service web-based capability, allowing contractors to view the results of a particular bid. The amount of information displayed on the web should be user-defined.		Very Desirable	x						Amount of information is not user defined
CM45	The system should provide the ability for contractors to submit bids electronically.		Very Desirable	x						
CM46	The system should provide the ability to track warranty claims.		Very Desirable	x						
CM47	The system should provide the ability to track stop notices		Very Desirable	x						
CM48	The system should provide the ability to track liquidated damages.		Very Desirable				x			Analysis needed to quote
CM49	The system should allow funds to be encumbered using a future date. (i.e.: funds related to future years on multi-year contracts)		Very Desirable	x						
CM50	The system should be able to accommodate task order contracts and associate different task numbers to the original contract.		Very Desirable				x			Analysis needed to quote

Systems/Information Technology		Comments	Priority	Ratings Response						Additional Comments
				SUP	MOD	3RD	CST	FUT	NS	
	General Requirements Section									
IT1	The system should support real time on-line data updates as the primary processing mode.	We are expecting that all systems will also have batch processing capabilities to allow for mass updates of records as needed in each functional area. Do we need to specify this as an explicit requirement?	Must Have	x						
IT2	The system should provide the ability to selectively archive system data based on a user-defined number of years or LAC records governance policy. The archived data should be able to be accessed via another medium or system.		Must Have	x						
IT3	The system should use common master files across all functional modules, e.g., Purchasing and AP should share a single vendor master file.		Must Have	x						
IT4	The system product database should allow access by an Structured Query Language.		Must Have	x						
IT5	The system should contain a date/time stamp and user information reflecting an audit trail on every data element.	Need User defined Audit Trail on selected data elements	Very Desirable	x						

IT6	The system should utilize standard Internet connection and TCP/IP protocol to access all user interfaces.		Must Have	x						
IT7	The system's access requirements through firewalls must be clearly identified and follow standard port designations.		Must Have	x						
IT8	The system should support multiple storage media technologies.	Should support storage options than single server storage	Must Have							
IT9	The system's database management system must be Oracle or MSSQL compliant.		Must Have	x						MSSQL
IT10	The system should be an integrated native web based system with common architecture and database, not a web-enabled add-on.		Very Desirable	x						
IT11	The system should provide field level encryption using 3DES standards at a minimum.		Very Desirable	x						
IT12	The system must run on the current Microsoft Windows Server operating system.		Must Have	x						
IT13	The system should provide access from outside of the firewall by County Employees or Staff in accordance with LAC security standards.		Must Have	x						Typically use VPN or RDS. Browser based system can be made externally avialable.
IT14	The system should provide access from outside of the firewall by public external users in accordance with LAC security standards.	Need to revisit and develop standards for external access	Very Desirable	x						Self Service apps for public access.

IT15	The client side interface should be able to operate in a VDI environment	County will be piloting Virtual Desktop Infrastructure intiative in FY15.	Very Desirable	x						Not tested. Browser application should work.
IT16	The system should NOT be case sensitive		Must Have	x						
IT17	The system should allow for ease of data entry (minimal mouse clicks)		Very Desirable	x						
	The system should contain toolsets to accommodate the following:									
IT18	Archiving/purging of data		Must Have	x						
IT19	Database maintenance within the application		Must Have	x						
IT20	End-user interface configuration		Very Desirable	x						
IT21	System upgrade administration and patches		Must Have	x						
IT22	System security		Must Have	x						
	The proposed solution should offer a full suite of utility tools required to execute various system maintenance functions including (not application specific):									
IT23	Backup management	If internal, it is desirable; If hosted, the vendor will need to provide documentation on how they provide back up management	Very Desirable	x						
IT24	Multiple monitoring sessions (who is in the system)		Must Have	x						
IT25	Performance monitoring (application and system)		Must Have	x						
IT26	Ability to monitor executing jobs		Must Have	x						

IT27	Sufficient instrumentation to monitor batch progress and send alerts about abnormal batch status.		Very Desirable	x						
IT28	Database optimization		Desirable	x						
IT29	The system should not use any proprietary fundamental components (e.g.: vendor's proprietary programming language or DBMS.)		Must Have	x						
IT30	The system should track system uptime and transaction response times in order to demonstrate operation within acceptable levels.		Must Have	x						
IT31	The system should provide automated transaction back-out/roll-back should the system fail during transaction processing and/or a transaction fails to reach normal processing completion.		Must Have	x						Using standard backup tools
IT32	The system should enable the client to enter organization-specific values in coding fields (i.e., lookup tables). These and other user configurations should be preserved around software updates (i.e., product upgrades/software releases should not overwrite client-specific coded data or configurations.)	This is Application related	Must Have	x						
IT33	The system should allow on-line search capabilities based on any field or any combination of fields.	This is Application related	Must Have	x						
	System Help Section									

IT34	The system's on-line help should be available at the system, function, screen, and field level.		Must Have	x						
IT35	The system's on-line help should be updated with each new version release.		Must Have	x						
IT36	The system's on-line help should provide an index and search capability		Must Have	x						
IT37	The system's on-line help should be context sensitive to identify the source or table of the data field.		Very Desirable	x						
IT38	The system help information should be able to be edited and/or augmented by the Client for specific additional help information. This information should be retained during upgrades.		Desirable	x						Using the Munis Knowledge base
IT39	The vendor's support site should contain a knowledge base where users can access system related reference material and documents.		Must Have	x						
IT40	The vendor's support site should contain complete and up-to-date manuals for all system modules and functionalities. The manuals should be available for all available versions of the software.		Very Desirable	x						
IT41	The vendor's support site should contain a complete data dictionary for all system tables and data fields.		Must Have	x						

IT42	The system should allow override or block/no-override ability on specific error conditions and/or for specific users.		Must Have	x						
IT43	The system's error messages should be integrated with online help functions, allowing the data entry person to be able to click on an error message and open the online help document to the appropriate section.		Very Desirable						x	Not hyperlinked.
IT44	The system should provide the ability to establish a standard rounding method.		Desirable	x						
	General Integration/Compatibility Section									
IT45	The system should provide full integration with standard desktop applications to the current Office Suite version of Word, Excel, and Adobe Acrobat. This includes the ability to import or export data directly into these desktop applications.		Must Have	x						
IT46	The product should provide for integration and tools to easily export data to a data warehouse.		Very Desirable	x						
IT47	The system should support the current Microsoft web browser.		Must Have	x						
IT48	The system should provide enterprise application integration (EAI) functionalities.		Must Have	x						
IT49	The system should support data-transfer via flat files (e.g., ASCII, variable and/or fixed length,		Must Have	x						

	comma-delimited, etc.)									
IT50	The system should provide the ability to interface or integrate with Windows Active Directory and support a single user sign on if on a Windows system. This should include the ability to use Active Directory if the user is present, while at the same time allow other users who may not be found in Active Directory.		Must Have	x						
IT51	The system should have the ability to interface or integrate with the most current version of Microsoft Exchange/ Office 365.		Must Have	x						
IT52	The system should provide Microsoft Add-In capabilities.		Desirable	x						
IT53	The system should provide a Software Development Kit (SDK) that allows the technical staff to enhance and integrate the system.		Desirable						x	Application toolsets for import/export. Tyler can provide custom web service integration.
	User Interface Section									
IT54	The system should provide the ability to configure screens/windows per user role.		Must Have	x						
IT55	The system should provide the ability to AutoFill based on a related field (i.e. auto completion of one field based on prior data entry).		Very Desirable	x						Via Copy and recurring templates

IT56	The system should provide data validation by providing error messages immediately after each field is entered, rather than waiting until the entire screen, record or transaction is finished. (account number, vendor ID, etc.)		Very Desirable	x						
IT57	The system should provide a user-defined executive dashboard (financial information, key performance indicators, etc.) based on user profile		Very Desirable	x						
IT58	The system should provide the capability for creating "favorites" or shortcuts to frequently used screens and reports.		Must Have	x						
IT59	The system's controlled values should be available in drop down boxes or popup windows.		Very Desirable	x						
IT60	System error messages should appear in a consistent format across all system modules and should be customizable.		Desirable	x						Consistent but not customizabl e
IT61	The system should provide the ability to create new items by copying existing items.		Must Have	x						
IT62	The system should provide cut and paste capabilities to move data from field to field.		Must Have	x						
IT63	The system should allow data entry staff to have a choice of updating the system through use of a grid/spreadsheet interface options, or		Very Desirable	x						In select modules

	through GUI-based features.									
IT64	The system should have a built in calendar allowing adjustments in processing and transaction dates for holidays, weekends, etc.		Must Have	x						
IT65	The system should provide the ability to send broadcast message by application administrators to users at any time, as well as messages that are displayed at logon		Very Desirable	x						
IT66	The system should provide the capability to store, retrieve, display and print imaged documents. The solution must provide the capability to receive scanned documents from document scanners having industry-standard connection protocols (SCI, TCP/IP, etc.)		Very Desirable	x						
IT67	The system should be able to accept scanned or electronic documents in standard format inclusive of pdf, doc, xls, jpeg, tif and link them to a data record.		Very Desirable	x						
IT68	The system should provide transaction logging or journalizing at the data base level. The system should be able to recover all on-line transactions from the transaction log.		Must Have	x						

IT69	The system should provide migration paths for new fields during software upgrades.		Must Have	x						
IT70	The system should allow for mass updates to certain fields.		Must Have	x						
IT71	The system should provide active notifications based on specific events and conditions.		Very Desirable	x						
IT72	The system should provide efficient application level load-balancing functionality.		Very Desirable	x						With appropriate hardware configuration
IT73	The system should provide the use of digitized signatures in order to print electronic signatures.		Must Have	x						Signature card for signing forms (i.e. PO's, etc.)
IT74	The system should allow for the definition of default printers for each user		Very Desirable	x						
	Reporting & Related Requirements Section									
IT75	The system should provide a robust report writer to develop customized reports. Report writing should be security enabled so that only users with the proper access can write reports.		Must Have	x						
IT76	The system should support the ability to send report to printer, file and email (Exchange).		Must Have	x						
IT77	The system should present data in a graphical manner, including bar charts, line charts, pie charts, Gantt charts, etc. in reports.		Very Desirable	x						

IT78	The system should provide a report design wizard to guide users through the report creation process.		Very Desirable	x						
IT79	The system should provide HTML preview that allows report authors to see how reports will look when published to the web.		Very Desirable	x						
IT80	The system should provide the ability to perform auto saving of a report (during development) after a user-defined period of time has passed.		Very Desirable						x	
IT81	The system should provide intuitive reporting tools such as vertical rulers and guides, grids - to facilitate report design and formatting		Very Desirable	x						
IT82	The system should provide the ability to move and resize objects and select multiple objects.		Very Desirable	x						
IT83	The system should provide vertical text rotation.		Very Desirable	x						Tyler Reporting Services
IT84	The system should provide the setup of horizontal or vertical page numbering.		Very Desirable	x						
IT85	The system should allow hyperlinks to be embedded into reports.		Very Desirable	x						
IT86	The system should provide automated alerts and checks that quickly find broken links, formula errors, and dependency issues.		Very Desirable	x						Auditing alerts available, software correction dependancies available in Munis

										Internet Update
IT87	The system should provide a formula editor to assist in adding formulas to the report.		Very Desirable	x						
IT88	The system should provide the ability to export to XML, PDF, HTML, XLS (and XLSX), DOC (and DOCX), csv, etc.	User definable delimiter for csv	Must Have	x						
IT89	The system should provide mail merge with MS Word.		Very Desirable	x						
IT90	The system should provide the ability to customize report prompts (this includes the actual verbiage of the question prompt, the default response (if any), and the specific rules established in association with the report prompt)		Very Desirable	x						
IT91	The system should provide the ability to setup prompts based on dynamic values. This means that report designers do not have to maintain static prompt value lists within individual reports. Instead, they can reuse existing prompts stored in the repository.		Desirable	x						Tyler Reporting Services
IT92	The system should enable security setup for reporting. This may include restricting users from running reports on activity that is unrelated to what they do.		Must Have	x						

IT93	The system should allow for developing customized reports that can extract information from several subsystems and produce them on the same report.		Must Have	x						
IT94	The system should allow users to set up folders to organize the various types of previously created reports (such as by department or function of the report)		Must Have	x						
IT95	The system should provide the ability to drill down, drill up, and/or drill around (create cross tabs) to supporting documents and related transactions from any field within the system.		Must Have	x						
IT96	The system should allow for system generated reports be copied over to user libraries where they can be modified without altering the original report.		Must Have	x						
IT97	The system should provide the capability to use "English" descriptions and/or an industry standard vocabulary for data elements, rather than specifying the exact data element name.		Very Desirable	x						

IT98	The system's report writer should come with a library of reports that have been specifically developed for the report writer application. These pre-developed reports should be available as a starting point to allow the client to modify and refine them to their own needs. Examples of reports may include account listings, purchase order status reports, accounts payable detailed transaction listings, etc.		Must Have	x						
IT99	The system should provide a full set of reports that are in compliance with AICPA, GASB, GAAP, FERC, and other standards.		Very Desirable	x						
IT100	The system should provide the capability to generate letters and notices to user-defined groups.		Must Have	x						
IT101	The system should provide the capability to produce mailing labels.		Very Desirable	x						
IT102	The system should allow users to add or remove reports and templates to/from menus with proper security.		Must Have	x						
	System Security Section									
IT103	The system should track the use of the system by authorized users.		Must Have	x						
IT104	The system should have the ability to report attempts by unauthorized users to use the system.		Desirable	x						Since active directory is used for authentication these reports

										would be available using AD tools.
IT105	The system should have the ability to suspend after "x" attempts to access the system with an incorrect password if authentication is internal to the system.		Must Have	x						
IT106	The system should have the ability to copy a security profile.		Must Have	x						
IT107	The system should provide e-commerce security including customer authentication and encryption to protect customer data.	If the product provides e-commerce, then it must be secure, otherwise it must be provided by a third party vendor	Desirable	x						
IT108	The system's e-commerce capabilities should be Payment Card Industry (PCI) compliant.	If the product provides e-commerce, then it must be secure, otherwise it must be provided by a third party vendor	Must Have	x						
IT109	The system should support standard Internet security including, but not limited to Secure Socket Layers (SSL). If SSL is not supported, please describe the supported Digital Certificates.		Must Have	x						
	The system should have the ability to define user access based on:									
IT110	Departments/Organizations		Must Have	x						
IT111	Roles		Must Have	x						
IT112	Individuals		Must Have	x						
IT113	Application/Module		Must Have	x						

IT114	IP address		Desirable	x						
IT115	Report		Must Have	x						
IT116	Screen		Desirable	x						
	The system should have the ability to define user access based on:									
IT117	Databases		Must Have	x						
IT118	Tables and Views		Must Have	x						Datebase views only
IT119	Documents	Assumption is documents attached to records	Must Have	x						
IT120	Data Elements		Must Have	x						
	The system should have the ability to define and lookup a user based on:									
IT121	User Name		Must Have	x						
IT122	Role		Must Have	x						
IT123	Department Name	originally "Organization Name/Number". Changed to Dept Name	Must Have	x						
IT124	Employee Number		Must Have	x						
IT125	Date user was created		Very Desirable	x						
IT126	Last login		Very Desirable	x						
IT127	The system should allow users to review security transaction history in a report.		Must Have	x						
IT128	The system should be able to automatically sign a dormant user off of the system after a user-defined time period.		Very Desirable	x						

IT129	The system should support strong password rules such as length, alpha/numeric, upper/lower case, password definition and expiration period.		Must Have	x						
	The system should provide ability to view or obtain security reports showing:									
IT130	Security breaches or attempts		Very Desirable	x						
IT131	Authorized system use		Very Desirable	x						
IT132	Changes to security profiles		Very Desirable	x						
IT133	Security snapshot on a specific time period specified by the user		Very Desirable	x						
	System Workflow Section									
IT134	The system should provide for user configurable electronic management, multi-level approval routing, and reporting of work generated by individuals such as requisitions (including capital asset requisitions & project requests), purchase orders, journal entries, etc.		Very Desirable	x						
IT135	The system should come with a library of workflow models that have been specifically developed for the workflow application. These pre-developed models should be available as a starting point to allow the client to modify		Very Desirable	x						Pre-defined business rules are included

	and refine them to their own needs.									
IT136	The system should provide for e-mail notification or on-line (or sms) notification of documents pending approval.		Very Desirable	x						
IT137	The system should allow the flow of work to be defined based on any data element or combination of data elements from initiation of a work queue item through various in-process, review, and approval activities (for all system modules). The work queue will follow a logical progression.		Very Desirable	x						
IT138	The workflow tools should integrate with Exchange capabilities, such as the recipient list, calendaring, blind copy, task creation, etc.		Very Desirable						x	Can relay email via Exchange.
IT139	The system should have the ability to re-direct an approval based on workflow rules and setup.		Very Desirable	x						
IT140	The system work queue items should allow for on-line modification based on user defined parameters.		Very Desirable	x						
IT141	The system work queue items should be able to have minor edits without the system re-triggering the approval back to the person who initiated it.		Very Desirable	x						
IT142	The system work queue items should have the ability to be reassigned to another individual, work group, department or location on-line.		Very Desirable	x						

IT143	The system should provide for notes/comments on transactions		Very Desirable	x						
IT144	The system should record user id and date on notes/comments		Very Desirable	x						
IT145	The system should be able to send a standardized and/or customized notification to a user explaining why the document was rejected or unapproved (with user and date information)		Very Desirable	x						
IT146	The system should allow the viewing of workflow items by their status (pending approval, approved, rejected, etc.) in real time.		Very Desirable	x						
IT147	The system should allow electronic approval to be delegated to another individual in the event of ones absence		Very Desirable	x						
	Portals									
IT148	Citizens Interactions	Non customer specific - citizens would have the ability to report maintenance issues across County	Very Desirable	x						Via CSS
IT149	Customer Portal	Website, Smart Phone, etc.	Very Desirable	x						
IT150	Customer Interactions		Very Desirable	x						
IT151	- Ability to see bill		Must Have	x						
IT152	- Pay bill		Must Have	x						
IT153	- See History		Must Have	x						
IT154	- Ability to enter requests for meter reread, or move		Very Desirable	x						

IT155	- Dumpster Requests		Very Desirable						x	
IT156	- Full Utility Usage History Request (e.g., for 1 year)		Very Desirable	x						
IT157	Customers should have a secure logon to make requests related to their accounts (e.g., paper billing requests and automatic pay, etc.)	Currently accomplished outside of Cayenta through an outside portal, hosted by Cayenta	Must Have	x						
IT158	Online Payment Capability to tie into cash receipting for various functionalities	3rd party applicable	Very Desirable	x						
IT159	Vendor Portal with capabilities to register business, input address legal name, and fill out W-9, and enter commodity code for solicitations (vendor registration)		Very Desirable	x						Via Vendor Self Service
IT160	Solicitations Portal - should have the ability to time/date stamp sumbmissions and correspondence		Very Desirable	x						
IT161	Employee/Manager Portal		Must Have	x						Via ESS
IT162	Candidate Portal	Portal for Recruitment with the ability to search jobs, register as a candidate, apply for jobs, and check on the status of applications/recruitments	Very Desirable	x						Via ESS

Personnel		Comments	Priority	SUP	MOD	3RD	CST	FUT	NS	Additional Comments
	General Operating Requirements Section									
	Besides the commonly found employee information, the system should also provide the ability to maintain the following employee data:									
PA1	Date of rehire.		Must Have	x						
PA2	Former last name.		Must Have	x						
PA3	Secondary address.		Must Have	x						
PA4	FLSA status (Exempt vs. Non-Exempt).		Must Have	x						
PA5	Current job title.		Must Have	x						
PA6	Current assigned FTE value.		Must Have	x						
PA7	Current work schedule.		Must Have	x						
PA8	Current Supervisor or Manager.		Must Have	x						
PA9	Current department.		Must Have	x						
PA10	Current union/bargaining unit/employee association affiliation.		Must Have	x						
PA11	Seniority date.		Must Have	x						
PA12	Position Seniority date.		Must Have	x						
PA13	Uniform/Non-uniform designation.		Must Have	x						
PA14	Sworn/Un-sworn designation.		Must Have	x						
PA15	Veteran and ADA status		Must Have	x						
PA16	Licensure/Certifications, ID number, and expiration date.		Must Have	x						

PA17	Languages and proficiency		Must Have	x						
PA18	Special skills and competencies		Must Have	x						
PA19	Testing performed and results.		Must Have	x						
PA20	Training completed and results.		Must Have	x						
PA21	Background check results.	Not implemented in the current system	Very Desirable	x						
PA22	Out of state residences.		Desirable	x						
PA23	Performance evaluation schedule.	Not implemented in the current system, will become must have if MAPS project is implemented	Very Desirable	x						
PA24	Next performance evaluation date.	Not implemented in the current system, will become must have if MAPS project is implemented	Very Desirable	x						
PA25	Performance evaluation score/information.	Not implemented in the current system, will become must have if MAPS project is implemented	Very Desirable	x						
PA26	Special assignments.		Must Have	x						
PA27	Disciplinary actions.	Not implemented in the current system	Must Have	x						

PA28	History of disciplinary actions within user defined parameters.	Not implemented in the current system	Must Have	x						
PA29	Reported work related injuries.	Not implemented in the current system	Very Desirable	x						
PA30	H1B Visa Status.		Desirable	x						
PA31	Driver's License Number and expiration date if required by position.		Very Desirable	x						
PA32	User-defined reason codes for employee separation.		Must Have	x						
PA33	Length of time in position(s) and organizational unit(s).		Must Have	x						
PA34	User-defined text or date fields and codes for specific employee attributes as needed.		Must Have	x						
PA35	Employee badge number (separate from ID number)		Must Have	x						
PA36	service recognition date (for 10, 20, 30, etc. year service awards		Very Desirable	x						
PA37	The system should maintain transactional history for all current and former employees - from hire to separation.		Must Have	x						
PA38	The system should provide the ability to rehire an employee by accessing the deactivated record and uploading current data without re-entering the employee's information or creating a new hire record.		Must Have	x						

PA39	The system should provide the ability to allow rehired employees to use their previous employee ID based on the organization's defined criteria and identify the applicant as a former employee using their former number.		Must Have	x						
PA40	The system should provide for the organization to implement employee portal to allow employees to update information such as addresses, phone numbers, beneficiary, etc.		Must Have	x						
PA41	The system should provide the ability to create electronic workflows for personnel transactions and authorizations.		Must Have	x						
PA42	The system should provide the ability to support automated tracking of Management's goals for themselves, their teams, their departments, and their projects.	Not implemented in the current system	Very Desirable	x						
PA43	The system should provide the ability to create performance evaluation templates based on a position's current job description and user defined criteria.	Not implemented in the current system	Very Desirable	x						
PA44	The system should provide the ability to flag those employees who have an approaching performance evaluation.		Very Desirable	x						
PA45	The system should provide the ability to escalate past due performance evaluations to the next level of authority for review. (i.e. multi-level approvals)		Very Desirable	x						

PA46	The system should provide the ability to make mass pay changes or compensation adjustments to an entire job classification.		Must Have	x						
PA47	The system should provide the ability to initiate notifications to the appropriate manager if an employee's required license or certificate is needed or will expire within a user defined parameter such as 30 days, 90 days, etc.		Must Have	x						
PA48	The system should provide the ability to assign multiple positions to an employee with one position designated as the primary.		Must Have	x						
PA49	The system should provide the ability to manage alternate pay rates in addition to the employee's normal pay rate for extra work being performed by the employee that is outside of their normal role.		Must Have	x						
PA50	The system should provide the ability to base benefit eligibility on a calculated, separate FTE value other than the actual position FTE value.		Very Desirable	x						
PA51	The system should provide the ability to flag and notify Human Resources if an employee's inactive status (e.g., leave status) has exceeded a user-determined amount of time.		Must Have	x						
PA52	The system should provide the ability to indicate a reason code and description for personnel actions.		Must Have	x						

PA53	The system should provide the ability to cross reference an employee's functional abilities and/or medical limitations with the requirement of a specific position to prevent an employee from being assigned outside their capabilities.		Very Desirable	x						
PA54	The system should provide the ability to enter multiple personnel actions for an employee within the same payroll cycle		Must Have	x						
PA55	The system should provide the ability to enter multiple personnel actions for an employee with multiple changes and multiple reason codes on the same day		Must Have	x						
PA56	The system should provide the ability to apply a warning to a user who enters a personnel transaction with an effective date that is retroactive.		Must Have	x						
PA57	The system should provide the ability to generate a warning on a personnel action for a salary increase that is outside of the allowable range.		Must Have	x						
PA58	The system should date and time stamp each personnel transaction when it is created and each time there is an action related to the transaction (approval/rejection/comments, etc.)		Must Have	x						

PA59	The system should provide the ability to assign assets to an individual employee such as a computer, keys, weapon, vehicle, etc. and notify the appropriate manager upon the processing of any leave or term related actions.	Not used in current system	Desirable	x						
PA60	The system should provide the ability to record a photo of the employee in the employee's online record.		Must Have	x						
PA61	The system should provide the ability to interface ID/security badges with any timekeeping system.		Very Desirable	x						
PA62	The system should provide automatic assignment of bargaining units based on job classes or job codes.		Must Have	x						
PA63	The system should provide the ability to perform salary "what-if" modeling.		Very Desirable	x						
PA64	The system should allow users to track multiple user defined breaks in service, for example breaks resulting from a legal settlement, reduction in hours, lay-off, or disciplinary action.		Must Have	x						
	The system should provide the ability to track data attributes specific to a job code or position number that include, but are not limited to, the following:									
PA65	Salary range.		Must Have	x						
PA66	Fair Labor Standards Act (FLSA) status.		Must Have	x						
PA67	Workers compensation code.		Must Have	x						
PA68	Diversity information.		Must Have	x						

PA69	Employee type/bargaining unit/employee association		Must Have	x						
PA70	Licenses, certificates and registration requirements.		Must Have	x						
PA71	Degree/education requirements.		Must Have	x						
PA72	Minimum qualifications/requirements.		Must Have	x						
PA73	Management and supervisory level.		Must Have	x						
PA74	Physical parameters.		Must Have	x						User Defined
PA75	Americans with Disabilities Act (ADA) by classification/essential functions.		Must Have	x						User Defined
PA76	Status (active, inactive, pending, budgeted, approved but not budgeted, etc.)		Must Have	x						
PA77	Classification (with title) for Pay Equity/EEO-4/Vets 100a reporting.		Must Have	x						
PA78	Funding source for position, i.e. grant, internal, etc.		Very Desirable	x						
PA79	Name of funding source and ID# (i.e.: grant number) if applicable.		Very Desirable	x						
PA80	Length of time funding is awarded.		Very Desirable	x						Tracking on the project, not on the job class/position
PA81	The system should provide the capability to report on work related injuries including employee name, work location, job code, department, Supervisor, etc.	Not implemented in the current system	Must Have	x						

PA82	The system should provide checklists for employee hire and termination processes to ensure all steps are completed (checklist should include policy and agreement documents).		Must Have	x						
PA83	The system should provide a disciplinary action report in a pre-defined and/or user-defined format with user defined variables.	Not implemented in the current system	Very Desirable	x						Via SSRS
PA84	The system should provide a vacancies report by class and department within a user defined date range.		Must Have	x						Based on effective date
PA85	The system should provide a report of current employees on leave.		Must Have	x						Via SSRS
PA86	The system should provide a report documenting frequency of absenteeism or tardiness by employee, by department, by manager or by user defined parameters for a specified time range.		Must Have	x						Via SSRS
PA87	The system should provide the ability to create a labor distribution report which identifies labor in hours, overtime, position, department, date, time of day or shift, etc.		Must Have	x						Via SSRS
PA88	The system should provide the ability to create an anniversary date report by department, month/year, etc.		Must Have	x						Via SSRS
PA89	The system should provide the ability to create a New Hire Report with user defined data attributes.		Very Desirable	x						
PA90	The system should provide the ability to create a Termination Report with user defined data attributes.		Must Have	x						Via SSRS

PA91	The system should provide the ability to create a Job Class Report.		Must Have	x						SSRS
PA92	The system should provide the ability to create an Average Salary Report by class, bargaining unit, etc.		Must Have	x						SSRS
PA93	The system should provide the ability to create a report for tuition reimbursement usage.		Must Have	x						
PA94	The system shall provide the ability to create a turnover rate report by gender, age, appointment to class, date, disciplinary release, promotion, race, classification, probation release, transfer and/or resignation, etc.		Must Have	x						
PA95	The system should provide a robust user-configurable security structure -- including attribute-level security -- to protect sensitive employee data (e.g., SSN, medical status, address, discipline information, etc.) at all times.		Must Have	x						
PA96	The system should provide a mechanism to track the reclassifications of job codes and/or position codes and their history for a user defined period of time.		Must Have	x						
PA97	The system should provide the ability to track employees by occupational category and job groups according to user-defined criteria.		Must Have	x						

PA98	The system should provide the ability for employees to access a self service portal to review/print check stubs and to review and submit change requests for demographic, personal, direct deposit, and tax (W-4) information.		Must Have	x						
PA99	The self-service portal should allow for routing information change approvals according to specific security rights granted.		Must Have	x						
PA100	The system should provide tracking, escalation, deadlines, and approvals for grievances and other collective bargaining processes.	Not implemente d in the current system	Must Have	x						Case Managem ent
	The system should provide the ability to track data attributes related to compensation, including but not limited to:									
PA101	Cost of Labor increase		Must Have	x						Based on audit history
PA102	Employees at or reaching a salary cap		Must Have	x						
PA103	The system should provide the ability to support multiple pay structures, including but not limited to structures with open range, step plans, etc.		Must Have	x						
PA104	Demotions (which may or may not decrease wages)		Must Have	x						Via actions entry history
PA105	New Hire qualified quartile		Very Desirable	x						SSRS
PA106	Mass change what-if scenarios		Must Have	x						Via Testing in Train/Proj ections

PA107	Step advancements		Must Have	x						
PA108	Incentives		Must Have	x						
PA109	Lump-sum earnings		Must Have	x						
PA110	Stability/Longevity pay		Must Have	x						
PA111	Collective bargaining special calculation rules		Must Have							Need more detailed informatio n to accurately respond
PA112	Negotiated rates of pay (outside the normal salary structure)		Must Have	x						
PA113	Reimbursement and allowance structure/rules		Must Have	x						
PA114	The system should provide detailed Org Chart setup capabilities, which include printing and forecasting capabilities		Very Desirable	x						Visio Org charts available
PA115	The system should provide a fully detailed Total Compensation Report which includes employer and employee-paid costs in a user-defined period.		Very Desirable	x						
PA116	Once hired, the system should generate a New Hire notification (report or file) for the state of New Mexico.		Desirable	x						NM New Hire Report
PA117	Ability to create user-definable extract files for Affirmative Action reporting.		Must Have	x						EEO4/5 reporting available
	The system should provide the ability to track data attributes related to a total rewards program, including:									
PA118	Employee Recognition recipients		Very Desirable				x			

PA119	Costs related to retiree plaques, recognition coins, gift cards, service pins, etc.		Very Desirable				x			
PA120	Premium holidays, which entails employer-paid insurance premiums		Very Desirable	x						Managed manually
PA121	Vending machine monies, and expenditures		Very Desirable				x			
PA122	Unlimited user-defined fields		Must Have	x						Available in a variety of programs
PA123	Succession & Workforce Planning		Very Desirable	x						Professional Development
PA124	The system should provide the ability to track all training/licensing related activity by employee.		Must Have	x						
PA125	The system should provide the ability to track an employee's progress toward completion of certifications, degrees or career development path.	Not implemented in the current system	Very Desirable	x						Professional Development
PA126	The system should provide the ability to define a mentoring/training schedule based upon the employee's professional development path.	Not implemented in the current system	Very Desirable				x			
PA127	The system should provide a method to match position requirements to employee profiles.		Must Have	x						Professional Development
	For tuition reimbursements, the system should provide the ability to track the employee's:									
PA128	School attended	Not implemented in the current system	Very Desirable	x						

PA129	Goals achieved	Not implemented in the current system	Very Desirable	x						May require User Defined Field
PA130	Degree/Certificate(s) earned	Not implemented in the current system	Must Have	x						
	The system should provide the ability to support the management and tracking of each (internal) applicant and/or candidate through the recruiting and application process by tracking, at a minimum, the following data attributes for each applicant/candidate:									
PA131	Position number.	Not implemented in the current system	Must Have	x						
PA132	Requisition number.	Not implemented in the current system	Must Have	x						
PA133	Job title for which applicant applied.	Not implemented in the current system	Must Have	x						
PA134	Internal or external recruitment or both	Not implemented in the current system	Must Have	x						
PA135	Qualified/Non-qualified.	Not implemented in the current system	Must Have	x						
PA136	Applicant/Candidate's schedule of tests, interviews, etc.	Not implemented in the current system	Very Desirable	x						

PA137	Interview results/scoring/comments per interviewer.	Not implemented in the current system	Very Desirable	x						
PA138	Interview history.	Not implemented in the current system	Very Desirable	x						
PA139	User defined rejection reason codes.	Not implemented in the current system	Very Desirable	x						
PA140	User defined comments field.	Not implemented in the current system	Very Desirable	x						
PA141	The system should provide the ability to allow managers to schedule applicant interviews through Outlook.	Not implemented in the current system	Very Desirable				x			
PA142	The system should provide automated workflow functionality to manage required actions and notifications.	Not implemented in the current system	Must Have	x						
	The system should provide the ability to maintain the following individual employee data, at a minimum:									
PA143	Current job title.		Must Have	x						
PA144	Current assigned position.		Must Have	x						
PA145	Current Supervisor or Manager.		Must Have	x						
PA146	Length of service from date of hire.		Must Have	x						
PA147	Seniority date		Must Have	x						
PA148	Special skills and competencies		Must Have	x						
PA149	Testing performed and results.	Not implemented in the current system	Very Desirable	x						

PA150	Education & Training completed and results.	Partially implemented in the current system	Must Have	x						
PA151	Performance evaluation score/information.	Not implemented in the current system	Very Desirable	x						
PA152	Assigned mentor(s)		Very Desirable				x			
PA153	Expression of interest in job title or job family		Very Desirable				x			
PA154	Expression of interest in career path		Very Desirable				x			
	The system should provide the ability to track data attributes specific to a job code or position number that include, but are not limited to, the following:									
PA155	Minimum qualifications/requirements.		Must Have	x						Requirements
PA156	The system should provide the ability to generate reports with individual training/mentoring event activity/history.		Must Have	x						Employee Training
PA157	The system should provide the ability to attach electronic documents in Word, .PDF and other formats to the applicant record.	Not implemented in the current system	Must Have	x						
PA158	The system should provide the ability to track employer suggestions, consideration and recommendations.		Very Desirable				x			
PA159	The system should track ranking by seniority date, skills/proficiencies, interview results, and other user-definable criteria.		Very Desirable				x			
PA160	The system should provide a report including position, applicants, reasons, ranking, and other user-definable criteria.		Very Desirable	x						May require SSRS

	The system should provide the ability to track Workforce Planning analytics, through a dashboard and/or reports, including but not limited to:									
PA161	Business goals		Very Desirable				x			
PA162	Benchmarks		Very Desirable				x			
PA163	Financial strategy		Very Desirable				x			
PA164	Position budget		Very Desirable	x						
PA165	Workforce forecasting		Very Desirable	x						Via Salary and Benefit Projections
PA166	Milestones and rewards		Very Desirable				x			
PA167	Skills projection		Very Desirable				x			
PA168	Employee Relations		Must Have				x			
	The system should provide the ability to track Employee Relations Case Management attributes, including but not limited to:									
PA169	Must have ability to track Employee Relations issues by user-definable type or category (e.g. harassment, discrimination, attendance, conduct, safety, demotion, grievance, appeal, arbitration etc)	Not implemented in the current system	Must Have	x						Via Case Management Module
PA170	Unemployment eligibility, status, and events	Not implemented in the current system	Must Have	x						Via Case Management Module
PA171	The system should provide the ability to assign user-defined alpha-numeric case numbers with a minimum of 16 characters.	Not implemented in the current system	Very Desirable						x	

PA172	The system should provide the ability to create an unlimited number of user-defined process steps and associated timelines (in days).	Not implemented in the current system	Must Have	x						
PA173	The system should provide the ability to track multiple user-defined incident dates for each attribute and step.	Not implemented in the current system	Must Have	x						
PA174	Employee relations data should be integrated with all other personnel records	Not implemented in the current system	Must Have	x						
PA175	The system should provide the ability to flag employees, in order to exclude them from favorable decision purposes, with effective and expiration dates. (i.e. disciplinary action could prevent an employee from receiving a promotion or pay increase.)	Not implemented in the current system	Must Have				x			
PA176	The system should provide the ability to associate one case with multiple employees and multiple actions.	Not implemented in the current system	Must Have				x			
PA177	The system should provide workflow approvals and reminders for each process step, based on process timeline.	Not implemented in the current system	Must Have	x						
PA178	The system should provide reports including cases by employee, incident type, date range, department, and collective bargaining unit.	Not implemented in the current system	Must Have	x						
PA179	The system should provide reports on disciplinary actions and related results.	Not implemented in the current system	Must Have	x						

PA180	The system should provide user-definable templates for each incident type, including standard procedures, timeframes, parties involved, approvals, and results.	Not implemented in the current system	Must Have	x						
PA181	The system should provide the ability to attach document and multi-media to each incident and process stage.	Not implemented in the current system	Must Have	x						Documents can be attached via TCM.
PA182	The system should provide the ability to secure the module based on security role, and provide full Create, Retrieve, Update and Delete(CRUD) control features based on the user.	Not implemented in the current system	Must Have	x						
PA183	The system should provide integration with Outlook for interviews and meetings.	Not implemented in the current system	Must Have	x						
PA184	The system should provide the ability for external case tracking. (e.g. EEO and external actions against the County.)	Not implemented in the current system	Must Have	x						
PA185	The system should provide the ability to track payouts and settlement actions.	Not implemented in the current system	Must Have	x						Via Notes/Coments or can be included in total cost or resolution
PA186	The system should provide the ability to define timelines for each action and step.	Not implemented in the current system	Must Have	x						Start and due dates.

PA187	The system should provide the ability to define external/third-party contact information, including name/business, address, phone number, email address, fax number, etc., and associate the information with specific cases.	Not implemented in the current system	Must Have				x				Could be done via notes

Payroll		Comments	Priority	Ratings Response						Additional Comments
				SUP	MOD	3RD	CST	FUT	NS	
	General Operating Requirements Section									
PY1	The system should provide the ability to integrate payroll information with Human Resources, Timekeeping, Leave Management, Benefits Administration, General Ledger, Grants/Projects, Work Orders, Job Costing, Budget, and other financial modules.		Must Have	x						
PY2	The system should provide the ability to interface with the Accounts Payable module to create payment to specified vendors or agencies for deductions taken from employees' payroll checks each pay cycle or at a user defined frequency.	Not implemented	Very Desirable	x						
PY3	The system should provide the ability to apply departmental or operating group overhead/burden rates on labor hours		Must Have	x						Via Grants module
PY4	The system should provide the ability to print payroll checks.		Must Have	x						
	The system should track an unlimited number of earnings/pay codes, including but not limited to:									
PY5	Regular		Must Have	x						
PY6	Overtime		Must Have	x						
PY7	Stability (Longevity) Pay		Must Have	x						

PY8	Premium/Incentive Pay		Must Have	x						
PY9	Annual & Sick Leaves		Must Have	x						
PY10	Personal Holiday		Must Have	x						
PY11	Shift Differentials		Must Have	x						
PY12	Miscellaneous leaves including Admin Leave (paid & unpaid), Voting Leave, Bereavement Leave etc.		Must Have	x						
PY13	Comp Time		Must Have	x						
PY14	Call Out Pay & Standby Pay		Must Have	x						
PY15	Meals and Lodging Reimbursement		Must Have	x						
PY16	Auto and Mileage Reimbursement		Must Have	x						
PY17	Relocation Reimbursement (Taxable & Non Taxable)		Must Have	x						
PY18	Employee Association Dues		Must Have	x						
PY19	Uniform Allowance		Must Have	x						
PY20	Garnishments - Child support, IRS & State Levies, Creditor etc.		Must Have	x						
PY21	Retroactive Adjustment		Must Have	x						
PY22	Miscellaneous Expense reimbursement		Must Have	x						
PY23	User Defined Earnings		Must Have	x						
PY24	United Way Contributions		Must Have	x						
PY25	The system should provide the ability to create multiple definitions of pay cycles and pay periods including but not limited to weekly, biweekly, semi-monthly, monthly cycle, etc.		Must Have	x						

PY26	The system should provide the ability to create multiple definitions of FLSA cycles not limited to 7-day cycle, 8-day cycle, and 24-day cycle, and support cycle lengths of any number of days between 7 and 28.		Must Have	x						
PY27	The system should provide the ability to group employees by common attributes within any organizational unit without having to set up multiple employee records for each unit.		Must Have	x						
PY28	The system should provide the ability to pay an employee at more than one pay rate within a single pay period.		Must Have	x						
PY29	The system should provide the ability to pay reimbursements through payroll (e.g., mileage, tuition subsidies, etc.).		Must Have	x						
PY30	The system should provide the ability to calculate Workers Compensation gross pay and leave.		Must Have	x						
PY31	The system should provide the ability to make adjustments to W-4 data such as taxable earnings, deductions, etc.		Must Have	x						
PY32	The system should provide the ability to allocate an employee's earnings and benefits to more than one organizational unit, job code, or project code and to track the labor distribution throughout the relevant General Ledger accounts based on percentages or time entries.		Must Have	x						Deductions follow pays when posting to the GL

PY33	The system should provide the ability to default basic pay and deduction codes for new hires based on user defined employee groups and parameters.		Must Have	x						
PY34	The system should provide the ability to restrict the use of pay and deductions codes based on user defined criteria linking codes to specific employee groups, payroll groups, or bargaining units.		Must Have	x						There arent any restrictions however this can be accomplished based on code setup, default, etc.
PY35	The system should provide the ability to link deduction codes to specific payroll cycles and frequency cycles.		Must Have	x						
PY36	The system should provide the ability to default earning and deduction codes from the earning and deduction master based on, but not limited to, the payroll organizational unit or group.		Must Have	x						Various info can be setup on pays and deduction that will provide the defaults when setting up comp pay and/ded records
PY37	The system should provide the ability to locate and display employee data based on SSN, employee identifier and/or name.		Must Have	x						
PY38	The system should provide the ability to locate and display employee information using partial values (e.g., a portion of a name) or wild card values.		Must Have	x						

PY39	The system should provide the ability to make mass changes to earnings, deductions, and rate amounts by bargaining unit, employee group or any other defined criteria.		Must Have	x						
PY40	The system should provide the ability to calculate tax withholding based on a percentage, flat amount, or percentage plus flat amount and/or interface with tax software to ensure updated tax tables are used at all times for employer/employee tax deductions.		Must Have	x						
PY41	The system should provide the ability to perform pay period, month end, quarter end, and year end leave accruals.		Must Have	x						
PY42	The system should provide the ability to perform pay period, month end, quarter end, and year end pay accruals.	Not implemented	Must Have	x						
PY43	The system should have the ability to calculate an amount needed for accruing compensated absences, including but not limited to, FICA and Medicare in accordance with GASB requirements.		Must Have	x						
PY44	The system should provide edit and validation codes that are both system and user defined.		Must Have	x						
PY45	The system should provide the ability to create multiple user-defined formulas for complex earning and deduction codes.		Must Have	x						Munis provides standard calculation codes used for ded calculations

PY46	The system should provide the automated calculation of shift differential based on rules for employee groups.		Must Have	x						Based on OT table setup
PY47	The system should provide the ability to create and track employee deductions per employee/retiree for benefit payments deducted from the employee's paycheck including, but not limited to, insurance plans, retirement plans, voluntary plans, non-voluntary plans, etc.		Must Have	x						
PY48	The system should calculate all types of current garnishments or garnishments in arrears.		Must Have	x						
PY49	The system should provide the ability to store and print information (plaintiff's address, employee name, SSN, date paid and amount paid) needed for answering court orders.		Very Desirable	x						May require Tyler Forms/SSRS
PY50	The system should provide the ability to calculate interest due on garnishments, by court order, based on a dollar amount and/or percentage.		Desirable	x						
PY51	The system should provide the ability to impose user-defined cap for earnings and deductions.		Must Have	x						
PY52	The system should provide the ability to track and decline outstanding balances on deductions such as loan repayments and arrears collection.		Must Have	x						

PY53	The system should provide the ability to define multiple frequencies for recurring earnings and deductions, including biweekly (26), semi-monthly (24), monthly (12), quarterly (4) and annual (1).		Must Have	x						
PY54	The system should provide the ability to develop user-defined effective dates, anniversary dates, and expiration dates for earnings and deductions.		Must Have	x						
PY55	The system should provide the ability to calculate vacation and sick leave accruals on partial pay periods for both hourly and salaried employees.		Must Have	x						
PY56	The system should provide the ability to pay employees for authorized hours from multiple assignments up to a user-defined limit.		Must Have	x						
PY57	The system should provide the ability to perform retroactive pay adjustments by individual, bargaining unit, and any other user defined criteria.		Must Have	x						
PY58	The system should provide the ability to calculate retroactive pay for a special alternate pay rate as needed based on user defined criteria.		Must Have							Need more detailed information to accurately respond

PY59	The system should provide the ability for self service calculation of employee paycheck amount through a "what if" modeler allowing changes to deductions, pay rates, withholding allowances, etc.		Very Desirable	x							
PY60	The system should provide the ability to establish a final cutoff flag for terminated employees to prevent further timesheet processing and check printing.		Desirable	x							Via Employee Termination/ Status Change
PY61	The system should provide the ability to pay an automobile allowance at different rates per employee at user-defined frequencies.		Must Have	x							
PY62	The system should provide the ability to pay flat rate and percentage type incentives on regular and overtime hours.		Must Have	x							
PY63	The system should provide the ability to void/reverse checks including cancellation of a payroll direct deposit (with audit trail and accompanying adjustments to General Ledger)		Must Have	x							
PY64	The system should provide the ability to issue a replacement check in a situation where original has been damaged or destroyed		Must Have	x							
PY65	The system should provide the ability to take deductions and apply special earnings outside of the regular pay cycle (e.g., special pay).		Must Have	x							

PY66	The system should provide the ability to produce and/or allow direct deposit payments to be made to multiple banks or payees for each employee.		Must Have	x							
PY67	The system should provide the ability to automatically adjust liability values in the General Ledger as a result of adjustments to the accrual balances or pay rates.		Must Have	x							
PY68	The system should provide the ability to adjust retirement contributions as a result of retroactive pay adjustments and/or changes in retirement systems.		Must Have	x							
PY69	The system should provide the ability to select and print/reprint payroll checks by user defined groups.		Must Have	x							
PY70	The system should provide the ability to eliminate the processing and distribution of check stubs by allowing payment information to be accessible, viewable, and printable to authorized users and employees via an on-line portal.		Must Have	x							
PY71	The system should provide the ability to void an entire payroll and re-run it if significant errors are discovered after the payroll has been run and posted.		Very Desirable	x							

PY72	The system should provide the ability to calculate contributions and set maximums on deductions related to benefit plans, retirement plans and any other user defined deductions code.		Must Have	x						
PY73	The system should provide the ability to designate an employee, a group, a division, or a department as exempt from FICA tax and reporting.		Must Have	x						
PY74	The system should provide the ability to track employee paid benefits for an employee on a non-paid status.		Must Have	x						
PY75	The system should provide for pro-rated calculations for mid-period hires, rate changes, and terminations.		Must Have	x						
	The system should provide support for automatic and manual wage adjustments, in accordance with federal and state requirements in regards to:									
PY76	Garnishment		Must Have	x						
PY77	Child Support		Must Have	x						
PY78	Federal and local levies		Must Have	x						
PY79	Bankruptcies		Must Have	x						
PY80	Other wage assignment computations		Must Have	x						
PY81	Any combination of the above		Must Have	x						
	The pay stub provided by the system should, at a minimum, include the following:									
PY82	A masked Social Security Number		Must Have	x						

PY83	Employee Number.		Must Have	x						
PY84	Organizational unit number (dept., division, project, etc.)		Must Have	x						
PY85	Employee name.		Must Have	x						
PY86	Pay period begin/end dates.		Must Have	x						
PY87	Issue date.		Must Have	x						
PY88	Pay rate per earnings code.		Must Have	x						
PY89	Base hourly and annual rate.		Must Have	x						
PY90	Message field for general or employee specific notes.		Must Have	x						
PY91	Gross earnings.		Must Have	x						
PY92	Adjusted taxable earnings.		Must Have	x						
PY93	Medicare earnings.		Must Have	x						
PY94	All earning and deduction types adequately itemized on each stub and defined by taxability status.		Must Have	x						
PY95	Withholding status.		Must Have	x						
PY96	Current and Year to Date Totals.		Must Have	x						
PY97	Federal Income tax.		Must Have	x						
PY98	FICA/Social Security tax.		Must Have	x						
PY99	Employer contribution/employee contribution amount for any user defined deduction code.		Must Have	x						
PY100	State tax		Must Have	x						
PY101	Direct deposit (multiple accounts)		Must Have	x						
PY102	Medicare tax.		Must Have	x						
PY103	Vacation hours balance		Must Have	x						

PY104	Sick leave hours balance		Must Have	x						
PY105	Other leave hours balances		Must Have	x						
PY106	Other deductions and amounts		Must Have	x						
PY107	Total deductions		Must Have	x						
PY108	Net pay		Must Have	x						
PY109	The system should provide all mandatory federal, state, and pension reports and data files, in formats required by the agency.		Must Have	x						
PY110	The system should be able to produce New Mexico Public Employees Retirement Association (PERA) compliant transmission files including prior period adjustments		Must Have	x						
PY111	The system should provide the ability to inquire or run reports on earnings balances based on a variety of time periods, including but not limited to pay period, monthly, quarterly, year-to-date, fiscal year-to-date, and employee service-to-date.		Must Have	x						
	The system should have the ability to provide garnishment reports, including but not limited to the following:									
PY112	Garnishment report of employees after each payroll run who have active garnishment on their payroll record and have been garnished.		Must Have	x						

PY113	Garnishment insufficient fund report after each payroll run to identify employees who have active garnishment on their payroll record but did not earn enough to be garnished.		Must Have	x						
PY114	Garnishment warrant report (issued to creditors) drawn from garnished employees.		Must Have	x						
PY115	Garnishment report after each payroll run of employees whose garnishment has been satisfied.		Must Have	x						
PY116	Garnishment report after each payroll run to identify employees who have active garnishment on their payroll record but the employee has a termination pending or termination action processed within that payroll cycle.		Must Have	x						
	The system should provide the ability to produce reports including, but not limited to:									
PY117	Payroll register per organizational unit per standard and/or supplemental payroll cycle.		Must Have	x						Standard reports or possibly custom report. For custom report additional charges may be incurred.
PY118	Deduction registers per deduction per standard and/or supplemental payroll cycle.		Must Have	x						Standard reports or possibly custom report. For custom report additional

										charges may be incurred.
PY119	Labor distribution by General Ledger code, by organizational unit or any other user defined parameters per standard and/or supplemental payroll cycle.		Must Have	x						Standard reports or possibly custom report. For custom report additional charges may be incurred.
PY120	Overtime and compensatory time accruals by period		Must Have	x						Standard reports or possibly custom report. For custom report additional charges may be incurred.
PY121	FMLA, stand-by hours, extended leave, safety leave, awarded hours, excused absence, unexcused absence, suspension, worker's compensation and non-pay activities including the reason and description.		Must Have	x						Standard reports or possibly custom report. For custom report additional charges may be incurred.
PY122	Planned and actual absentee time and the related costs, including costs of associated fringe benefits.		Very Desirable	x						Standard reports or possibly custom report. For custom report additional charges may be incurred.
PY123	Employee vacation schedules reflecting approved requests.		Must Have	x						Standard reports or possibly custom

										report. For custom report additional charges may be incurred.
PY124	The system should provide the ability to create deduction overrides for one time adjustments or transactions which are temporary. (For example, the need to change the direct deposit to savings only for one check.)		Must Have	x						Standard reports or possibly custom report. For custom report additional charges may be incurred.
PY125	The system should provide drill-down/across capabilities with all modules (and have the ability to retain user security rights.)		Must Have	x						Standard reports or possibly custom report. For custom report additional charges may be incurred.
PY126	The system should provide the capability to create electronic W-2 forms which can be accessed through self-service.	Not implemented	Must Have	x						Standard reports or possibly custom report. For custom report additional charges may be incurred.
PY127	The system should provide extensive reporting tools that observe user/application security profiles.		Must Have	x						Standard reports or possibly custom report. For custom report additional charges may be incurred.

Timekeeping		Comments	Priority	Ratings Response						Additional Comments
				SUP	MOD	3RD	CST	FUT	NS	
	General Operating Requirements Section									
TK1	The system should provide the ability to define work and leave hours by user defined criteria.		Must Have	x						
	The system should provide the ability to enter time at centralized or decentralized locations by the following methods, including but not limited to:									
TK2	By timekeeper		Must Have	x						
TK3	By employee		Must Have	x						
TK4	Electronic time card		Must Have	x						
TK5	Intranet		Must Have	x						
TK6	Kiosk	No "kiosks' are in place - just shared computers	Must Have	x						
TK7	Internet		Desirable	x						
TK8	Personal digital assistant (PDA)		Desirable	x						
TK9	Interfaces with other systems (inbound and outbound, real time)	Look-ups are limited - real-time	Very Desirable	x						
TK10	The system should provide the ability to establish a default configuration that limits the menus available to the employee for inputting time to only those items relevant to that employee.	Also need time codes limitations - Need to break this out into more categories	Desirable	x						

TK11	The system should provide ability to set a default number of hours for hourly employees and alter the number of hours worked on an exception basis.	Current system has the functionality, just not implemented	Desirable	x						
	The system should allow multiple units of time entry and processing, including but not limited to:									
TK12	Hours and minutes	Only collected in hours and decimals currently	Very Desirable	x						
TK13	Hours and decimals		Must Have	x						
TK14	The system should provide the ability to access time entered including, but not limited to: daily, weekly, and biweekly.		Must Have	x						
TK15	The system should provide the ability to charge or allocate labor, i.e. time, against multiple types of fund, job, department, project, etc. codes as defined in the chart of accounts.		Must Have	x						
TK16	The system should provide the ability to enter worked time or leave hours in future pay periods.	Currently leave requests can be entered into future periods, but worked hours is not implemented	Must Have	x						
TK17	The system should provide the ability to organize a group of employees within divisions into work areas and/or work teams and select (via pop-up display etc.) groups or individuals to facilitate time keeper data entry and/or approval of multiple time entry.	Current time scheduling module has not been purchased	Very Desirable	x						

TK18	The system should provide electronic signature features.		Must Have	x						
TK19	The system should have the ability to keep track of work hours and apply night shift premium when an employee shift goes beyond 6pm or commences prior to 6am.		Very Desirable	x						
TK20	The system should provide the ability to track, validate and reconcile actual hours worked by work schedule by position, classification and employee.	Fire and Police have schedules;	Very Desirable	x						
TK21	The system should allow time entry by shift.		Must Have	x						
TK22	The system should provide tracking of compensatory time per rules by bargaining unit, department, or other employee grouping.		Must Have	x						
TK23	The system should automatically check that an employee is authorized to work on a project and that the number of hours charged is authorized for that employee on the project.		Desirable	x						
TK24	The system should provide the ability to limit (assign maximums) the amount of leave employees can accrue for each individual leave type.		Must Have	x						
TK25	The system should provide the ability for users to view online administrative time balances and history at time-entry (e.g., pop-up display of leave history and time bank balances).		Must Have	x						

TK26	The system should validate employee sick time, leave, and other time bank balances at time entry and generate warnings and/or prohibitions for time usage exceeding balances.		Must Have	x						
TK27	The system should provide the ability to vary the number of regular/default hours by job, position or employee.		Must Have	x						
TK28	The system should provide the ability to enter time adjustments for prior pay periods based on user defined security.		Must Have	x						
TK29	The system should display leave balances on paystubs and reports.		Must Have	x						
TK30	The system should have the ability to display real-time balances, including leave which has been posted but not yet paid in the payroll system.		Must Have	x						
TK31	The system should provide the ability to automatically fill in dates in a range for vacation or leave. For example, the user would enter a start date and an end date and the system would fill in the days in between provided the absence code is the same and the days are consecutive.		Very Desirable	x						Via ESS/start date and end date is selected and days in between would be automatically selected
TK32	The system should enable automatic draws from other leave balances when a balance has been exceeded.		Must Have	x						
	Approval Section									

TK33	The system should provide the ability to enter timesheet approvals at decentralized locations.		Must Have	x						
TK34	The system should provide workflow for exception-based review and approval, changes to history and schedules, etc. and provide review status and workflow audit trail information.		Must Have	x						
TK35	The system should flag time entered falling outside of normal work schedules for management review/approval.		Must Have	x						This can be enforced with TE rules workflow would need to be used to proof time
TK36	The system should provide the ability to workflow the approval of time entry to supervisors.	Workflow not implemented	Very Desirable	x						
TK37	The system should provide the ability for a supervisor to certify an employee has completed the requirements for supplemental pay.		Very Desirable	x						
TK38	The system should provide the ability to assign various approval rights to specific users/management including but not limited to approval of overtime, working out of shift, etc.	Currently limited functionality	Must Have	x						Via workflow business rules
TK39	The system should support multi-level, real-time updates and approvals for automatic calculation and tracking of overtime and shift differentials payments		Very Desirable	x						Need to see specific examples for OT calcs to determine if custom calcs are available

TK40	The system should display a warning message when the user is entering overtime hours that are restricted or require additional approvals.		Very Desirable	x						This can e accomplished via time entry rules
TK41	The system should have the ability to revise submitted timecards or delete them with the appropriate security.		Must Have	x						
	Scheduling Section									
	The system should provide the ability to define and track work schedules at multiple levels, including but not limited to the following:									
TK42	Employee		Must Have	x						
TK43	Position		Must Have	x						
TK44	Work Group		Very Desirable	x						Vie emp/job schedules
TK45	Division		Desirable	x						Vie emp/job schedules
TK46	Department		Desirable	x						Vie emp/job schedules
TK47	Location		Desirable	x						Vie emp/job schedules
TK48	The system should enable the user to generate daily, weekly, bi-weekly cycles and future schedules up to one year automatically, allow for manual overrides on an exception-basis, and provide for effective calendar dating.		Must Have	x						
TK49	The system should provide the ability to define multiple shifts including, but not limited to, starting and ending times, breaks and lunch periods, etc.		Very Desirable	x						Munis offers basic schedule functionality for purposes of loading

										time entry data.
TK50	The system should provide the ability to assign employees to hours, shifts, positions, departments, etc. outside of their normal schedule and accumulate and track all associated time and related data without affecting the employees normal schedule.		Very Desirable	x						
TK51	The system should provide comments fields to provide reason for changes in schedules.	Currently Available, but not implemented	Very Desirable	x						When entering time there is the ability to enter a comment which can be viewed by the approver
TK52	The system should provide the ability to define and assign employees to an unlimited number of labor cost codes (work orders, job costs or general ledger)		Must Have	x						
TK53	The system should determine staffing shortages based upon current and future schedules.		Very Desirable			x				
TK54	The system should accommodate authorized schedules of any number of hours up to a specified limit.		Must Have			x				

TK55	The system should provide the ability to set the employee's defined schedule during the two-week pay period, ability to control who can set schedule, assign list of pre-approved schedules per group, and notification of schedule changes.		Must Have			x				Basic schedulilng is provided for preloading time and is not dynamic for scheduling or validating schedules
TK56	The system should provide a method to track unscheduled absence(s).		Must Have	x						Based on accrual type
TK57	The system should provide a prompt that all hours are in before locking (flag or pop-up); validate against employee schedules.		Very Desirable			x				
TK58	The system should verify that employee hours are correct (match the schedule, do not exceed accruals, etc).		Must Have			x				
TK59	The system should verify part-time, reduced schedules, odd, and inconsistent rotating schedules over more than a single pay period.		Desirable			x				
	Reporting Section									
	The system should provide the ability to produce reports including, but not limited to:									
TK60	Overtime and compensatory time accruals by period		Must Have	x						SSRS may be necessary
TK61	FMLA, stand-by hours, extended leave, safety leave, awarded hours, excused dock, dock, suspension, worker's compensation and non-pay activities including the reason and description		Must Have	x						SSRS may be necessary

TK62	Planned and actual absentee time and the related costs, including costs of associated fringe benefits		Must Have	x						SSRS may be necessary
TK63	Absence by employee, fund, department, organization, shift and reason by pay period and cumulative		Must Have	x						SSRS may be necessary
TK64	Employee vacation schedules reflecting approved requests		Very Desirable	x						SSRS may be necessary
TK65	The system should provide time collection data reporting at any user defined level.		Very Desirable	x						SSRS may be necessary
TK66	The system should provide the ability to print the daily detail of time reported for the current pay period both by employee number and employee name sequences.		Must Have	x						SSRS may be necessary
TK67	The system should provide the ability to support time reporting of employees to assist with cost accounting.		Must Have	x						SSRS may be necessary

Position Control		Comments	Priority	Ratings Response						Additional Comments
				SUP	MOD	3RD	CST	FUT	NS	
	General Operating Requirements Section									
	The system should provide tracking of the following data attributes related to each position. At a minimum, the system should include:									
PC1	Location		Must Have	x						
PC2	Job classification		Must Have	x						
PC3	History of Job/Position classification		Must Have	x						
PC4	Current position title		Must Have	x						
PC5	History of position titles.		Must Have	x						
PC6	Exempt vs. Non-Exempt.		Must Have	x						
PC7	History of exempt vs. non-exempt.		Must Have	x						
PC8	Multiple employee grouping fields (Dept., Division, Group, Unit, Sub-unit)		Must Have	x						
PC9	History of employee groups.		Must Have	x						
PC10	Current job code.		Must Have	x						
PC11	History of job codes.		Must Have	x						
PC12	Position description		Must Have	x						
PC13	History of position description.		Must Have	x						
PC14	Position status		Must Have	x						
PC15	Number of employees in same position		Must Have	x						
PC16	Job skill requirements		Must Have	x						

PC17	Training requirements		Must Have	x						
PC18	Educational requirements.		Must Have	x						
PC19	Licenses, certificates and registration requirements		Must Have	x						
PC20	Testing requirements		Must Have	x						
PC21	Grade Level		Must Have	x						
PC22	History of grade level		Must Have	x						
PC23	Minimum requirements		Must Have	x						
PC24	Management and supervisory level		Must Have	x						
PC25	Physical parameters/Physical Demands Analysis	Not implemented in the current system	Very Desirable	x						
PC26	American Disabilities Act (ADA) by classification/essential functions	Not implemented in the current system	Very Desirable	x						
PC27	Classification (with title) for Pay Equity/EEO Reporting.		Must Have	x						
PC28	Workers compensation/WSIB code		Must Have	x						
PC29	Diversity information		Must Have	x						
PC30	Employee type/Employee Association		Must Have	x						
PC31	Union/Collective Bargaining Unit		Must Have	x						
PC32	Sub-union		Must Have	x						
PC33	FICA Status		Must Have	x						
PC34	Civil Service Status		Must Have	x						
PC35	User comment section for each change to position structure.		Must Have	x						Comments on Position Change Request
PC36	Date created		Must Have	x						

PC37	Date and time stamp of each change to position structure. The system should allow for multiple changes, with separate reasons, on the same date.		Must Have	x						
PC38	Expiration date		Must Have				x			
PC39	Position review dates/ frequency code		Must Have	x						
PC40	Budgeted beginning/end dates		Must Have	x						
PC41	Budgeted/un-budgeted status		Must Have	x						Not a status but if budgeted the dollars are shown
PC42	Funding source for position, i.e. grant, internal, etc.		Must Have	x						
PC43	Name of funding source and ID# if applicable.		Must Have	x						Via Project Accountin g
PC44	History of funding source for position, i.e. grant, internal, etc.		Must Have	x						Via Project Accountin g and/or Position Change Request history
PC45	History of pay schedules and steps.		Must Have	x						
PC46	Organizational codes (such as department, division, cost center, etc.)		Must Have	x						
PC47	Pay schedule and step		Must Have	x						
PC48	Miscellaneous user-defined fields for unspecified client-specific tracking.		Must Have	x						
PC49	The system should provide the ability to track position attributes by user defined structure.		Must Have	x						

PC50	The system should provide the ability to designate the number of authorized positions by department and classification code.		Must Have	x						
PC51	The system should provide the ability to assign multiple employees to a single position.		Must Have	x						
PC52	The system should provide the ability for employees to be assigned to and paid from multiple positions in different funds, organizational units, classes, status, etc.		Must Have	x						
PC53	The system should provide the ability to track position history for each position including date created, date authorized, funding history, budgeted positions by year, etc.		Must Have	x						
PC54	The system should provide the ability to designate a position as "on hold" or "pending" with an explanatory comment, for example, a position that is pending full budget approval.		Must Have	x						
PC55	The system should provide a standardized job description format.		Must Have	x						
PC56	The system should provide decentralized job description maintenance (with appropriate security authorization structure) with automated workflow for approval through HR.		Must Have				x			
PC57	The systems should provide a rich text editor for creating and storing job descriptions.		Very Desirabl e				x			

PC58	The system should provide the ability to forecast payroll costs over various "what if" scenarios for analysis and budgeting purposes by applying user defined criteria such as percentage change in earnings, change in FTEs, leaves of absence, payroll factors, etc.		Very Desirabl e	x						
PC59	The system should provide the ability to establish and maintain a unique position identifier for each position.		Must Have	x						
PC60	The system should provide the ability to track user defined reasons for increased salaries related to a position.		Must Have	x						
PC61	The system should provide the ability to change funding sources associated with positions with full integration and update of related employee records upon processing of the change.		Very Desirabl e	x						
PC62	The system should provide the ability to log and report on progress of position fulfillment efforts.	Not implemente d in the current system	Must Have	x						May require SSRS for reporting
PC63	The system should provide the ability to prevent an employee from being processed without a valid position control number (with the ability to override this control feature given the appropriate authorization).		Must Have	x						
PC64	The system should provide the ability to use an alternative "fast track" approach to fulfilling a position, without posting (with appropriate authorization).		Very Desirabl e	x						

PC65	The system should provide the ability to designate a position with an expiration date (i.e. establish time limited positions or positions that are only valid for a defined period of time).		Must Have				x			
PC66	The system should provide the ability to value budgeted positions in different ways (e.g., by dollar amount, by full time equivalent (FTE), by Annual Person Unit, by Hours) and within different periods (Month, Calendar Year, Fiscal Year.)		Must Have	x						SSRS
PC67	The system should provide the ability to track variances between budgeted and actual costs by position, by department and division, by FTEs, etc.		Must Have	x						May require SSRS for reporting
PC68	The system should provide edits to prevent action on a position which is not authorized and budgeted.		Must Have	x						
PC69	The system should provide the ability to create salary schedules that are tied to specific positions.		Must Have	x						
PC70	The system should provide the ability to track and report on filled and vacant positions by position number, budgeted vs. non-budgeted, pending, department, date range, union affiliation, or other user defined parameters.		Must Have	x						
PC71	The system should provide the ability to prioritize the use of funding from multiple sources for a position.		Very Desirabl e	x						

PC72	The system should provide the ability to perform mass changes by user-defined criteria, including but not limited to, bargaining unit, class code, etc. and update the employee record or appropriate databases.		Must Have	x						
PC73	The system should provide the ability to support budgeting in annual, multi-year or user defined increments.		Must Have	x						
PC74	The system should provide the functionality to establish a baseline position budget, process changes that occur during the year and create a new baseline if needed.		Must Have	x						
PC75	The system should provide automated workflow tools to facilitate the request and approval process for positions.	Not implemente d in the current system	Must Have	x						
PC76	The system should integrate with the base financial system's position budgeting information.		Must Have	x						
PC77	The system should have the ability to designate a Position as critical for Emergency Management purposes.		Desirabl e	x						
	Reporting Requirements Section									
PC78	The system should allow for reporting on positions underfilled per their assigned FTE per budget year		Must Have	x						Some reports may require SSRS
PC79	The system should allow for reporting on history of FTEs assigned per budget year.		Must Have	x						
PC80	The system should allow for reporting on the number of employees in same position		Must Have	x						

PC81	The system should be able to report on the history of department/division of current FTEs filled/vacant per position.		Very Desirable	x						
PC82	The system should be able to track and report on diversity information in relation to a position.		Very Desirable	x						
PC83	The system should be able to track and report on the number of current FTEs filled/vacant.		Must Have	x						
PC84	The system should be able to track and report the department/division of current FTEs filled/vacant.		Must Have	x						
PC85	The system should be able to report on the number of budgeted FTEs per budget year.		Must Have	x						

Applicant Tracking		Comments	Priority	Ratings Response						Additional Comments
				SUP	MOD	3RD	CST	FUT	NS	
	General Operating Requirements Section									
AT1	The system should provide a web-based application which is directly integrated with the Applicant Tracking Module.	Not implemented in the current system	Must Have	x						
AT2	The system should provide the ability to retain and archive applicant information for those applicants not selected for future consideration.	Not implemented in the current system	Must Have	x						
	The system should provide the ability to support the management and tracking of each applicant and/or candidate through the recruiting and application process by tracking, at a minimum, the following data item attributes for each applicant/candidate:									
AT3	Position number.	Not implemented in the current system	Must Have	x						
AT4	Requisition number.	Not implemented in the current system	Must Have	x						
AT5	Job title for which applicant applied.	Not implemented in the current system	Must Have	x						
AT6	Social security number of applicant.	Not implemented in the current system	Desirable	x						
AT7	Name - First, MI, Last, Jr. etc.	Not implemented in the	Must Have	x						

		current system								
AT8	Date application was submitted.	Not implemented in the current system	Must Have	x						
AT9	Internal or external recruitment.	Not implemented in the current system	Must Have	x						
AT10	Posting expiration dates.	Not implemented in the current system	Must Have	x						
AT11	Cost of recruitment.	Not implemented in the current system	Must Have	x						
AT12	Referral source.	Not implemented in the current system	Must Have	x						
AT13	Qualified/Non-qualified.	Not implemented in the current system	Must Have	x						
AT14	Current and historical records of employment.	Not implemented in the current system	Must Have	x						
AT15	Current and historical records of any disciplinary, dismissal actions or failed background checks with warning for reason dismissed or terminated.	Not implemented in the current system	Must Have	x						
AT16	Testing requirements.	Not implemented in the current system	Very Desirable	x						
AT17	Applicant/Candidate's schedule of tests, interviews, etc.	Not implemented in the current system	Very Desirable	x						

AT18	Applicant/Candidate's position in user-defined qualification steps.	Not implemented in the current system	Must Have	x						
AT19	Current testing/scoring results.	Not implemented in the current system	Must Have	x						
AT20	Historical test scores and banked scores.	Not implemented in the current system	Must Have	x						
AT21	Interview results/scoring/comments per interviewer.	Not implemented in the current system	Desirable	x						
AT22	Interview history.	Not implemented in the current system	Very Desirable	x						
AT23	Reference checks and results.	Not implemented in the current system	Must Have	x						
AT24	Fingerprint record, if applicable.	Not implemented in the current system	Must Have	x						
AT25	Criminal Background Check	Not implemented in the current system	Must Have	x						
AT26	Education verification (transcripts, required coursework).	Not implemented in the current system	Must Have	x						
AT27	Credential verification.	Not implemented in the current system	Must Have	x						
AT28	License verification.	Not implemented in the current system	Must Have	x						

AT29	Certifications	Not implemented in the current system	Must Have	x						
AT30	Languages and Proficiency	Not implemented in the current system	Must Have	x						
AT31	Veterans and ADA status.	Not implemented in the current system	Must Have	x						
AT32	Eligibility to work in the U.S..	Not implemented in the current system	Must Have	x						
AT33	Response to job offer, if extended..	Not implemented in the current system	Must Have	x						
AT34	User defined rejection reason codes.	Not implemented in the current system	Must Have	x						
AT35	User defined comments field.	Not implemented in the current system	Must Have	x						
AT36	The system should provide the ability to track user defined special skills and/or competencies of applicants so specialized skills can be targeted in the recruitment process.	Not implemented in the current system	Must Have	x						
AT37	The system should provide the ability to create job listings which are e-mailed/SMS(texted) to candidates who have registered their interest in a job family, department, etc.	Not implemented in the current system	Must Have	x						Tyler Notify

AT38	The system should provide the ability to generate appropriate correspondence (e.g., letters, e-mails) to qualified/ non-qualified and applicants based on status in the application process, using industry standard office products.	Not implemented in the current system	Must Have	x						May require SSRS/Mail Merge
AT39	The system should provide the ability to assign a user defined expiration date to applicant data, an eligibility list and/or an applicant on an eligibility list (e.g., continuous filing list).	Not implemented in the current system	Must Have	x						User Defined Timeframe for keeping data
AT40	The system should have the ability to automatically include previous applicants who are eligible for new openings in hiring evaluations.	Not implemented in the current system	Desirable	x						Applicants can be evaluated without applying to a specific position
AT41	The system should have the ability to automatically flag current employees who are eligible for new openings in hiring evaluations.	Not implemented in the current system	Desirable				x			
AT42	The system should provide the ability to warn the user and prevent the entry of a duplicate SSN or applicant number.	Not implemented in the current system	Desirable	x						
AT43	The system should have the ability to generate warnings and errors when trying to rehire employees terminated or disqualified for cause.	Not implemented in the current system	Must Have				x			
AT44	The system should provide the ability to do online searches for applicants and view the applications and scanned documents.	Not implemented in the current system	Must Have	x						

AT45	The system should provide the ability to suppress the viewing of applicants who have not provided all required documentation and information.	Not implemented in the current system	Must Have				x			
AT46	The system should provide the ability to notify (with a warning or error) applicants if they have not provided all required documentation and information.	Not implemented in the current system	Must Have	x						If not all required fields are populated.
AT47	The system should provide the ability to ensure adequate security of all confidential information and systems.	Not implemented in the current system	Must Have	x						
AT48	The system should provide the ability to establish pre-screening hurdles to exclude unqualified candidates in advance of the detailed analysis process.	Not implemented in the current system	Must Have	x						Manual process to restrict
AT49	The system should provide a resume parser to extract information from uploaded resumes and automatically update applicant profiles.	Not implemented in the current system	Very Desirable				x			
AT50	The system should provide a self-service module where applicants can complete and view the status of their application(s).	Not implemented in the current system	Must Have	x						
AT51	The system should provide the ability to have multiple application formats, based on the job for which the candidate is applying.	Not implemented in the current system	Must Have	x						
AT52	The system should provide the ability to provide an online employment application available via a Web form on the Intranet or the Internet sites.	Not implemented in the current system	Must Have	x						

AT53	The system should provide the ability for applicants to log into their online application to make changes to their profile information or to apply for a different position without creating an entirely new profile.	Not implemented in the current system	Must Have	x						
AT54	The system should provide the ability to print and post customized job announcements in HTML format to the internet.	Not implemented in the current system	Must Have	x						
AT55	The system should provide the ability to allow an applicant to view the results of their test/exam scores online through an Internet portal.	Not implemented in the current system	Desirable				x			
AT56	The system should provide the ability to allow managers to schedule applicant interviews on-line.	Not implemented in the current system	Very Desirable				x			
AT57	The system should provide automated workflow functionality to manage required actions and notifications (e.g., scheduling of and notification of results for pre-employment testing).	Not implemented in the current system	Must Have	x						
AT58	The system should provide the ability to provide tracking of and management of test scheduling for applicants where tests are required including online schedule of exams by applicants with access to an exam calendar and the ability to register and schedule themselves for exams or tests.	Not implemented in the current system	Very Desirable				x			
AT59	The system should provide the ability to generate test invitations to specifically identified applicants/candidates.	Not implemented in the current system	Very Desirable				x			

AT60	The system should provide the ability to analyze test score data within the system.	Not implemented in the current system	Very Desirable	x						
	The system should provide the following reports/reporting requirements:									
AT61	Applications received and grouped by user defined criteria (e.g. position number, job title, department)	Not implemented in the current system	Must Have	x						
AT62	Applicants who have been tested (e.g., written, practical, oral).	Not implemented in the current system	Must Have	x						
AT63	The test results of applicants who have been tested.	Not implemented in the current system	Must Have	x						
AT64	Applicants interviewed.	Not implemented in the current system	Must Have	x						
AT65	The number of eligible applicants qualified/certified for hire in each stage of the process (e.g., meeting minimum requirements, passing tests, successful in the assessment process).	Not implemented in the current system	Must Have	x						
AT66	Applicants who have been medically examined, drug tested and/or background checked.	Not implemented in the current system	Must Have	x						
AT67	Applicant(s) who have been selected for interviews.	Not implemented in the current system	Must Have	x						
AT68	Applicants to whom job offers have been extended.	Not implemented in the current system	Must Have	x						

AT69	User defined analytical reports to analyze, sort, select and report on candidates using specific attributes such as education, experience, skills, references, past performance, test results, etc.	Not implemented in the current system	Very Desirable	x						
AT70	The system should provide for reporting on activity per position number including number of applicants, status of applicants, average length to hire, qualifications, credentials, etc.	Not implemented in the current system	Must Have	x						
AT71	EEO-4 reports on applicants (tracking of race, sex, position applied, etc.)	Not implemented in the current system	Must Have	x						
AT72	Other state and federal required reports.	Not implemented in the current system	Must Have	x						State and Federal Mandates
AT73	The system should provide for the creation of candidate lists in a variety of sort orders including, but not limited to job title, skill mix, position/requisition number, application date order, alphabetical name order, zip code or city order, etc.	Not implemented in the current system	Very Desirable	x						
AT74	Once hired, a report for the state of New Mexico including employees with child support orders and other garnishments	Not implemented in the current system	Must Have	x						New Hire report
AT75	The system should provide a configurable legal statement for applicants to accept when submitting an application.	Not implemented in the current system	Must Have	x						

Leave Management		Comments	Priority	SUP	MOD	3RD	CST	FUT	NS	Additional Comments
	General Operating Requirements Section									
LM1	The system should provide the ability to track any type of leave/absence (i.e., vacation, sick time, comp time, FMLA, Administrative, Jury Duty, Disability, Military, Workers Compensation, Personal, Unpaid etc.), by accrued hours, accrual rate, accrual frequency, hours used, and balance based on user defined criteria.		Must Have	x						
LM2	The system should provide the ability to define parameters, carryover amounts, ceilings, etc. for leave/absence plans.		Must Have	x						
LM3	The system should provide retroactive vacation accruals based on user defined criteria.		Must Have	x						
LM4	The system should provide the ability to view employee's leave accrual/usage information on all leave types.		Must Have	x						
LM5	The system should provide the ability for an employee to "donate" leave hours to another employee in accordance with organizational policies.	The County policy is to convert to dollar value of the donation to the equivalent hours of the recipient, and then convert back to hours any unused	Very Desirable	x						

		hours to the donor								
LM6	The system should provide the ability to track any required documentation and/or approval forms for a leave/absence (e.g., FMLA documentation, Doctor's Certificate of Authorization, etc.)		Very Desirable	x						
LM7	The system should provide the ability to create user defined leave/absence accrual structures based on employee attributes (e.g., years of service, job assignment, bargaining unit, etc.).		Must Have	x						
LM8	The system should provide the capability to earn leave/absence accruals during a paid absence based on user defined criteria.		Must Have	x						
LM9	The system should provide an editing and review method prior to the processing of leave transactions through the Payroll System.		Must Have	x						
LM10	The system should provide the ability to track historical data per employee on each leave plan - such as type of leave, leave start date, leave ending date, estimated return to work date and date paperwork received for approval.		Must Have	x						

LM11	The system should provide the ability to establish and track rules surrounding an employee's return to work to ensure requirements such as a physician's release to work, training, certification, and safety are addressed and confirmed prior to the employee's first day at work.		Very Desirable	x						
LM12	The system should provide the ability to accommodate vacation buy back and sell programs (i.e. leave conversion) based on user defined criteria.	No current policy to sell and buy back vacation, but are able to sell and buy comp time.	Very Desirable	x						
LM13	The system should provide the ability to move an employee automatically to a new accrual rate due to anniversary date, eligibility change or policy rule change.		Must Have	x						
LM14	The system should provide the ability to stop the use of leave hours not yet earned if the organization's policy does not allow negative leave balances.		Must Have	x						
LM15	The system should provide the ability to bank compensatory time based on employee eligibility rules similar to a leave plan.		Must Have	x						
LM16	The system should provide the ability to prorate leave accruals for part-time employees.		Must Have	x						
	The system should provide the ability to report attendance data including but not limited to absence by:									
LM17	employee.		Must Have	x						
LM18	department.		Must Have	x						
LM19	division		Must Have	x						

LM20	job classification		Must Have	x							
LM21	supervisor.		Very Desirable	x							
LM22	project code.		Desirable	x							
LM23	date and time of day.		Must Have	x							
LM24	type (illness, vacation, jury duty, etc.)		Must Have	x							
LM25	frequency.		Desirable	x							
LM26	leave/absence status (medical, non-medical, disabled, comp time, etc.) with the ability to attach workflow.		Must Have	x							
LM27	The system should provide the ability to accurately maintain leave information for employees moving between employee eligibility statuses, bargaining units, uniform and non-uniform classifications, etc.		Must Have	x							
LM28	The system should be able to handle complex dollar value conversion of leave banks when an employee goes from 2080 to a 2912 hours per year schedule and vice versa.		Very Desirable	x							
LM29	The system should provide the ability to calculate cash out value for accrued leave based on user defined rules.		Must Have	x							
LM30	The system should provide the ability to calculate the dollar value of accrued leave based on user defined rules, for purposes of recording leave liabilities in the General Ledger.		Must Have	x							Accrual liability process
LM31	Reporting		Must Have	x							
LM32	Support for Family Medical Leave Requirements		Must Have	x							

LM33	Standard Absentee Tracking Reports (including patterns of leave usage)		Must Have	x						
LM34	Standard Reporting for the Affordable Care Act		Must Have	x						
LM35	The system should be able to send the accurate data to the General Ledger.		Must Have	x						
LM36	The system must have the ability to cap usage of leave bank balances		Must Have	x						Via time entry rules
LM37	The system should provide the ability to view a consolidated calendar of all scheduled absences (including leave, training, etc.) for a work group.		Very Desirable			x				

	Benefits	Comments	Priority	SUP	MOD	3RD	CST	FUT	NS	Additional Comments
	General Operating Requirements Section									
	The system should provide the ability to track the following types of benefit attributes:									
BE1	Fiscal year.		Must Have	x						
BE2	Budget cycle.		Must Have	x						
BE3	Benefit plans requiring COBRA management.	Currently an Ancillary System	Must Have	x						
BE4	General ledger accounts related to a benefit plan.		Must Have	x						
BE5	Payroll frequency specific to each benefit plan's deduction schedule.		Must Have	x						
BE6	Definition of employee salary for benefit calculations.		Must Have	x						
BE7	Definition of employee groups for benefit eligibility calculations.		Must Have	x						
BE8	Tax designations for benefit plans impacting W-2s.		Must Have	x						
BE9	Annual limitations on benefit plan deductions (401k, 403b, 457, spending accounts, etc.)		Must Have	x						
BE10	Vendor identification for each benefit plan.		Must Have	x						

BE11	Default options for specific benefit plans.	Open Enrollment Self-Service features available, but not implemented (Mandatory plans are auto enrolled)	Must Have	x						
BE12	Budgeted expense per benefit type per budget year.	Currently in Ancillary System	Very Desirable	x						Using munis
BE13	Budgeted expense per benefit type per benefit plan year.	Currently in Ancillary System	Very Desirable	x						Using munis
	The system should provide the ability to track the following attributes associated with benefit plans:									
BE14	Plan type.		Must Have	x						
BE15	Plan name.		Must Have	x						
BE16	Plan vendor.		Must Have	x						
BE17	Vendor policy identification.		Must Have	x						
BE18	Plan beginning date.		Must Have	x						
BE19	Plan ending date.		Must Have	x						
BE20	Coverage type (options, salary based, default, etc.)		Must Have	x						
BE21	Contribution type (flat, table driven, salary based, age graded, etc.)		Must Have	x						
BE22	Employee eligibility rules.		Must Have	x						
BE23	Employee waiting period rules.		Must Have	x						
BE24	Dependent eligibility rules.		Must Have	x						
BE25	Dependent waiting period rules.		Must Have	x						

BE26	Evidence of insurability rules for life/STD/LTD plans.		Desirable	x						
BE27	Premium waiver rules for life/STD/LTD plans.	Have not implemented waiver rules, but available	Very Desirable	x						
BE28	Employee contribution schedule.		Must Have	x						
BE29	Covered participants (employees, dependents, retirees, former employees, beneficiaries, etc.)		Must Have	x						
BE30	Vesting schedule, if applicable.		Very Desirable				x			
BE31	Retirement Tier(s)		Very Desirable	x						
BE32	Coverage termination rules.	Maybe ask to describe the feature in this area	Must Have				x			Need more information on rules
BE33	Deduction codes.		Must Have	x						
BE34	Tax designation for W-2 handling, if applicable.		Must Have	x						
BE35	Initial enrollment options.		Must Have	x						
BE36	Effective date of initial enrollment		Must Have	x						
BE37	Re-enrollment/reinstatement rules and options.		Must Have				x			Need more information on rules
BE38	Effective date of re-enrollment		Must Have	x						
BE39	Coverage options.		Must Have	x						
BE40	Coverage defaults.	Open Enrollment Self-Service features available, but not implemented (Mandatory plans are auto enrolled)	Must Have	x						

BE41	Premiums per eligible employee group.		Must Have	x						
BE42	Premium cost sharing between employer/employee.		Must Have	x						
BE43	Personnel actions impacting benefit plan coverage (hire, transfer, change of status, etc.)		Must Have	x						
BE44	Termination rules.		Must Have				x			Need more information on rules
BE45	Flexible Spending Account notices.	Third Party Administrator	Desirable	x						
BE46	The system should provide the ability to assign benefit plan codes, deduction codes, and related premiums based on employee groups and employee status.		Must Have	x						
BE47	The system should provide mass change updates for current and retroactive benefit adjustments.	No Open Enrollment currently; Partially implemented	Must Have	x						
BE48	The system should provide the ability to prorate benefits for part-time employees based on user defined criteria.		Must Have	x						Based on FTE
	The system should provide the ability to calculate benefit deduction and employer contribution amounts using various methods, including:									
BE49	flat amount		Must Have	x						
BE50	percentage of wages		Must Have	x						
BE51	age graded		Must Have	x						
BE52	user-defined table of rates		Must Have	x						
BE53	user-defined formulas		Must Have				x			
BE54	user-defined limits and maximums.		Must Have	x						

BE55	The system should have the ability to track vesting and breaks in service as defined by each benefit plan.		Must Have	x						
BE56	The system should provide the ability to project, report, and facilitate the analysis of the cost impact to changes in benefits, accruals, allowances, etc. for current employees, retirees, and all covered participants.	Assumption is this is for Budget purposes ("What If"). Module not currently purchased.	Very Desirable	x						Via Salary and Benefit Projections
BE57	The system should provide the ability to maintain dependent and/or beneficiary information including but not limited to relationship, date of birth, address, and phone.		Must Have	x						
BE58	The system should automatically generate notices to Departments/ functions when an employee is terminating or has been on leave with monies due to the organization for loans, tuition reimbursement, or benefits.	Work flow not implemented	Very Desirable	x						User initiated notifications
BE59	The system should provide the ability to process grandfathered eligibility and participation in pension plan or other benefits.		Must Have	x						
BE60	The system should provide the ability to refund benefits premiums to employees.		Must Have	x						
	The system should provide the ability to generate electronic files to benefit vendors to include the following:									
BE61	Employee name.	Not implemented	Must Have	x						
BE62	Employee social security number	Not implemented	Must Have	x						
BE63	Employee date of birth..	Not implemented	Must Have	x						

BE64	Employee address.	Not implemented	Must Have	x						
BE65	Employee coverage election.	Not implemented	Must Have	x						
BE66	Effective date of employee coverage.	Not implemented	Must Have	x						
BE67	Covered dependents, if applicable for benefit plan.	Not implemented	Must Have	x						
BE68	Covered dependents' names.	Not implemented	Must Have	x						
BE69	Relationship of covered dependents.	Not implemented	Must Have	x						
BE70	Covered dependents dates of birth.	Not implemented	Must Have	x						
BE71	Covered dependents social security numbers.	Not implemented	Must Have	x						
BE72	Eligibility status of dependent(s).	Not implemented	Must Have	x						
BE73	Effective date of each covered dependent's coverage.	Not implemented	Must Have	x						
BE74	Covered dependents' address if different from employee.	Not implemented	Must Have	x						
BE75	Covered dependents other coverage.	Not implemented	Must Have	x						
BE76	Covered dependents primary and secondary coverage.	Not implemented	Must Have	x						
BE77	Covered COBRA participants	Not implemented	Very Desirable	x						
BE78	The system should provide self-service enrollment for organization-approved benefit plans.	Not implemented	Must Have	x						
	The system should provide the ability to view information online including, but not limited to, the following:									
BE79	Employee benefits communication.		Must Have	x						
BE80	Employee benefits elections.		Must Have	x						

BE81	Employee benefits summary plan descriptions.		Very Desirable	x						
BE82	Employee benefits enrollment history.		Must Have	x						
BE83	Employee benefit providers' link.	Minimally implemented	Very Desirable	x						
BE84	Employee gross pay, deduction and net pay information for each pay period.		Must Have	x						
BE85	The system should track employee contributions for various retirement plans.		Must Have	x						
BE86	The system should provide the ability to generate advance notices to employees and dependents who are eligible for Medicare.		Very Desirable	x						
BE87	The system should provide the ability to track periods of non-paid service, based on user defined criteria, for purposes of subtracting from pension service.		Must Have	x						
BE88	The system should provide the ability to track user defined "creditable service" for each retirement plan benefit calculation.		Very Desirable				x			
BE89	The system should provide the ability to enter pension plan enrollment information and set rates by individual enrollee as well as globally by plan.		Must Have	x						
BE90	The system should have the ability to track deferred retirement benefit plans through the benefit plan set up.		Must Have	x						

BE91	The system should provide the ability to configure and re-configure employee pension information (e.g., pension plan code and deduction amount) for new hires, re-hires, and transfer between retirement plans as needed based on plan rules.		Must Have	x						
	The system should provide the ability to track and maintain benefit information and changes in status for retired employees, surviving spouse and dependents that includes, but is not limited to, the following:									
BE92	Retirement date		Must Have	x						Munis does not perform complex pension calculations but track the information in this section.
BE93	Date of death		Desirable	x						
BE94	Type of retirement (e.g. service, early, disability)		Desirable	x						
BE95	Name, social security number, address, telephone number, and date of birth of beneficiaries both primary and contingent		Very Desirable	x						
BE96	Base pay		Must Have	x						
BE97	Last day paid updated from payroll system		Must Have	x						
BE98	Last day worked tied to leave status		Must Have	x						
BE99	Retire/ rehire status		Must Have	x						

	The system should provide the ability to process, maintain, bill and collect premiums for COBRA benefits including, but not limited to, the following:									
BE100	Qualifying event.	Ancillary System Currently Used	Very Desirable	x						
BE101	Length of COBRA eligibility.	Ancillary System Currently Used	Very Desirable	x						
BE102	Expiration dates.	Ancillary System Currently Used	Very Desirable	x						
BE103	Covered participants.	Ancillary System Currently Used	Very Desirable	x						
BE104	Elected coverage.	Ancillary System Currently Used	Very Desirable	x						
BE105	Premium cost.	Ancillary System Currently Used	Very Desirable	x						
BE106	Notification and response dates.	Ancillary System Currently Used	Very Desirable	x						
BE107	Payment history.	Currently tracked in Financial System	Very Desirable	x						
BE108	The system should provide automated notification to COBRA enrollees when coverage is going to expire.		Desirable	x						Mail Merge
BE109	The system should provide the ability to generate a "Newly Enrolled/Change Report."		Desirable	x						Mail Merge

BE110	The system should provide participant reports, including but not limited to, enrollment, dependent names and relationships, department name, pay group, social security number, etc. that can be generated by individual or group.		Very Desirable	x						Via SSRS
	The system should provide the ability to generate insurance billing reports including, but not limited to, the following:									
BE111	type of coverage,		Must Have	x						
BE112	user-definable billing codes (e.g. category, product, and tier) translated from the department, plan and coverage codes		Very Desirable	x						
BE113	employee name		Must Have	x						
BE114	amount		Must Have	x						
BE115	number of insured,		Must Have	x						
BE116	The system should provide the ability to calculate the premium for life and disability insurance each month based on age, coverage level, salary and waiting period.		Must Have	x						
BE117	Employee recognition program support for service swards, retirement plaques etc.		Desirable	x						
BE118	Affordable Care Act Reporting		Must Have	x						
BE119	Open Enrollment capabilities		Must Have	x						

	Risk & Safety	Comments	Priority	SUP	MOD	3RD	CST	FUT	NS	Additional Comments
	General Requirements Section									
RS1	The system should provide the capability to report on work related injuries including employee name, work location, job code, department, Supervisor, etc.	Not implemented in current system	Must Have	x						
RS2	The system should provide a disciplinary action report (or a screen/form) in a pre-defined and/or user-defined format with user defined variables.	Not implemented in current system	Must Have	x						
RS3	The system should provide the ability to generate a Probation Status Report at the organizational and individual employee level. Preferably a canned report).		Desirable	x						SSRS
RS4	The system should provide the ability to assign a risk category based on user defined criteria to a position, location, or task.		Very Desirable	x						Risk codes can be attached to positions.
RS5	The system should provide the ability to create the OSHA report required for regulatory filing and integrate with the HRIS system to produce canned delivered reports that can be used for analysis and trending.	Ancillary software for OSHA Reporting; Available but not implemented	Must Have	x						Canned OSHA reports available

RS6	The system should provide a holistic capability to manage all data items related to various employee related risks in one integrated solution i.e. company property, work related accidents, accidents involving company owned vehicles, etc.	Available, but not implemented	Very Desirable	x						
RS7	The system should provide the ability to provide a calendar with a tickler notice for follow up on medical appointments, paperwork, status updates etc. for the risk management staff and the capability to initiate notices to relevant parties.		Must Have				x			
RS8	The system should provide the ability to integrate risk management data with Human Resources, Finance, Budgeting, and Payroll to reduce manual tracking and improve business intelligence for risk mitigation.		Must Have	x						
RS9	The system should provide self service functionality to provide access based on user defined security that is available to involved parties to update claims data and add information relevant to the settlement of a claim.		Very Desirable				x			
RS10	The system should provide the ability to design workflows that provide rules based processing for the management of policies, schedules, calculations, and compliance.		Must Have				x			
RS11	The system should provide robust reporting capabilities to pull risk related data for planning, analysis, and trending for risk mitigation.		Must Have	x						Some risk management reporting available. SSRS also available.

RS12	The system should provide the ability to track employees by occupational category and job groups and report on risk associated, user defined categories for trending and analysis.		Very Desirable	x						Reporting available but non dynamic in regards to trends/analysis.
RS13	The system should provide the capability to report on work related injuries including employee name, work location, job code, department, Supervisor, etc.		Must Have	x						
RS14	The system should provide support the process of transitioning an employee from a work related injury to a back to work, restricted duty or full duty status.		Must Have	x						Based on setup.
RS15	The system should provide for recording the details and the causal factors for incidents and violations.		Very Desirable	x						
RS16	The system should provide for tracking completion of corrective actions (e.g., out of compliance with Drivers License, accidents due to something that is not in compliance "broken", etc.)		Very Desirable	x						
RS17	The system should provide for the ability to indicate Inspection Program Data (e.g., for machinery) including inspection schedule, dates inspection completed, etc.		Very Desirable				x			
RS18	The system should provide data entry security so that it is managed by a central office, but allow for managers to input data.		Very Desirable	x						
RS19	The system should provide automatic reminders to facility managers bout upcoming inspections, past due inspections, testing, calibrations, etc.	Currently, reminders are manual	Very Desirable	x						Via Tyler Alerts

RS20	The system should have the ability to assign inspections or testing to specific individuals of upcoming inspections, past due inspections, etc.		Very Desirable				x			
RS21	The system should allow for tracking and managing Safety Data Sheets by Division and Location.		Must Have				x			
RS22	For reporting, the system should integrate training, inspection, etc. to look at not just people tasks, but also physical equipment, machinery, etc. to tie them all together in one report.		Very Desirable				x			
RS23	The system should be able to track Action Items, improvement suggestions, etc. and send out automatic notices.		Desirable				x			
RS24	The system should provide the capability to have procedure manuals available online in the system.		Very Desirable	x						Via TCM Attachments/ESS link to documentation

	Talent Management	Comments	Priority	Ratings Response						Additional Comments
				SUP	MOD	3RD	CST	FUT	NS	
	General Requirements Section									
TM1	The Talent Management module should be fully integrated with other integrated HR modules.		Must Have	x						
	The system should provide the ability track the following talent management attributes on an individual, position and organizational level:									
TM2	skills		Must Have	x						Individual
TM3	competencies		Must Have	x						Individual
TM4	education		Must Have	x						Individual
TM5	professional development plans		Very Desirable				x			
TM6	performance standards		Very Desirable				x			
TM7	performance metrics		Very Desirable	x						
TM8	succession plans		Very Desirable	x						
TM9	assessment values		Very Desirable	x						Employee evaluations
TM10	Testing Requirements		Must Have	x						
TM11	Historical Testing results		Must Have	x						
TM12	The system should provide the ability to support automated tracking of Management's goals for themselves, their teams, their departments, and their projects.	Not implemented in current system	Very Desirable	x						Employee evaluation goals can be stored.

TM13	The system should provide the ability to create performance evaluations based on a position's current job competencies and user defined criteria.	Currently has competencies defined, but not fully implemented	Very Desirable	x						User defined competencies, evaluation types.
TM14	The system should provide the ability to forecast workforce costs over various "what if" scenarios for analysis and budgeting purposes by applying user defined criteria to reflect forecasted increases in demand of skills, competencies, testing requirements, etc.		Very Desirable				x			
TM15	The system should provide the ability to track and report on filled and vacant positions by position number, budgeted vs. non-budgeted, pending, department, date range, union affiliation, or other user defined parameters.	Functionality to report on vacant and filled position has been implemented	Must Have	x						Some of these options would require SSRS
TM16	The system should provide the ability to track and report on skill/competency gaps based on the correlation between job descriptions and employees' skills data via a "skills" database which stores data from the employee master record.		Very Desirable				x			
TM17	The system should provide the ability to integrate with Lominger competencies or the ability to load Lominger competencies into a library repository.	Would like to have similar functionality, but not necessarily Lominger	Desirable				x			

TM18	The system should provide the ability to perform mass changes by user-defined criteria to update talent management metrics such as new educational requirements, skills or competencies for all related positions.		Very Desirable				x			
TM19	The system should provide automated workflow tools to facilitate the request and approval process for professional development requirements via classes, online tools, etc. and track activity at the position and individual levels.		Must Have	x						
TM20	The system should provide the ability to enroll a group of employees via a mass action into required training.		Must Have	x						Via Multi-Add functionality
TM21	The system should provide the ability to correlate applicant/candidate skills and competencies data with position related skills and competencies.	Partially Implemented in the current system for Internal candidates but not for applicants	Very Desirable	x						
TM22	The system should provide prioritization of candidates based on user defined criteria such as percentage of required skills, education, testing scores, years of experience, clearances, etc.	Available, but not implemented in the current system	Very Desirable	x						Applicant scoring available based on certifications, education, skills, test/conditions and custom codes.

TM23	The system should provide an applicant/candidate/employee profile which documents needed professional development to achieve proficiency within a position by comparing individual skills/competencies vs. position skills/competencies		Must Have	x						Professional Development
TM24	The system should provide the ability to track goals assigned to an individual and track alignment with organizational goals based on user defined criteria.		Desirable	x						Individual goals can be tracked via employee evaluations.
TM25	The system should provide a goal library to assist managers.		Desirable				x			
TM26	The system should provide the ability to create curriculum or job specific tracks, course sequences, etc.		Very Desirable				x			
TM27	The system should provide the administrator the ability to add additional user defined competencies.		Must Have	x						
TM28	The system should provide the administrator the ability to assign performance ratings using various methodologies i.e. numerical rating, descriptive choices, sliding scale, user defined criteria.		Must Have	x						User defined competencies, evaluation types, weighting, min max percentage, lump sum.

TM29	The system should provide the ability to create a profile for an employee/applicant that is updateable by the employee, the manager or HR.	Part of self-service	Must Have	x						
TM30	The system should provide succession planning tools or integration with a succession planning tool to facilitate planning and tracking of talent management and workforce planning.		Very Desirable	x						Professional Development
TM31	The system should provide the ability to track a professional development plan for an individual, a department, a school, or at the organizational level and report on status of execution.	Not implemented in the current system	Desirable				x			
TM32	The system should provide the ability to report on skills available vs. skills required via a "what if" model that presents supply vs. demand scenario based on user defined criteria.		Desirable				x			
TM33	The system should provide integration of professional development plans with available Learning Management tools and track progress of the individual's professional development plan.		Very Desirable				x			
TM34	The system must have the ability to create total compensation sheets		Very Desirable	x						May require SSRS depending on required Format.

TM35	The system must have the ability to account for Total Rewards which includes employee recognition, employee gift cards, years of service pins, other take-aways from parties and drawings, etc.		Very Desirable	x						Total Compensation reporting available
TM36	The system must have the ability to automatically populate training, certifications, CDL, etc. required when an employees goes into a specific job, and then automatically send a notice		Must Have	x						Notice is user initiated
TM37	The system should provide the ability to define eligibility rules based on employment status, performance rating, and disciplinary actions for salary increase matrix purposes (e.g., ineligible if still on new hire probation)		Very Desirable				x			
TM38	The system must have the ability to structure a rebate payment from the self-insured plan		Very Desirable	x						May require manual entry.
TM39	The system needs to have the ability to provide Wellness Incentives to employees		Very Desirable	x						
TM40	The system needs to provide for paying incentives to employees as part of a Suggestion Program		Desirable	x						Via One time Bonus Pay
TM41	The system needs to be able to provide for the ability to pay Sign-on Bonuses		Desirable	x						

TM42	The system must have the ability to account for tuition assistance programs		Very Desirable	x						Via Employee Expense
TM43	The system must have the ability to provide eLearning, CBT, and other training tools		Very Desirable				x			
TM44	The system must have a Learning Management System		Must Have				x			
TM45	The system must have the ability to account for ROI on hiring costs		Very Desirable	x						SSRS
TM46	The system must have the ability to populate personal calendars for scheduled training courses		Must Have	x						
TM47	The system must have the ability to automatically populate a room's calendar (currently in SharePoint) for rooms that have been scheduled for training		Very Desirable				x			
TM48	As part of the training functionality, the system must have the ability to provide a calendar that shows a manager's all encompassing staffing calendar for employees of training, vacations, leave, etc.		Must Have	x						Via Dashboard Employee Accrual Time Can Be Displayed
TM49	For Compensation Management, the system must have the ability to create Salary Range Plans		Must Have	x						
TM50	For Compensation Management, the system must have the ability to create Step Plans		Must Have	x						SalaryTable Steps

TM51	For Compensation Management, the system must have the ability to allow for creating additional incentives		Must Have	x						
TM52	For Compensation Management, the system must have the ability to create various types of pay		Must Have	x						

UM - Billing		Comments	Priority	Ratings Response						Additional Comments
				SUP	MOD	3RD	CST	FUT	NS	
	General Operating Requirements Section									
	The system should be flexible enough to handle a variety of billing situations including the following basic billing types:									
BI1	Bill-in-arrears		Must Have	x						
BI2	Bill-in-advance		Desirable	x						
BI3	Consumption based billing		Must Have	x						
BI4	Flat rate billing		Must Have	x						
BI5	Contractual billing		Desirable	x						
BI6	Group Billing		Must Have	x						
BI7	Multiple Services (water, sewer, trash, etc.)		Must Have	x						
BI8	Recurring		Must Have	x						
BI9	The system should provide the ability to store meter data for touch and radio reads (i.e.: transponder number, radio ID, radio type, registered ID, etc.)		Must Have	x						
	Billing Determinants Section									
BI10	The system should allow customer accounts to be assigned to a billing cycle.		Must Have	x						
BI11	The billing cycles will be held if all reads are not captured.		Desirable	x						
BI12	The billing cycles should be billed when selected.		Must Have	x						
BI13	The system should provide the ability for accounts to be assigned to a billing date.		Very Desirable	x						

BI14	The system should provide an estimate for uncaptured reads and provide the appropriate report.		Must Have	x						
BI15	The system should provide the ability to enter stop and start dates for individual rate codes on an account.		Must Have	x						
BI16	The system should generate automatic notification of expired credit cards.		Very Desirable						x	
	The system should provide the ability for accounts to be billed based on events including:									
BI17	Closing or Final bills		Must Have	x						
BI18	Rebills (based on recalculations)		Must Have	x						
	Billing Selection Section									
	The system should provide the ability to select accounts for billing. Selection should include the following:									
BI19	Billing Cycles		Must Have	x						
BI20	Meter Reading routes		Must Have	x						
BI21	Individual Accounts		Must Have	x						
	Billing Periods Section									
	The system should support flexible billing periods, including:									
BI22	Daily		Desirable	x						
BI23	Monthly		Must Have	x						
BI24	Bi-Monthly		Desirable	x						
BI25	Quarterly		Desirable	x						
BI26	Semi-annual		Desirable	x						
BI27	Annual		Desirable	x						
BI28	The system should allow different billing periods for each service		Desirable	x						

BI29	The system will support proration of charges during any billing period for a single or multiple rate change(s).		Must Have	x							
BI30	The system should allow for no proration of fixed charges or fees for partial billing periods. E.g.. Opening and closing bills.		Very Desirable	x							
BI31	The system should accommodate proration by rate type		Must Have	x							
	Billing Methods Section										
BI32	The system should provide the ability to bill consumption based on previous and current meter readings		Must Have	x							
BI33	The system should correctly bill for multiple meter/register changes during a single billing period.		Must Have	x							
BI34	The system should provide the ability to provide levelized billing ("budget billing").		Must Have	x							
BI35	The system should provide the ability to bill one service based on the consumption from another service. E.g.. Sewer billing based on water consumption.		Must Have	x							
BI36	The system should provide the ability to perform calculations based on user defined criteria.		Desirable	x							Rates are user defined formulas are not

BI37	The system should provide the ability to treat the estimated read as an estimate and track these estimated billings separate from actual read billings. When an actual read is obtained, the estimated bill amount is reversed (credited) and the actual read is used to calculate the final actual bill amount. (return of estimate)		Must Have	x						
BI38	The system should accommodate billing a fixed charge based on service size.		Must Have	x						
	Billing Types Section									
BI39	The system should provide the ability to automatically apply deposits to a final bill.		Must Have	x						
BI40	The system should provide the ability to create a credit to the account for closing bills for services billed in advance		Very Desirable	x						
BI41	The system should perform non-customer billings. A user can create a one-time bill and print an invoice for the charges.		Very Desirable	x						
BI42	The system should provide charge codes for individual line item billings with related G/L accounts.		Must Have	x						
	Billing Charges and Fees Section									
	The system should accommodate the billing of the following charges automatically:									
BI43	Fixed late payment charges		Very Desirable	x						
BI44	Percent based late charges		Must Have	x						
BI45	Percent based late charge with fixed minimum		Very Desirable	x						

BI46	NSF charges		Must Have	x						
BI47	Reconnection charges		Must Have	x						
BI48	Set-up/establishment charges		Must Have	x						
BI49	Service order based charges; e.g. refuse and furnace checks		Must Have	x						
BI50	One-time miscellaneous charges		Must Have	x						
BI51	Deposits		Must Have	x						
BI52	Service charges		Must Have	x						
BI53	The system should provide the ability to bill a non-utility customer for landfill fees.		Must Have	x						
BI54	The system should provide the ability to bill non-utility charges to a separate invoice for utility customers.		Desirable	x						
BI55	The system should allow refundable fees to be scheduled for repayment over a user defined period.		Desirable						x	
	Billing Adjustments Section									
BI56	The system should allow cancel/rebill to be applied to entire account or to one or more individual services.		Must Have	x						
BI57	The system should provide the ability to include the original as well as the adjusted dollar and consumption amounts on the new bill for comparison.		Very Desirable						x	

BI58	The system should provide the ability to adjust the original as well as the new G/L accounts for the cancel/rebill. This will take into account any G/L account changes that may have taken place since original billing.		Must Have	x						
BI59	The system should accommodate miscellaneous dollar adjustments to an account.		Must Have	x						
BI60	The system should accommodate usage adjustments to an account and automatically calculate the dollar amount based on all billing components including rates, surcharges and taxes.		Must Have	x						
BI61	The system should provide the ability to maintain usage adjustments in usage history.		Must Have	x						
BI62	The system should provide the ability to bill adjustments on a one time bill or billed during next scheduled account billing.		Must Have	x						
	Group Billing Section									
BI63	The system should provide the ability to combine accounts into a single summary or group bill.		Must Have	x						
BI64	The system should provide the ability to apply cash receipts to each account in the group bill.		Very Desirable	x						
BI65	The system should allow preference to be assigned to each account in group for cash receipts application if partial payment is received.		Desirable						x	

BI66	The system should provide the ability for the group bill to include detail by account in addition to the summary bill.		Very Desirable	x						
BI67	The system should provide the ability to issue one remittance for the group bill.		Must Have	x						
	Conservation Billing Section									
BI68	The system should provide the ability to record a baseline consumption per service and track cumulative over/under baseline usage.		Very Desirable				x			Recognized per billing but not tracked
BI69	The system should provide the ability to bill a surcharge for usage over the baseline quantity per billing period.		Very Desirable	x						
BI70	The system should provide the ability to bill a credit for usage below user defined threshold.		Very Desirable						x	
BI71	The system should provide the ability to bill a step/tiered credit for ranges of usage below a user defined threshold.		Desirable						x	
	Bill Production Section									
BI72	The system should provide the ability to customize the bill print appearance.		Very Desirable	x						Tyler Forms
	The system should provide the ability to print user defined messages by the following bill message types:									
BI73	Per individual account		Very Desirable	x						
BI74	Per Billing Job		Must Have	x						
BI75	Per Service		Must Have							
BI76	Per Area or Company		Very Desirable							

BI77	Global Message on all bills		Must Have	x						
BI78	Customer feedback messages including check boxes, signature line, input lines, etc…		Must Have	x						Tyler Forms
BI79	The system should support both letter and legal paper sizes		Must Have	x						
BI80	The system should support graphic images, shading, bolding and other format features for bill formatting		Very Desirable	x						Tyler Forms
BI81	The system should provide the ability to combine charges by type on the bill. (i.e.: all taxes roll up into a single tax line item.)		Must Have	x						
	The system should provide the ability to present the bill to include the following:									
BI82	Bill Date		Must Have	x						
BI83	Bill period for each service		Must Have	x						
BI84	Previous and Current Meter readings by meter		Must Have	x						
BI85	Rate Schedule per meter/service		Must Have	x						
BI86	Rate Description		Very Desirable	x						
BI87	Consumption being billed by service		Must Have	x						
BI88	Meter size per service		Very Desirable	x						
BI89	Meter/serial number(s) per service		Must Have	x						
BI90	Account Name		Must Have	x						
BI91	Account (Billing) Address		Must Have	x						
BI92	Account Number		Must Have	x						
BI93	Premise (Service) Address		Must Have	x						

BI94	Surcharges, fees, penalties and taxes with descriptions		Must Have	x						
BI95	Past Due Balance		Very Desirable	x						
BI96	Previous Balance		Must Have	x						
BI97	Current Amount Due		Must Have	x						
BI98	Bill Due Date		Must Have	x						
BI99	Next meter reading date		Very Desirable	x						
BI100	Consumption History Graph by service		Must Have	x						
BI101	Subtotal by service		Must Have	x						
BI102	Bill Messages		Must Have	x						
BI103	Scan Line		Must Have	x						
BI104	Bill type. I.e.. Budget bill, final bill, group bill, etc.		Must Have	x						
BI105	The system should provide different bill formats to be defined for different kinds of bills, regular bills, reminder notices, etc…		Desirable	x						
	The system should provide the ability to sort bills by the following criteria:									
BI106	Special Handling code		Desirable						x	
BI107	Zip + 4, carrier and route		Desirable	x						
BI108	Group Billing		Desirable						x	
BI109	Autopay customers		Desirable	x						
BI110	User defined sort options		Desirable						x	
BI111	The system should provide the ability to barcode postal information		Desirable	x						3rd party postal software via tyler forms
BI112	The system should provide the ability to print to a system or network connected printer.		Must Have	x						

BI113	The system should provide the ability to create a print file in various formats for print and download to media.		Must Have	x						Assumes use of Tyler-provided XML output format.
BI114	The system should provide the ability to show the total number of bills to be printed		Must Have	x						
BI115	The system should provide the ability to show the total number of remaining bills to be printed		Desirable						x	
BI116	The system should provide the ability to restart bill print from anywhere in the bill print job.		Desirable	x						
BI117	The system should provide the ability to generate a pre-billing report to view billing amounts before the actual billing process.		Desirable	x						
BI118	The system should provide the ability to obtain instant status on total UB web receivables, number of web UB accounts and website activities.		Very Desirable	x						
BI119	The system should provide the ability to pause and restart a bill print job at any time.		Desirable						x	Printer level only
BI120	The system should provide the ability to print multiple copies of a bill		Must Have	x						
BI121	The system should provide the ability to re-print any previous bill created in the system		Must Have	x						
	Billing Controls and Statistics Section									
	The system should provide system and user defined bill error codes. Billing error codes created by the user should include the following:									

BI122	High Bill threshold per service		Must Have	x						
BI123	High Consumption Threshold per service		Must Have	x						
BI124	Recent Meter Change		Desirable						x	
BI125	Opening Bill		Desirable						x	
BI126	Closing Bill		Very Desirable						x	
BI127	Low Bill threshold per service		Must Have	x						
BI128	CASS certification error		Desirable	x						3rd Party postal software via tyler forms
BI129	Zero Consumption per service		Must Have	x						
BI130	Estimated Read		Desirable	x						
BI131	The system should provide the ability to define errors as hard or soft. Hard errors have to be resolved to complete billing, soft errors will not stop billing.		Must Have	x						
BI132	The system should provide Hi-Lo review and correction of bills.		Must Have	x						
BI133	The system should provide the ability to produce a detail billing register to include all charges by account		Very Desirable	x						
BI134	The system should provide the ability to produce a summary billing register detailing charges by service, rate, company and area.		Very Desirable	x						
BI135	The system should provide the ability to produce a summary billing register detailing charges by general ledger number.		Very Desirable	x						

UM - Payments		Comments	Priority	SUP	MOD	3RD	CST	FUT	NS	Additional Comments
	General Operating Requirements Section									
PP1	The system should provide the ability to maintain multiple cash accounts (G/L Accounts) for different cash receipt sources. (i.e.: Cashiering, Remittance Processing, Lock Box, ACH, Credit Card, etc…)		Very Desirable	x						
PP2	The system should provide customers the ability to make payments on-line.		Must Have	x						
PP3	The system should provide multiple forms of payment (cash, check, credit card, ACH, EFT, etc.)		Must Have	x						
PP4	The system should provide a process to manage the setup, documentation, prenote, processing and termination of the ACH.		Must Have	x						
PP5	The system should create an ACH file that may be submitted to the bank for processing.		Must Have	x						
PP6	The system should provide the ability to import batch payment file from a lockbox payment facility.		Must Have	x						

PP7	The system should provide for auto-pay options for customers to pay from customer's bank account.		Must Have	x						
PP8	The system should provide the ability to process a single check covering multiple accounts and allocate payment to each account properly.		Must Have	x						
PP9	The system should accept full and partial pre-payments.	customers can carry credits from overpayments on their accounts, but we don't do "prepaid billing."	Very Desirable	x						
PP10	The system should accommodate different distribution rules for current and past due balances.		Must Have	x						
PP11	The system should provide the ability to reflect cash receipts in customer account balances immediately after the transaction is entered into the system.		Must Have	x						
PP12	The system should provide the ability to process master account payments.		Desirable	x						
PP13	The system should provide an interface for receiving lock box payments from its banking institution.	is this different than PP6?	Must Have	x						
PP14	The system should provide the ability to encrypt bank account information		Very Desirable	x						

PP15	The system should support an automated credit card interface that will allow for payment processing/posting and receipt printing.		Very Desirable	x						
PP16	The system should provide the ability to accept payment over the phone for credit cards.		Very Desirable	x						
PP17	The system should provide the ability to accept payment over the phone for direct bank debits		Very Desirable	x						
PP18	The system should provide an on-line method to process credit card payments. Furthermore, the system should provide a secure way to store credit card numbers so the customer does not have to re-entered the number each time.		Very Desirable	x						Yes, one-time payment feature. Recurring/credit-card storage not available due to security considerations.
PP19	The system should allow an NSF transaction to place an account back into the delinquency process where it would normally be if payment had not been received.		Must Have	x						
PP20	The system should maintain all receipts history per account until purged.		Must Have	x						
PP21	The system should provide the ability for customers to make donations (as part of a utility payment) to special events.		Must Have	x						

PP22	The system should provide the ability to accept and track deposits		Must Have	x						
PP23	The system should provide the ability to scan payments and attach to the payment record.		Very Desirable	x						
PP24	The system should provide the ability to create Daily Cash Receipts reports by payment source. (i.e.: Cashiering, Remittance Processing, Lock Box, ACH, Credit Card, etc…)		Must Have	x						
PP25	The system should provide on-line review or report of NSF account activities.		Very Desirable	x						
PP26	The system should provide the ability to print cash receipts reports by cashier and payment type.		Must Have	x						
PP27	The system should provide the ability to produce error reports for misapplied cash payments (closed or inactive accounts, bad account number, etc…) by source. (i.e.: Cashiering, Remittance Processing, Lock Box, ACH, Credit Card, etc…)		Very Desirable	x						
PP28	The system should provide the ability to create user view templates which limit available information and functions based on a user's security profile.		Must Have	x						Multiple users can be attached to a single role that acts as a 'Template'.

PP29	The system should allow for a summary level GL query/report of uploaded payment transactions.		Very Desirable	x						May require SSRS
PP30	The system should have the ability to upload /import cash receipting batches from various ancillary systems.	Refer to RFP Part 1 - Data Migration Table for Detail	Very Desirable	x						Assumes standard lockbox import is used

UM - Rates		Comments	Priority	Ratings Response						Additional Comments
				SUP	MOD	3RD	CST	FUT	NS	
	Rate Types Section									
	The system should provide the ability to create the following rate types:									
RA1	Meter Size Rates		Must Have	x						
RA2	Tiered Rates		Must Have	x						
RA3	Flat Rates		Must Have	x						
RA4	Seasonal Rates		Must Have	x						
RA5	Daily Rates		Desirable	x						
RA6	Water Conservation Rates		Desirable	x						
RA7	Lot Type Rates		Desirable	x						Could create rates for different types however the rate will not auto adjust with change to another field value such as lot type or size.
RA8	Lot Size Rates		Desirable	x						Could create rates for different types however the rate will not auto adjust with change to another field value such as lot type or size.
RA9	Impervious Area Rates		Desirable	x						
	Rate & Fee Setup Section									
RA10	The system should provide on-line configuration of rates without requiring software customization	The system can accommodate this, but it can be complicated.	Must Have	x						

RA11	The system should allow rates to utilize effective dates.		Must Have	x						
RA12	The system should provide the ability for rates to be specific per service. (Water, Sewer, Garbage, etc…)		Must Have	x						
RA13	The system should provide the ability for rates to be specific per billing class. (Residential, Commercial, Industrial, etc.)		Must Have	x						
	The system should provide the ability for a single rate to accumulate all related rates, charges, taxes and codes for proper billing of the service including:									
RA14	Consumption rate		Must Have	x						
RA15	Service charge Flat Rate		Must Have	x						
RA16	Service charge based on meter size		Must Have	x						
RA17	Multiple surcharges		Must Have	x						
RA18	Multiple Taxes		Must Have	x						
RA19	Multiple usage steps		Must Have	x						
RA20	Estimation Routine (averaging)		Must Have	x						
RA21	Proration Routine		Must Have	x						
RA22	Late Charge Routine		Must Have	x						
RA23	Winter or Summer flag for each month		Desirable						x	
RA24	Winter and Summer Consumption Rate		Very Desirable	x						
RA25	High and Low usage thresholds		Very Desirable	x						

RA26	The system should provide the ability for each discrete billing component to be assigned to its own unique revenue code or G/L number		Must Have		x						
RA27	The system should provide user-definable rate structures to be created.		Must Have		x						
RA28	The system should provide the ability for surcharges to have effective dates.		Must Have		x						
	The system should provide the ability for surcharges to be based on the following:										
RA29	Total Usage		Must Have		x						
RA30	Dollars		Must Have		x						
RA31	Meter Size		Very Desirable		x						
RA32	Service Size		Very Desirable		x						
RA33	Usage Steps		Desirable		x						
RA34	Premise Location		Very Desirable		x						
RA35	Over baseline usage		Very Desirable		x						
RA36	Number of Units (Condos, apartments, etc…)		Must Have		x						
RA37	The system should provide the ability for surcharges to have billing frequencies different from rate billing frequency. (i.e.: An annual surcharge can be billed each January.)		Very Desirable		x						
RA38	The system should allow each surcharge to be assigned to its own		Must Have		x						

	revenue code or G/L number										
RA39	The system should provide the ability for fixed surcharges to be based on rate proration		Must Have	x							
RA40	The system should provide for surcharge exemptions		Desirable	x							
	The system should allow for multiple tax types to be included on one rate including one or more of the following:										
RA41	Sales Tax	referred to as GRT	Must Have	x							Each of these would be its own rate/service on the account. May need more information regarding the statement, 'included on one rate.'
RA42	State Tax	referred to as GGRT	Must Have	x							
RA43	Special Assessment Tax		Very Desirable	x							
RA44	The system should provide the ability for taxes to have effective dates		Must Have	x							
	The system should provide the ability for taxes to be based on the following:										
RA45	Premise Location		Must Have	x							
RA46	The system should provide the ability for taxes to be calculated inclusive or exclusive of surcharges.		Must Have	x							
RA47	The system should provide the ability for multiple taxes to be assigned to a	Ask Karen (water)	Very Desirable	x							

	single taxing authority									
RA48	The system should allow each tax to be assigned to its own revenue code or G/L number.		Must Have	x						
RA49	The system should provide for tax exemptions		Must Have	x						
RA50	The system should provide for late charge exemptions		Desirable	x						Special Conditions
RA51	The system should provide reports for exempt customers		Desirable	x						Mark the acount/customer to indicate tax exempt (user defined, or other code/field)
RA52	The system should provide the ability to create an unlimited number of fee types.		Must Have	x						
	The system should provide the ability for fees to be assigned the following attributes:									
RA53	Unique code		Must Have	x						
RA54	Amount		Must Have	x						
RA55	The system should allow fees to be assigned to Service Orders		Must Have	x						
	Rate Management Section									
RA56	The system should provide the ability for rate assignment to be verified against customer/account type. (i.e.: Residential, Commercial, Industrial, etc.)		Must Have				x			
RA57	The system should prevent rates to be deleted as long as billing history is		Must Have	x						Via Permissions/Menu Security

	available for that rate									
RA58	The system should allow for sample bill calculation that will test billing amounts and revenue code or G/L accounts without affecting actual revenue.		Very Desirable	x						Via Training Database
RA59	The system should provide the ability to model rates based on customer types (Residential, Commercial, etc.), revenue types (Usage charges, base charges, etc.), or location.		Very Desirable	x						
RA60	The system should provide the ability to forecast revenue by rate based on system usage history.		Very Desirable	x						
RA61	The system should provide statistics on usage by rate		Must Have	x						Via Cubes

UM - Customers		Comments	Priority	Ratings Response						Additional Comments
				SUP	MOD	3RD	CST	FUT	NS	
	Customer Types Section									
	The system should provide the ability to maintain and track:									
CU1	Regularly billed utility customers		Must Have	x						
CU2	Prospective customers		Desirable	x						
CU3	Third-Party customers (linked to other customers or accounts)		Desirable	x						
CU4	Landlord customers (Linked to accounts)		Very Desirable	x						
CU5	Non-Utility customers (customers without a premise or account)		Must Have	x						
CU6	Master customers (linked to multiple accounts)		Must Have	x						
CU7	One time customers		Very Desirable	x						
	Customer Setup Section									
	The system should provide a customer database that contains the following data elements:									
CU8	Customer Number		Must Have	x						
CU9	Customer Name		Must Have	x						
CU10	DBA (doing business as)		Very Desirable	x						
CU11	AKA (also known as)		Very Desirable	x						
CU12	Co-Applicant Name		Very Desirable	x						
CU13	Spouse Name		Very Desirable	x						

CU14	Attention Line		Must Have	x							
CU15	SSN or Federal ID Number		Must Have	x							
CU16	Drivers License Number		Must Have	x							
CU17	Date of Birth		Must Have	x							
CU18	Security Identifier		Very Desirable	x							SSN or User Defined
CU19	Home Phone Number		Must Have	x							
CU20	FAX Number		Very Desirable	x							
CU21	Mobile Number		Must Have	x							
CU22	Business Number		Must Have	x							
CU23	Web Address		Desirable	x							
CU24	Email Address		Must Have	x							
CU25	Service Address, including city, state, zip code (zip plus 4)		Must Have	x							
CU26	Billing Address, including city, state, zip code (zip plus 4)		Must Have	x							
CU27	System and User Defined Account Type		Must Have	x							
CU28	System and User Defined Account Status		Must Have	x							
CU29	NAIC code		Desirable	x							Contractor info or user defined
CU30	Contractor License Number		Very Desirable	x							Contractor info or user defined
CU31	Bankruptcy type code		Very Desirable	x							Special Condition Flag
CU32	Lien status		Very Desirable	x							Special Condition Flag
CU33	Non-Specific user defined fields (how many?)		Very Desirable	x							Unlimited

CU34	The system should provide date sensitive, user-defined customer comment screen.		Must Have	x						
CU35	The system should provide the ability for accounts to be created from the customer record to facilitate linking		Very Desirable	x						
CU36	The system should provide the ability for customers to be linked to several Accounts		Must Have	x						
CU37	The system should provide the ability to flag duplicate driver's license or social security number at customer entry time.		Must Have	x						Warning
	Customer Management Section									
	The system should provide the ability to maintain and track customer information to include the following:									
CU38	Customer Credit Score or Credit History (combined credit score of all related accounts)		Must Have	x						
CU39	Customer Balance (combined balance of all accounts)		Must Have	x						
CU40	Accounts (listing of related accounts with drill down)		Very Desirable	x						Customer based queries and statements
CU41	Consumption History (combined consumption of all related accounts)		Very Desirable	x						
CU42	Contacts (for all related accounts)		Must Have	x						
CU43	Service Orders (for all related accounts)		Must Have	x						Query on SO by customer

CU44	Billing History (for all related accounts)		Must Have	x						
CU45	Deposits (for all related accounts)		Must Have	x						
CU46	The system should readily display the customer status such as active, inactive, pending, prospect, etc.		Must Have	x						Active/Inactive
CU47	The system should provide the ability to easily transfer related accounts to another customer		Must Have	x						
CU48	The system should accommodate multiple address for each customer such as primary and billing or winter and summer		Must Have	x						
	Customer Inquiry Section									
	The system should provide the ability to access customer information on-line using the following key fields:									
CU49	Customer Number		Must Have	x						
CU50	Customer Name		Must Have	x						
CU51	SSN or Federal ID Number		Very Desirable	x						
CU52	Home Phone Number		Must Have	x						
CU53	Address		Must Have	x						
CU54	The system should provide the ability to drill down to all related customer information		Must Have	x						
CU55	The system should provide the ability to flag delinquent accounts		Must Have	x						

CU56	The system should provide the ability to flag bad debt accounts		Must Have	x							
	Customer Status Management Section										
CU57	The system should allow customer Information to be used to create an account		Must Have	x							
CU58	The system should allow the customer to be independent of Premises.		Must Have	x							
CU59	The system should allow customers to be linked to an account as a third party, landlord, responsible party		Must Have	x							
CU60	The system should provide the ability to store multiple mailing addresses for a customer.		Must Have	x							
CU61	The system should provide the ability to drill down to related accounts and premises		Must Have	x							
CU62	The system should provide unlimited number of accounts to link to a customer		Must Have	x							
	Customer Contact Management Section										
	The system should provide the ability to create, receive, track and manage the following contact types:										
CU63	Inbound Telephone Calls		Very Desirable	x							
CU64	Inbound Contact via email		Very Desirable	x							
CU65	Inbound Access via WEB	Through DPU website	Must Have	x							

CU66	Inbound contact via social media		Very Desirable						x	
CU67	Inbound contact via mobile application		Very Desirable						x	
CU68	Outbound Letters auto-generated by system		Must Have	x						
CU69	Outbound Letters manually generated by user		Very Desirable	x						May require SSRS/Mail Merge
CU70	Outbound email auto-generated by system		Very Desirable	x						
CU71	Outbound email manually generated by user		Very Desirable	x						
	The system should provide contact capabilities, including the following fields:									
CU72	User Defined Contact types		Very Desirable	x						
CU73	Contact Status		Must Have	x						
CU74	Contact Create Date		Must Have	x						
CU75	Contact Create Time		Must Have	x						
CU76	Contact Create User		Must Have	x						
CU77	Contact Description		Must Have	x						
CU78	Contact Closed Date		Must Have	x						
CU79	Contact Closed Time		Must Have	x						
CU80	Contact Closed User		Must Have	x						
CU81	User Defined Fields		Very Desirable	x						
CU82	Confirmation number		Must Have	x						

	UM - Accounts	Comments	Priority	Ratings Response						Additional Comments
				SUP	MOD	3RD	CST	FUT	NS	
	Account Types Section									
	The system should provide the ability to manage:									
AC1	Utility Billed Accounts (normal utility billed accounts)		Must Have	x						
AC2	Mobile Accounts (accounts without a permanent attached premise such as hydrant meters, construction sites, etc.)		Must Have	x						
AC3	Non-utility Accounts (products or services not utility related)		Must Have	x						
AC4	Responsible Party Accounts (Landlords, Owners, etc..)		Must Have	x						
	Account Setup Section									
AC5	The system should provide the ability to assign a permanent unique account number that remains with the account regardless of premise locations.		Must Have	x						
	The system should provide the ability to maintain the following data elements:									
AC6	Account Number		Must Have	x						
AC7	Account Name		Must Have	x						
AC8	DBA		Very Desirable	x						
AC9	Co-Applicant Name		Must Have	x						
AC10	Third-Party Names		Very Desirable	x						
AC11	Billing Address		Must Have	x						
AC12	Premise		Must Have	x						

AC13	Phone Number		Must Have	x						On Customer
AC14	Fax Number		Very Desirable	x						
AC15	Mobile Number		Must Have	x						
AC16	SSN or FID		Must Have	x						
AC17	A free text notes/comments area		Must Have	x						
AC18	Drivers License Number		Must Have	x						On Customer
AC19	Legacy Account Number		Very Desirable	x						User defined field or reference
AC20	Account Status		Must Have	x						Account/Customer Status is date driven but status is found at the service level
AC21	Account Type (residential, multi-family, commercial, etc.)		Must Have	x						
AC22	Service Type		Must Have	x						
AC23	Health Alert		Must Have	x						Special conditions
AC24	Establish Date (date account information was added to the billing system)		Very Desirable	x						
AC25	Disconnect Date		Must Have	x						
AC26	Last Bill Date		Must Have	x						
AC27	Last Invoice Date		Must Have	x						
AC28	Last Bill Total		Must Have	x						
AC29	Late Payment Date		Must Have	x						
AC30	Current Penalty Balance		Very Desirable	x						
AC31	Current Combined Penalty and Arrears Balance		Very Desirable	x						
AC32	Current Arrears Balance		Must Have	x						
AC33	30 Day Arrears Balance		Very Desirable	x						
AC34	60 Day Arrears Balance		Very Desirable	x						

AC35	Over 60 Day Arrears Balance		Very Desirable	x						
AC36	Current Lien Balance		Very Desirable	x						
AC37	Lien Filed Arrears Balance		Very Desirable	x						
AC38	Lien Filed Penalty Balance		Very Desirable	x						
AC39	Automatic Bill Payment (yes/no)		Must Have	x						
AC40	On-line Banking		Desirable	x						Online payments
AC41	Cash Only Flag		Must Have	x						
AC42	Billing Frequency		Must Have	x						
AC43	Billing Cycle		Must Have	x						
AC44	Low Consumption Amount		Must Have	x						
AC45	High Consumption Amount		Must Have	x						
AC46	The system should allow accounts to be linked to customers		Must Have	x						
AC47	The system should allow accounts to be linked to landlords		Must Have	x						
AC48	The system should allow accounts to be linked to Third-Parties		Very Desirable	x						
AC49	The system should allow accounts to have more than one responsible party on the account		Must Have	x						
AC50	The system should allow accounts to have multiple billing addresses (winter & summer, Primary and Secondary) that will be used based on date ranges		Very Desirable	x						
	The system should provide the following type of account status:									
AC51	Active		Must Have	x						
AC52	Inactive		Must Have	x						
AC53	Pending		Very Desirable	x						

AC54	Turnoff for non-pay		Very Desirable	x						
AC55	Turnoff for violation		Very Desirable						x	
AC56	Meter Removed		Very Desirable	x						
AC57	Delinquency		Very Desirable						x	The Munis Service 'Status' field has four hard coded options. Accounts appear as delinquentin different ways other than the status field.
AC58	Write-off		Must Have						x	The Munis Service 'Status' field has four hard coded options but there are other ways to mark an account/customer with a user definable status (User defined field, special condition code…etc)
AC59	The system should provide for user defined statuses		Very Desirable						x	
AC60	The system should provide a mechanism to allow accounts to bill consumption based services without a premise (Hydrant and potable meters)		Must Have	x						
	Account Maintenance Section									
AC61	The system should provide the ability to track and maintain all billing, consumption, credit, delinquency, deposit, contact, service order, and receipts history for the account until deleted or purged.		Must Have	x						
AC62	The system should provide forwarding billing address for closed accounts		Must Have	x						

	The system should provide the ability for account status to be automatically updated based on system events, including:									
AC63	Move-in and move-out service orders		Must Have	x						
AC64	Shut-off service orders		Desirable	x						
AC65	Write-off and bad debt processing		Must Have	x						Does not update status. Special Condition may be attached to flag account.
AC66	The system should provide a mechanism to easily move an account from one premise to another, retaining all billing, consumption, credit, delinquency, deposit, contact, service order, and receipts history.		Must Have	x						
AC67	The system should provide mechanisms to conduct mass changes across accounts: Address, Name, Phone Number, etc.		Very Desirable	x						
AC68	The system should provide the ability to create dollar based adjustments to accounts		Must Have	x						
AC69	The system should provide the ability to create consumption based adjustments to accounts		Must Have	x						
AC70	The system should provide appropriate user level security to make adjustments		Must Have	x						
AC71	The systems should provide the ability for all adjustments to utilize proper general ledger codes defined in system		Must Have	x						
AC72	The system should provide the ability to reverse adjustments		Must Have	x						
	The system should provide predefined adjustment types including:									
AC73	Courtesy		Desirable	x						

AC74	Re-Read		Desirable	x						
AC75	User Defined		Must Have	x						
AC76	The system should provide mechanisms to exempt accounts from late charges		Desirable	x						
AC77	The system should provide mechanisms to exempt accounts from disconnect		Desirable	x						
AC78	The system should provide mechanisms to exempt accounts from taxes		Must Have	x						
AC79	The system should ensure that accounts with linked premises may not be deleted		Must Have	x						
	Account Inquiry Section									
	The system should provide on-line access to account information, including the ability to search by:									
AC80	Account Number		Must Have	x						
AC81	Account Name		Must Have	x						
AC82	All or a portion of the account name		Must Have	x						
AC83	All or a portion of the account address		Must Have	x						
AC84	DBA		Very Desirable	x						
AC85	Co-Applicant Name		Very Desirable	x						
AC86	Third-Party Names		Very Desirable	x						
AC87	Customer Number		Desirable	x						
AC88	Account Address		Must Have	x						
AC89	Premise Address		Must Have	x						
AC90	Meter Route		Must Have	x						
AC91	Premise Number		Must Have	x						
AC92	GIS Coordinates		Very Desirable	x						Central Property or User Defined

AC93	SSN or FID		Very Desirable	x						On customer
AC94	Telephone Number		Must Have	x						
AC95	Drivers License Number		Very Desirable	x						
AC96	Legacy Account Number		Very Desirable	x						
AC97	Meter Number		Must Have	x						
AC98	Confirmation Number		Very Desirable	x						
AC99	Service Order Number		Desirable	x						
AC100	Tax Lot ID		Desirable	x						
AC101	Account number from previous utility billing software		Must Have	x						
AC102	Outstanding meter issues/non-compliance		Very Desirable	x						
AC103	Account Status		Must Have	x						
AC104	The system should provide the ability to view any of the attributes established in the account database.		Must Have	x						

UM - Premesis		Comments	Priority	SUP	MOD	3RD	CST	FUT	NS	Additional Comments
	Premise Types Section									
	The system should provide the ability to handle multiple types of premises including:									
PM1	Permanent Premises (land parcels with addresses)		Must Have	x						
PM2	Temporary Premises (Construction sites, hydrant meters, portable meters)		Very Desirable	x						
PM3	Non-identifiable Premises (medians, right-of-ways, bare land, etc.)		Very Desirable	x						Central Property Module
	Premise Setup Section									
	The system should contain the following data elements:									
PM4	System Assigned Unique Premise Number		Must Have	x						
PM5	Key Word or Phrase		Very Desirable						x	
PM6	Intersection		Desirable	x						Central Property Module
PM7	House Number		Must Have	x						
PM8	Prefix		Desirable	x						
PM9	Street Name		Must Have	x						
PM10	Street Suffix		Must Have	x						
PM11	Direction		Must Have	x						
PM12	Unit Number		Must Have	x						
PM13	City		Must Have	x						

PM14	State		Must Have	x						
PM15	Zip code (zip + 4)		Must Have	x						
PM16	Reading Route Number for specific service		Must Have	x						
PM17	Current Customer at Premise		Must Have	x						
PM18	Create Date		Very Desirable	x						
PM19	Disconnect Date		Desirable	x						
PM20	Billing Cycle		Must Have	x						
PM21	Legacy Premise Number		Must Have	x						
PM22	County APN or Parcel Number		Desirable	x						
PM23	Internal Map Number		Desirable	x						User Defined Field
PM24	GIS Coordinates		Desirable	x						Central Property Module
PM25	Subdivision Name		Desirable	x						Central Property Module
PM26	Lot Number		Desirable	x						
PM27	Lot Size		Desirable	x						Central Property Module
PM28	District (User defined)		Must Have	x						
PM29	Pressure Zone		Very Desirable	x						
PM30	Premise Type		Must Have	x						
PM31	Premise Status		Must Have	x						
PM32	Number of Units (for multi dwelling)		Must Have	x						
PM33	User Defined Fields		Must Have	x						
PM34	The system should provide the ability for incomplete premise information to be entered while status is pending.		Must Have	x						

PM35	The system should provide the ability to create temporary premises such as construction sites, tree lots, etc. where permanent premise install is not practical		Very Desirable	x						
PM36	The system should provide the ability for a premise to have multiple services of the same type		Must Have	x						
	Premise Maintenance Section									
PM37	The system should provide the ability to track and maintain all billing history for the premise.		Must Have	x						
PM38	The system should provide the ability to track and maintain all consumption history for the premise.		Must Have	x						
PM39	The system should provide the ability to track and maintain all service order history for the premise.		Must Have	x						
PM40	The system should provide the ability to track and maintain all account history for the premise.		Must Have	x						
PM41	The system should provide the ability to track and maintain all meter history for the premise.		Must Have	x						
	The system should provide the ability for premise status to be automatically updated by system events including:									
PM42	Move-in and move-out service orders		Must Have	x						
PM43	Shut-off service orders		Very Desirable	x						
PM44	Meter maintenance processing		Very Desirable						x	Premise status not changed
PM45	The system should provide the ability to conduct mass changes		Very Desirable	x						Yes, via Central Property

	across premises I.e. Address components									Import, not in UB acounts
	Premise Inquiry Section									
	The system should provide on-line access to premise information. Information should include:									
PM46	Account Number		Must Have	x						
PM47	Account Name		Very Desirable	x						
PM48	Premise Address Components		Very Desirable	x						
PM49	Reading Route		Desirable	x						
PM50	Service Order Number		Desirable	x						
PM51	Meter Number		Desirable	x						
PM52	Internal Map number		Desirable	x						
PM53	GIS Coordinate		Desirable	x						

UM - Meters		Comments	Priority	Ratings Response						Additional Comments
				SUP	MOD	3RD	CST	FUT	NS	
	Meter Setup Section									
	The system should provide the following meter attributes:									
SM1	Meter Number		Must Have	x						
SM2	Serial Number		Must Have	x						
SM3	Route		Must Have	x						
SM4	Sequence		Must Have	x						
SM5	Allow for barcoding for inventory purposes		Very Desirable	x						If using the inventory module in financials. Not a component of UB.
SM6	Installation Date		Must Have	x						
SM7	Service Begin Date		Must Have	x						
SM8	Service End Date		Must Have	x						
SM9	Services Attached to the Meter		Must Have	x						
SM10	Set up unlimited types of meters based on size		Must Have	x						Size and device codes unlimited
SM11	Set up and track parts or components of each meter		Desirable	x						Limited, via equipment tab
SM12	Status		Must Have	x						
SM13	Free Form Comments		Must Have	x						
SM14	Current Account Number		Must Have	x						
SM15	Current Service Address		Must Have	x						
SM16	Unlimited User Defined Fields		Very Desirable	x						
	Meter Maintenance and Read Section									

SM17	The system should be able to store data and time of readings when captured through advanced meter infrastructure (AMI) system.	AMI already being implemented, new system must support it	Must Have	x						
SM18	The system should provide the ability to change out (swap) meters at any time.		Must Have	x						
SM19	As soon as the meter reading is obtained, the system should provide the ability to calculate the final bill with deposit applied.		Must Have	x						
SM20	The system should provide users the ability to create reading routes		Must Have	x						
SM21	The system should provide the ability to upload/download information to/from an external meter reading system		Must Have	x						May require Interface.
SM22	The system should provide the ability for meter readings from AMI to automatically integrate with the billing system.		Must Have				x			Not automatic
SM23	The system should provide the ability to display current and previous meter reading dates		Must Have	x						
SM24	The system should provide the ability to display current and previous meter reading values		Must Have	x						
SM25	The system should provide administrator override availabilities for primary fields.		Very Desirable	x						

UM - Service Orders		Comments	Priority	Ratings Response						Additional Comments
				SUP	MOD	3RD	CST	FUT	NS	
	Service Order Setup Section									
	The system should allow for user-defined service order types, including:									
SO1	System Generated Unique Service Order Number		Must Have	x						
SO2	Service Order Type (User Definable)		Must Have	x						Not user defined, but reason codes attached to type are.
SO3	Service Order Status (User Definable)		Must Have	x						Not user defined.
SO4	Service Order Priority (low, regular, emergency)		Must Have	x						
SO5	Service Order Create Date & Time		Must Have	x						
SO6	Service Order Scheduled Start Date & Time		Must Have	x						
SO7	Service Order Actual Start Date & Time		Must Have	x						
SO8	Service Order Closed Date & Time		Must Have	x						
SO9	Service Order Creator		Must Have	x						
SO10	Service Order Closer		Must Have	x						
SO11	Assigned Service Order Crew		Must Have	x						
SO12	Service Order Links (Customer, Account, Premise, Service, Meter, etc..)		Must Have	x						
SO13	Service Order Task Description		Must Have	x						
SO14	Service Order Comments		Must Have	x						
SO15	Customer Site Information (Mean Dog, Meter Location, Fence, Business Name, Etc.)		Must Have	x						

	The System should provide the ability to populate service orders with the following information:									
SO16	Unique Service Order Number		Must Have	x						
SO17	Service Order Create Date & Time		Must Have	x						
SO18	Service Order Creator		Must Have	x						
SO19	Account Number		Must Have	x						
SO20	Account Name Information		Must Have	x						
SO21	Premise Number		Must Have	x						
SO22	Premise Address Information		Must Have	x						
SO23	Premise Location		Must Have	x						
SO24	Premise Area or Work Zone		Must Have	x						
SO25	Service Type		Must Have	x						
SO26	Service Location		Must Have	x						
SO27	Service Read Route Number		Must Have	x						
SO28	Meter Number		Must Have	x						
SO29	Meter Register Number or Transponder ID Number		Must Have	x						
SO30	Meter Size		Must Have	x						
SO31	Meter Location		Must Have	x						
SO32	Meter Reading Instructions		Must Have	x						
SO33	Health Alerts		Must Have	x						
SO34	Delinquency Status		Desirable							
SO35	Other User Define Fields		Must Have	x						
SO36	The system should not allow duplicate service orders of the same type to be created for the same service and meter. e.g.. Duplicate orders.		Very Desirable				x			Warning provided, not prevention

SO37	The system should provide the ability to verify an active premise and service exists before saving the service order.		Must Have				x			
SO38	The system should provide configurable service order format		Very Desirable	x						Via Excel export to word
SO39	The system should provide the ability for shut-off service orders to be created as part of delinquency process		Very Desirable	x						
	Service Order Processing Section									
	The system should accommodate the following service order processes:									
SO40	Turn-on which will activate the account at the premise and collect an opening read		Must Have	x						
SO41	Turn-off which will remove account from premise, collect final read and prepare account for final billing.		Must Have	x						
SO42	Move In/Move Out order which will remove account from one premise collect final read, move into new premise collect opening read and bill account for closing bill.		Must Have	x						Opening read collected under separate SO
SO43	The system should ensure that a Move Out is scheduled when a new Move In order is created at the same service location.		Must Have	x						Part of pending customer process
SO44	The system should provide the ability for service orders to have associated charges that are billed to the account automatically when closed.		Must Have	x						
SO45	The system should provide the ability to override standard charges.		Must Have	x						

	Service Order Management Section									
SO46	The system should provide on-line ability to schedule service orders by crew, date and/or time		Must Have	x						Schedule screen for find set
SO47	The system should provide the ability to schedule on and off orders for same premise together		Desirable	x						
SO48	The system should provide date and time window for scheduling an order		Must Have						x	
SO49	The system should provide on-line calendar showing service orders scheduled by crew, area, date and time.		Very Desirable	x						Limited
SO50	The system should provide on-line ability to re-schedule service orders		Very Desirable	x						
SO51	The system should provide the ability to place emergency orders in front of any queues or batches and/or are sent immediately to dispatch.		Desirable	x						Priority Code on Service Order
SO52	The system should provide workload balancing of orders based on type, crew, date, workload, etc.		Desirable						x	
SO53	The system should group service orders for efficient processing by crew, type, area, date, priority.		Very Desirable						x	
SO54	The system should provide the ability to access orders by order number, account number, type, date, or crew		Must Have	x						
SO55	The system should provide the ability to automatically route orders to the appropriate division. User defined flexible routing and sequencing of orders should be based on type, area,		Must Have						x	

	crew, date, location and priority.									
SO56	The system should provide the ability for emergency orders to be clearly marked as such on the order		Must Have	x						
SO57	The system should provide the ability to cancel service orders. It should allow user-definable reasons for why it was cancelled.		Must Have	x						
SO58	The system should provide the ability to automatically cancel shut-off orders if paid before being dispatched		Desirable	x						
SO59	The system should be able to provide a listing of service orders for dates in the past that have not been completed in the system.		Must Have	x						
SO60	The system should provide a tickler feature with aging for follow up on open service orders.		Very Desirable						x	
SO61	The system should provide the ability to create recurring service orders to prompt annual (or user-definable periods) inspection.		Must Have						x	
	Service Order Inquiry Section									
	The system should provide the ability to inquire and sort by:									
SO62	Customer Name		Must Have	x						
SO63	Service/Complaint Type		Must Have	x						
SO64	Date		Must Have	x						

SO65	Account		Must Have	x						
SO66	Incomplete Service Orders		Must Have	x						
SO67	Other user defined criteria		Must Have	x						Limited to on-screen fields or data in office export
	The system should support the following performance statistics:									
SO68	Orders completed by crew per day		Must Have	x						Requires SSRS
SO69	Orders completed by area per day		Must Have	x						SSRS
SO70	Time to complete orders per crew		Must Have						x	
SO71	Orders by account		Must Have	x						SSRS
SO72	Time to complete orders by order type		Must Have						x	
SO73	Other user defined criteria		Must Have						x	
	Mobile Access Section									
SO74	The system should provide the ability to download service orders to mobile devices (laptop, pda).		Must Have				x			

UM - Work Orders		Comments	Priority	Ratings Response						Additional Comments
				SUP	MOD	3RD	CST	FUT	NS	
	Work Orders Section									
WO1	The system should provide the ability to integrate with General Ledger, Accounts Payable, Purchasing, Inventory, Project/Job Costing, Fixed Assets, Timekeeping, Personnel, and Payroll modules.		Must Have	x						GL/AR/PR/Time Entry/AP/Inventory/FA/PO/Req along with others.
WO2	The system should be able to perform data synchronization to update the database with field input (as well as update field collection units with database information) without having to import/export data or utilize database replication.		Very Desirable	x						Windows 8 Mobile app allows for field input
WO3	The system should provide the ability to e-mail a work order request automatically.		Very Desirable	x						
WO4	The system should support multiple open work orders on the same asset, in various phases of work completion and easily show and report on associated work orders.		Must Have	x						
WO5	The system should provide the ability to create instructions, diagrams, drawings, that are linked to the inspection tasks		Very Desirable	x						Ability to enter comments on task/attach via TCM on WO
WO6	The system should provide the ability to generate, modify or complete both repair and preventive maintenance work orders in the field via handheld devices (iPad and/or Microsoft based tablets)		Very Desirable	x						Windows mobile app for windows 8.1 PC or tablet.
WO7	The system should provide the ability to automatically create a new work order from an existing work request.		Must Have	x						Via Setup

WO8	The system should automatically transfer key information from a work request to a work order.		Must Have	x						
WO9	The system should be able to create work orders independent of specific asset records or in association of asset records.		Must Have	x						
WO10	The system should be able to create a work order with multiple sequential work steps.		Desirable	x						
WO11	The system should allow Work Order ID's to be structured to reflect department by any combination of alphanumeric characters.		Must Have	x						Work order numbers manully entered
WO12	The system should provide the ability to automatically add prefix or suffix characters to Work Order ID's.		Must Have	x						Numeric Prefix
WO13	The system should provide the ability to include comment and notes for each work order.		Must Have	x						
WO14	The system should provide the ability to create master work orders with sub work orders.		Very Desirable	x						
WO15	The system should provide the ability to associate purchase orders/invoices to work order for non-stock purchase and outside contractor services		Must Have	x						
WO16	The system should provide the ability to associate a work order record to an individual or group of asset records being affected by the work order activity, creating a direct link between the work order and the maintenance history log for the respective asset record.		Must Have	x						
WO17	The system should provide the ability to associate a new work request to an existing work order record.		Must Have	x						

WO18	The system should provide the ability to cancel, defer and close the work order and not allow any further processing to the work order based on security profile.		Very Desirable	x						
WO19	The system should provide the ability to establish and monitor the "status" of each request (planned, in progress, on hold, completed, etc.)		Must Have	x						
WO20	The system should provide the abiltiy to retrieve work orders based on status including planned, backlogged, canceled, completed, in progress and on hold.		Must Have	x						Rejected, new, submitted, approved, in progress, on hold, work complete, accounting complete, cancelled.
WO21	The system should provide the abiltiy to search and retrieve work orders based on comments		Must Have		x					$3300 to add comments to the advanced find option
WO22	The system should provide the last time the asset was worked on and list this information on the work order form when a repair work order is created		Desirable						x	
WO23	The system should provide the ability to input Standard Operating Procedures and use them to give guidance to those field calls or processing requests.		Very Desirable	x						Either with checklists or attachments
WO24	The system should be able to assign multiple resources including, but not limited to, labor, equipment, material and contractors to work orders.		Must Have	x						
WO25	The system should support labor entry related to the work order by employee number and hours, and cost those transactions through the system as well as using standard cost		Must Have	x						
WO26	The system should provide Material Kits used for work orders that use a standard set of materials for maintenance, repair or replacement.		Very Desirable	x						

WO27	The system should allow a change to the priority of a work order by personnel with proper security.		Must Have	x						
WO28	The system should provide the abiltiy to post material costs to the work order and automatically allocate those costs equally to each individual asset entry or manually allocate the costs to each individual asset entry.		Must Have	x						
WO29	The system should allow editing, especially for correcting errors (including erroneous asset IDs).		Must Have	x						
WO30	The system should provide the ability to inquire and run reports that display all or specific past inspections for a piece of equipment or group of equipment or for open in process inspections for a piece of equipment or group of equipment		Very Desirable	x						May require SSRS to meet specific reporting needs. Inspections would be tracked as a work order
WO31	The system should provide the ability to search for specific equipment or equipment by type or class or type of work performed such as repair, road call or other trouble ticket types or preventative maintenance types		Very Desirable	x						
WO32	The system should provide the ability to access work orders by Work Order ID, location activity or any data field associated with the work order.		Must Have	x						
WO33	The system should provide the ability to monitor and track work backlog		Very Desirable							Need more detailed information to accurately respond
WO34	The system should have the ability for online work requests		Very Desirable	x						
WO35	The system should provide the ability to customize the user work-order screen based on WO type		Very Desirable	x						Via Work Order Template, data stored on template

										defaults to WO
WO36	The system should allow for work-order scheduling to occur		Must Have	x						
WO37	The system should have the ability to integrate with and allow for real-time integration with a future GIS-based Asset Management System.		Very Desirable	x						Work Orders and Asset are currently integrated with GIS thru Maplink
	Preventative Maintenance Section									
WO38	The system should provide the ability to create one work order for the same task at multiple locations.		Must Have						x	Only if those locations are assets
WO39	The system should provide the ability for facilities PM Service/Work Orders to tie directly to assets (the Asset Management module).		Must Have	x						
WO40	The system should provide the ability for utilities PM Service/Work Orders to tie directly to assets (the Asset Management module).		Must Have	x						
WO41	The system should provide the ability for the GL to capture all detail from job costing and its sub-components.		Must Have	x						Chargeback WO's can apply cost to the GL
WO42	The accounting structure of a work order needs to tie to inventory, AP, payroll, workforce, equipment, job costing, budget and GL.		Must Have	x						Inventory, AP, Payroll, Time Entry, Equipment, Budget, GL

	Module	Requirement Description	Customization Response from Tyler	Solution Option	JIRA Number	Estimated Delivery Time Frame (Month & Year)
1	UM-Utility Billing	Gas Rate calculation- LAC bills gas in therms. LAC want the system to calculate 3 rate elements. The elements consist of a variable rate for the cost of gas(this varies each month), a heat index element that they adjust as at variable times and lastly as factor/rate for the elevation of location of the service.	Modification is needed to create a gas charge calculation that applies a factor (elevation) to imported consumption and provides the ability to apply a second factor (heat element index) within the billing process. This second factor varies at different times of the year and is used to convert units to therms. It will be stored with each billed consumption history record, such that it may be printed on the bill (through an additional modification). The resulting consumption value would be billed against a static rate per unit (therm), and existing rate adjustment functionality would be leveraged to apply both a cost of gas rate adjustment and a prior month estimate rate adjustment against the factored consumption. The MUNIS UB product currently stores billed consumption in whole numbers, therefore two options will be presented: **1) After the two factors have been applied, if the resulting value in therms may be rounded up or down to the nearest whole number and then applied to the various rate components to determine the charge.** 2) If the resulting value in therms requires a decimal precision, a modification is needed to allow storage of consumption in decimal form. This will require multiple modifications involving several inquiry, reporting, and billing process programs.	Use option 1 in **bold**	MUN-229222	Sep-17

	Module	Requirement Description	Customization Response from Tyler	Solution Option	JIRA Number	Estimated Delivery Time Frame (Month & Year)
2	UM-Utility Billing	Electrical 'time of use' rate - Currently only have 1 client, but have added this to their upcoming rate structure for both commercial and residential . Their metering software currently combines all of the off peak and all on peak values and then submits them into the billing system. They are of the mindset that with the uses of smart metering (separate simultaneous procurement) they will be looking for the billing system to take in all of the interval reads, correlate and apply them to the appropriate rate. They also have a couple of other items that seemed to revolve around peak usage threshold and controls that would effect billing.	Currently, two services with different rates may be set up and tied to the same meter in order to bill imported consumption values separately (on-peak, off-peak, for example). A more robust solution would be required to import and bill usage in separate buckets under a single service/rate. This modification description assumes that the selected meter reading vendor is able to provide Tyler with consumption totals for each time period as read from the smart meter (on peak, off peak, etc.) as opposed to providing interval reading data to be managed in the MUNIS solution. A modification is required to: · Add the ability to define multiple rate tiers for each of the time periods on a single rate · Add the ability to define multiple rate tiers for each of the time periods on a single rate · Import and store bucketed usage provided by the meter reading vendor · Calculate consumption charges for each of the time-specific usage totals · Store/display time-specific consumption totals on various billing/consumption screens and reports, including the bill statement output · Adjust consumption from each time period		MUN-229223	Sep-17

	Module	Requirement Description	Customization Response from Tyler	Solution Option	JIRA Number	Estimated Delivery Time Frame (Month & Year)
3	Utility Billing	Net Metering - they want to be able to charge 2 different rates, one for the amount that is used and the other lesser rate for power produced back in. Netted out on the bill, showing both numbers to the citizen. They currently track the amount produced back and then annually pay back to the citizen	Tyler provides various methods to handle net metering calculations. One option is to bill each consumption value (in and out) each their own rate (one positive and one negative at a lesser rate). A credit amount would be calculated for the 'supplied' rate and would be transferred/applied to other charges on the bill and any leftover credit would be rolled forward to the next bill. This functionality is currently available at no cost . A second method is a 'net metering' multi-meter calculation that will always deduct usage supplied by the customer from usage consumed, and if the overall net is negative, to bank the difference on the service to be applied in the next billing. In this case the billed KWH consumption would always be zero or positive (when KWH consumed is greater than KWH supplied). This solution does not automatically generate a check at a given point in time however, therefore a modification would be necessary to add this functionality if desired. This modification would create a new program that would select services with banked consumption, calculate a credit amount to be refunded using a defined rate, and create an AP batch. The banked consumption would then be reset to zero on the service.	LAC will need the modification to be able to refund the credit as we do that currently. However, we also need the ability to bank or roll forward the credit in the future	MUN-229224	Sep-17

	Module	Requirement Description	Customization Response from Tyler	Solution Option	JIRA Number	Estimated Delivery Time Frame (Month & Year)
4	UM-Work Order-Time Entry	when time is transmitted to PR from Work Order, they are looking to have the ability to correct from the work order and have it effect pending time that has not yet been brought into time entry. Currently it is an immediate push with duel corrections necessary in both Work Orders and Payroll.	A modification can be done that will allow Work Orders to update and/or remove pending time entries in Payroll when the Work Order setting is set to push time from Work Orders to Payroll. If the payroll entries have been processed a warning will be provided that additional updates would need to be made to make corrections within the Payroll system. However, if the change is done in WO before the payroll was processes then the update can be pushed to Payroll.		MUN-233523	Apr-16
5	UM-Work Orders	The system should provide the abiltiy to search and retrieve work orders based on comments (This one is important to our field crews, and it's important within the department that the crews continue to put good, detailed comments on their work orders. As such, we believe this is a modification we will need to include.)	Add comments to the advanced find option		MUN-229233	Sep-17

	Module	Requirement Description	Customization Response from Tyler	Solution Option	JIRA Number	Estimated Delivery Time Frame (Month & Year)
6	UM-Rates	The system should provide the ability for rate assignment to be verified against customer/account type. (i.e.: Residential, Commercial, Industrial, etc.) (Configuration options should include a mechanism to predefine allowable rates/bill codes for each specific billing class. For example, the system shouldn't allow us to bill a residential customer under a rate set up for a large commercial customer.)	Create a program that maps charge code/rate code combinations to allowable account types for those rates, and to reference the new rules when adding new services to an account.		MUN-229225	17-Sep
7	Payroll	Pension/PERA tier rates: The issue pertains to part time regular employees. Some of these half time employees earn less than 20k per year. Their PERA rate for EE contributions is 13.15%. If they change to ¾ time status and are earning more than 20k per year their rate increase to 14.65%. In reverse if ¾ person goes to ½ time, and falls below 20k limit their contribution rate reverts back to 13.15%. How would the system do this? Can the rate vary based on FTE?	10/20 Tyler Response: This quote would allow for the calculation to take place automatically within the payroll. Another option would be to generate an SSRS report to identify those employees on a per payroll basis that have crossed the threshold and then adjust them manually.	Program customization preferred	MUN-229309	Sep-17

	Module	Requirement Description	Customization Response from Tyler	Solution Option	JIRA Number	Estimated Delivery Time Frame (Month & Year)
8	HR-Training	Ability to track trainings that are required by certain date by job/position. Need views/screens in Self Service to see past training and past certifications, required trainings by position. Ability to send escalation workflows/email notification to employee/supervisor/management. Ability to create an employee specific development plan not specifically tied to a position.	10/20 Tyler Response:Tracking requirements (training, certifications, education) for employees that have not been fulfilled and allowing for assignment of due dates for when that requirement needs to be completed. ESS view for employee and possible web part/central program enhancement for supervisor visibility. 10/21 MM – Yes, we will enhance date alert business rules to include dates described above as a part of the quote. 10/21 MM - Tyler will provide an Employee Development Plan program that wil allow for the addition of training classes, education, certifications, etc. as events that can then be tracked individually as to completion of the event. ESS view of the plan for the employee and the supervisor and status on each of the items is included in this quote. 10/21 MM – Yes, currently ESS will allow supervisors to see their employee's training class history of classes taken and scheduled classes. Tyler will add views of individual training requirements to ESS to accommodate as part of above quote.	Confirmed with Tyler that some of the customizations will require the purchase of the Professional Development Module	MUN-229232	Sep-17

	Module	Requirement Description	Customization Response from Tyler	Solution Option	JIRA Number	Estimated Delivery Time Frame (Month & Year)
9	HR-Training	Ability to track training attendance and build workflow based on status.	10/21 MM – Quote to add separate status top track attendance, an interface to allow the instructor to take attendance in ESS, and workflow based on status change.		MUN-229248	Sep-17
10	HR-Applicant Tracking	Ability to flag an applicant as qualified or not qualified based on the prior employment information on the application form.	10/20 Tyler Response:Addition of applicant scoring criteria which would evaluate inactive/termination date to determine if eligible for rehire.		MUN-229249	Sep-17
11	HR-Performance Evaluation	Ability to change verbiage in the employee sign off in performance evaluations and accept unlimited characters as input	10/20 Tyler Response: Add acknowledgement text specific to Group/BU and ESS changes. Allow for archiving of a completed evaluations as a “paper document” to TCM.		MUN-229250	Sep-17
12	HR-Reports	VETS 4212 Report	10/20 Tyler Response: Federally Mandated		MUN-229252	Sep-17
13	Payroll	Retro FLSA Calculation - Need to calculate the FLSA pay when there are additional earnings only and not just when there are additional hours because additional earnings changes the average pay rate for the FLSA period.	10/20 Tyler Response:		MUN-229310	Sep-17

	Module	Requirement Description	Customization Response from Tyler	Solution Option	JIRA Number	Estimated Delivery Time Frame (Month & Year)
14	HR-Applicant Tracking	The system should provide the ability to suppress the viewing of applicants who have not provided all required documentation and information.	Control viewing of applicant based on applicant scoring		MUN-229253	Sep-17
15	Workflow	workflow restart when someone new gets plugged into the process.			MUN-229255	Sep-17
16	Finance - Accounts Payable	The system should provide the option to automatically split freight or shipping charges among split accounts within an invoice			MUN-229246	May-17
17	Finance - Inventory	The system should provide the ability to purge an inventory item and its entire historical information if the item has had a zero quantities and/or no activity for over a user-defined period.			MUN-229259	May-17
18	HR-Applicant Tracking	Ability to recall and print application through the browser after submission of the application.			MUN-229386	Sep-17
19	Payroll	Ability to set lock letter to contingency for W4			MUN-219598.	fall 2016
20	Reporting	Ability to accommodate retro processing without using separate pay codes for regular vs. retro for NM Retirement Report (PERA) purposes.”			MUN-228476	May-17

Confidential Information Disclosure Statement

The Incorporated County of Los Alamos is a governmental entity subject to certain disclosure laws including, but not limited to, the New Mexico Inspection of Public Records Act (1978) NMSA §§14-2-1, et seq. Nothing in this Exhibit J is intended to diminish or expand the application of any applicable disclosure laws to any proprietary or confidential information.

This Confidential Information Disclosure Statement ("Statement") defines obligations and waivers related to Confidential Information disclosed pursuant to the above referenced Agreement between County and Contractor. County and Contractor agree to the following:

1. Statement Coordinator – Each party designates the following person as its Statement Coordinator for coordinating the disclosure or receipt of Confidential Information:

   Contractor: Abby Diaz, Associate General Counsel (abigail.diaz@tylertech.com)

   County: Business & ERP Manager

2. Definitions:
   a) **Confidential Information** - any form of information, in any format, disclosed by the Discloser to the Recipient and identified as confidential or constituting a trade secret or other confidential commercial or financial information, unless an Exception applies.
   b) **Discloser** - the party disclosing Confidential Information.
   c) **Exception** – An exception is satisfied if the Confidential Information disclosed: (i) was lawfully in Recipient's possession prior to receipt from Discloser, (ii) is publicly known or readily ascertainable by legal means, (iii) is lawfully received by Recipient from a third party without a duty of confidentiality, (iv) is disclosed by Discloser to a third party without a duty of confidentiality on the third party, (v) is independently developed or learned by Recipient, or (vi) is disclosed by Recipient with Discloser's prior written approval.
   d) **Recipient** – the party receiving Confidential Information.

3. Obligations – Recipient shall protect and ensure its participating subcontractors, agents, or associates will protect all Confidential Information from Discloser by using the same degree of care, but no less than a reasonable degree of care, to prevent the unauthorized use, dissemination, or publication of the Confidential Information as Recipient uses to protect its own information of a like nature. If any person or entity requests or demands, by subpoena or otherwise, all or any portion of the Confidential Information provided by one party to another, the party receiving such request shall immediately notify the Discloser of such request or demand. The party receiving the request or demand shall independently determine whether the information sought is subject to disclosure under applicable law including the New Mexico Inspection of Public Records Act. If the party receiving the request or demand determines that the information is subject to disclosure, it shall notify the Discloser of its intent to permit the disclosure with sufficient time to permit the Discloser to invoke the jurisdiction of an appropriate court or administrative body to raise any legitimate objections or defenses it may have to the disclosure. In the absence of an appropriate order prohibiting the disclosure, the party receiving the request or demand shall permit and proceed with the disclosure without incurring any duty, obligation

or liability to the Discloser.

4. Termination - (i) Except as provided in subparagraph (ii) following, upon termination for any reason of the above referenced Agreement, Recipient shall return or destroy all Confidential Information received on behalf of the Discloser. This provision shall apply to Confidential Information that is in the possession of subcontractors, agents, or associates of Recipient. (ii) If Recipient determines that returning or destroying Confidential Information is not feasible, Recipient shall provide to Discloser written notification of the conditions that make return or destruction infeasible. Upon mutual agreement of the parties that return or destruction of the Confidential Information is not feasible, Recipient shall extend the protections of this Confidential Information Disclosure Statement to such Confidential Information and shall limit further uses and disclosures of such Confidential Information to those purposes that make the return or destruction infeasible, for so long as Recipient maintains such Confidential Information. (iii) The respective rights and obligations of Recipient under this paragraph shall survive the termination of the Agreement of the parties to which this Confidential Information Disclosure Statement attaches.

5. Choice of Law – Without regard to conflict of law provisions, this Statement is governed by and shall be construed in accordance with the laws of the State of New Mexico.

6. Miscellaneous – Except as otherwise provided in the Agreement, all Confidential Information provided under the above referenced Agreement is proprietary in nature and belongs to and shall inure to the benefit of the Discloser. Recipient shall not acquire any patent, copyright, mask work, or trademark rights under this Statement. This Statement imposes no obligation on either party to purchase, sell, license, transfer, or otherwise dispose of any technology, service, or product; does not create any agency or partnership relationship; may be added to or modified only in a writing signed by both parties, supersedes all oral or implied agreements concerning Confidential Information; and may be signed in duplicate originals, or in separate counterparts, which are effective as if the parties signed a single original. A facsimile of an original signature transmitted to the other party is effective as if the original was sent to the other party.

7. Indemnity –Contractor shall indemnify, hold harmless, and defend County, its Council Members, employees, agents, and representatives, from and against all liabilities, damages, claims, demands, actions (legal and equitable), and costs and expenses, including without limitation attorney's fees, of any kind or nature, arising from Contractor's performance hereunder or breach hereof or the performance of Contractor's employees, agents, representatives, and subcontractors.

Signed this 14 day of June, 2016

Contractor

By

VP & Associate General Counsel

Title

County

By

County Manager

Title

1. Air Travel

A. Reservations & Tickets

Tyler's Travel Management Company (TMC) will provide an employee with a direct flight within two hours before or after the requested departure time, assuming that flight does not add more than three hours to the employee's total trip duration and the fare is within $100 (each way) of the lowest logical fare. If a net savings of $200 or more (each way) is possible through a connecting flight that is within two hours before or after the requested departure time and that does not add more than three hours to the employee's total trip duration, the connecting flight should be accepted.

Employees are encouraged to make reservations far enough in advance to take full advantage of discount opportunities. A seven day advance booking requirement is mandatory. When booking less than seven days in advance, management approval will be required.

Except in the case of international travel where a segment of continuous air travel is scheduled to exceed six hours, only economy or coach class seating is reimbursable.

B. Baggage Fees

Reimbursement of personal baggage charges are based on the trip duration as follows:

- Up to five days = one checked bag
- Six or more days = two checked bags

Baggage fees for sports equipment are not reimbursable.

2. Ground Transportation

A. Private Automobile

Mileage Allowance-Business use of an employee's private automobile will be reimbursed at the current IRS allowable rate, plus out of pocket costs for tolls and parking. Mileage will be calculated by using the employee's office as the starting and ending point, in compliance with IRS regulations. Employees who have been designated a home office should calculate miles from their home.

B. Rental Car

Employees are authorized to rent cars only in conjunction with air travel when cost, convenience and the specific situation require their use. When renting a car for Tyler business, employees should select a "mid-size" or "intermediate" car. "Full" size cars may be rented when three or more employees are traveling together. Tyler carries leased vehicle coverage for business car rentals; additional insurance on the rental agreement should be declined.

C. Public Transportation

Taxi or airport limousine services may be considered when traveling in and around cities or to and from airports when less expensive means of transportation are unavailable or impractical. The actual fare plus a reasonable tip (15-18%) are reimbursable. In the case of a free hotel shuttle to the airport, tips are included in the per diem rates and will not be reimbursed separately.

D. Parking & Tolls

When parking at the airport, employees must use longer term parking areas that are measured in days as opposed to hours. Park and fly options located near some airports may also be used. For extended trips that would result in excessive parking charges, public transportation to/from the airport should be considered. Tolls will be reimbursed when receipts are presented.

3. Lodging

Tyler's TMC will select hotel chains that are well established, reasonable in price and conveniently located in relation to the traveler's work assignment. Typical hotel chains include Courtyard, Fairfield Inn, Hampton Inn and Holiday Inn Express. If the employee has a discount rate with a local hotel, the hotel reservation should note that discount and the employee should confirm the lower rate with the hotel upon arrival. Employee memberships in travel clubs such as AAA should be noted in their travel profiles so that the employee can take advantage of any lower club rates.

"No shows" or cancellation fees are not reimbursable if the employee does not comply with the hotel's cancellation policy.

Tips for maids and other hotel staff are included in the per diem rate and are not reimbursed separately.

4. Meals and Incidental Expenses

Employee meals and incidental expenses while on travel status are in accordance with the federal per diem rates published by the General Services Administration. Incidental expenses include tips to maids, hotel staff, and shuttle drivers and other minor travel expenses. Per diem rates range from $46 to $71. A complete listing is available at www.gsa.gov/perdiem.

A. Overnight Travel

For each full day of travel, all three meals are reimbursable. Per diems on the first and last day of a trip are governed as set forth below.

Departure Day

Depart before 12:00 noon	Lunch and dinner
Depart after 12:00 noon	Dinner

Return Day

Return before 12:00 noon	Breakfast
Return between 12:00 noon & 7:00 p.m.	Breakfast and lunch
Return after 7:00* p.m.	Breakfast, lunch and dinner

*7:00 is defined as direct travel time and does not include time taken to stop for dinner

The reimbursement rates for individual meals are calculated as a percentage of the full day per diem as follows:

- Breakfast 15%
- Lunch 25%
- Dinner 60%

B. Same Day Travel

Employees traveling at least 100 miles to a site and returning in the same day are eligible to claim lunch on an expense report. Employees on same day travel status are eligible to claim dinner in the event they return home after 7:00* p.m.

*7:00 is defined as direct travel time and does not include time taken to stop for dinner

5. Entertainment

All entertainment expenses must have a business purpose; a business discussion must occur either before, after or during the event in order to qualify for reimbursement. The highest-ranking employee present at the meal must pay for and submit entertainment expenses. An employee who submits an entertainment expense for a meal or participates in a meal submitted by another employee cannot claim a per diem for that same meal.

6. Internet Access – Hotels and Airports

Employees who travel may need to access their e-mail at night. Many hotels provide free high speed internet access and Tyler employees are encouraged to use such hotels whenever possible. If an employee's hotel charges for internet access it is reimbursable up to $10.00 per day. Charges for internet access at airports are not reimbursable.

Effective Date: April 1, 2012

Exhibit L
Invoicing and Payment Schedule

a. ***LICENSES:*** *License fees for the Licensed Property shall be invoiced as follows: (a) 10% on the Effective Date; (b) 90% on the earlier of (i) the date when Contractor installs the Licensed Property on-site (the "Installation Date") or (ii) forty-five (45) days after the Effective Date.*

PMT ID	Description	License	10% Upon Effective Date	90% Upon Earlier of: i.Installation Date or ii. 45 days after Effective Date
	Financials:			
a.1	Accounting/GL/BG/AP	$92,400	$9,240	$83,160
a.2	Work Orders, Fleet & Facilities Management	$34,640	$3,464	$31,176
a.3	Fixed Assets	$27,720	$2,772	$24,948
a.4	Inventory	$27,720	$2,772	$24,948
a.5	Purchase Orders	$27,720	$2,772	$24,948
a.6	Requisitions	$19,400	$1,940	$17,460
a.7	Project & Grant Accounting	$20,320	$2,032	$18,288
a.8	Cash Management	$19,400	$1,940	$17,460
a.9	Contract Management	$12,000	$1,200	$10,800
a.10	Employee Expense Reimbursement	$11,360	$1,136	$10,224
a.11	Bid Management	$12,000	$1,200	$10,800
a.12	BMI Asset Track Interface	$4,640	$464	$4,176
a.13	BMI CollectIT Interface	$4,640	$464	$4,176
	Payroll/HR			
a.14	Payroll w/ESS	$18,800	$1,880	$16,920
a.15	Risk Management	$21,280	$2,128	$19,152
a.16	HR Management	$9,200	$920	$8,280
a.17	Applicant Tracking	$4,400	$440	$3,960
a.18	Professional Development	$5,280	$528	$4,752
a.19	**Revenue:**			
a.20	Accounts Receivable	$24,000	$2,400	$21,600
a.21	Tyler Cashiering	$36,800	$3,680	$33,120
a.22	Utility Billing CIS	$11,600	$1,160	$10,440
a.23	General Billing	$11,200	$1,120	$10,080
a.24	UB Interface	$3,520	$352	$3,168
a.25	Maplink GIS Integration	$4,000	$400	$3,600
a.26	Central Property File	$1,760	$176	$1,584
	Productivity:			
a.28	Munis Analytics & Reporting	$84,160	$8,416	$75,744
a.29	Tyler Content Manager SE	$36,000	$3,600	$32,400
a.30	Citizen Self Service	$24,000	$2,400	$21,600
a.31	eProcurement	$18,480	$1,848	$16,632
a.32	IVR Gateway	$10,800	$1,080	$9,720
a.33	Tyler Forms Processing	$15,600	$1,560	$14,040
a.34	Tyler Content Manager Self-Service (SE)	$6,000	$600	$5,400
a.35	Tyler Content Manager Auto Indexing and	$4,000	$400	$3,600
a.36	**Other**			
a.37	CAFR Statement Builder	$15,000	$1,500	$13,500
	Sub-Total:	**$679,840**	$67,984	$611,856

b. ***IMPLEMENTATION SERVICES:*** *Amounts in the Control Point table below are fixed amounts that shall be invoiced after County acceptance of each applicable Control Point*

Payment Milestones for:	Cost
Phase 1 - Core Financials and System Implementation Services	$322,575
Phase 2 - Core Human Resources and Payroll Implementation Services	$75,225
Phase 3 - Utility Billing Implementation Services	$34,425
Phase 4 - Work Orders/Asset Management Implementation Services	$61,200
Total	$493,425

Phase	Control Point & Payment ID	Description	Imp. Services Rate *
1	b.1.1	Los Alamos County Acceptance of Go-live Project Plan/Schedule 1. Kick-off complete 2. Implementation Management plans accepted (DED 1-1) 3. Initial Project Plan for the concurrent go-live of all phases accepted and posted to project SharePoint site (DED 1-2). 4. Detailed project plan and work breakdown structure (WBS) for Phase 1 reviewed and accepted. 5. User Manuals Provided (DED 1-3) 6. Access to Knowledge Base granted 7. System Installation Acceptance 8. System Admin Training Acceptance 9. Access to Tyler University granted	$32,258
1	b.1.2	Chart of Accounts Design Acceptance 1. Chart of Accounts analysis complete 2. Chart of Accounts Workbook delivered 3. Chart of Accounts conversion loaded into Test/Train	$48,386
1	b.1.3	Authorization to Proceed to Static Environment Test (SET) 1. As-is/to-be analysis complete 2. Data Conversion Plan accepted (DED 1-4) 3. System design Document completed with initial to-be decisions (DED 1-5) 4. Static Environment Test plan accepted (DED 1-6) 5. In scope Program modification specifications/interfaces accepted (DED 1-7) 6. Data Interface Plan accepted (DED 1-4a)	$56,451
1	b.1.4	Authorization to Proceed to Implementation 1. Static Environment Test complete 2. System Design Document updated with to-be decisions (DED 1-5) 3. Acceptance to load final Chart of Accounts into Live/Production	$64,515
1	b.1.5	Authorization to Proceed to Live Preparation 1. Core user training accepted 2. System configuration complete 3. In scope Program modifications/interfaces tested and accepted (DED 1-7) 4. Report training accepted 5. System Reporting Plan accepted (DED 1-4b) 6. Interfaces tested and accepted 7. Conversion options tested and verified 8. Sign-off on User Acceptance Testing (includes end to end system testing, stress testing and integration testing) 9. End User Training complete for all applicable processes 10. Go-live planning complete 11. Authorization to load Tyler Forms Libraries 12. Pre-live check list accepted (DED 1-8) 13. Post Go-Live Support Plan accepted (DED 1-8a)	$40,322
1	b.1.6	Sign-off to begin Live Processing 1. Go-live checklist complete 2. Sign-off and acceptance of conversion process and data 3. Authorization to begin live processing 4. Lessons Learned (DED 1-9)	$48,386
1	b.1.7	Authorization to Proceed to Phase Closure 1. Post live training topics scheduled, if applicable 2. Support transition call complete	$32,258
		Subtotal Phase 1	**$322,575**

Exhibit L
Invoicing and Payment Schedule

Phase	Control Point & Payment ID	Description	Imp. Services Rate *
2	b.2.1	Phase 2 detailed project planning begins 1. Detailed Work Breakdown Structure (WBS) for Phase 2 reviewed and accepted 2. Project Plan updated, accepted and posted to project Sharepoint site (DED 2-2) 3. User Manuals Provided (2-3)	$7,523
2	b.2.2	Authorization to Proceed to Static Environment Test (SET) 1. As-is/to-be analysis complete 2. Data Conversion Plan accepted (DED 2-4) 3. System design Document completed with initial to-be decisions (DED 2-5) 4. Static Environment Test plan accepted (DED 2-6) 5. In scope Program modifications/interfaces specifications accepted (DED 2-7) 6. Data Interface Plan accepted (DED 2-4a) 7. Tyler to County Knowledge Transfer accepted	$15,045
2	b.2.3	Authorization to Proceed to Implementation 1. Static Environment Test complete 2. System Design Document updated with to-be decisions (DED 2-5)	$18,806
2	b.2.4	Authorization to Proceed to Live Preparation 1. Core user training accepted 2. System configuration complete 3. In scope Program modifications/interfaces tested and accepted (DED 2-7) 4. System Reporting Plan accepted (DED 2-4b) 5. Report training accepted 6. Interfaces tested and accepted 7. Conversion options tested and verified 8. Sign-off on User Acceptance Testing (includes end to end system testing, stress testing and integration testing) 9. End User Training complete for all applicable processes 10. Go-live planning complete 11. Authorization to load Tyler Forms Libraries 12. Pre-live check list accepted (DED 2-8) 13. Post Go-Live Support Plan accepted (DED 2-8a)	$18,806
2	b.2.5	Sign-off to begin Live Processing 1. Go-live checklist complete 2. Sign-off and acceptance of conversion process and data 3. Authorization to begin live processing 4. Lessons Learned (DED 2-9)	$7,523
2	b.2.6	Authorization to Proceed to Phase Closure 1. Post-live training topics scheduled, if applicable 2. Support transition call complete	$7,523
		Subtotal Phase 2	**$75,225**
Phase	**Control Point & Payment ID**	**Description**	**Imp. Services Rate ***
3	b.3.1	Phase 3 project planning begins 1. Detailed Work Breakdown Structure (WBS) for Phase 3 reviewed and accepted 2. Project Plan updated accepted and posted to project Sharepoint site (DED 3-2) 3. User Manuals Provided (3-3)	$3,443
3	b.3.2	Authorization to Proceed to Static Environment Test (SET) 1. As-is/to-be analysis complete 2. Data Conversion Plan accepted (DED 3-4) 3. System design Document completed with initial to-be decisions (DED 3-5) 4. Static Environment Test plan accepted (DED 3-6) 5. Data Interface Plan accepted (DED 3-4a) 6. Tyler to County Knowledge Transfer accepted 7. Tyler to County Knowledge Transfer accepted	$6,885
3	b.3.3	Authorization to Proceed to Implementation 1. Static Environment Test complete 2. System Design Document updated with to-be decisions (DED 3-5)	$8,606

3	b.3.4	Authorization to Proceed to Live Preparation 1. Core user training accepted 2. System configuration complete 3. In scope Program modifications/interfaces tested and accepted (DED 3-7) 4. System Reporting Plan accepted (DED 3-4b) 5. Report training accepted 6. Interfaces tested and accepted 7. Conversion options tested and verified 8. Sign-off on User Acceptance Testing (includes end to end system testing, stress testing and integration testing) 9. End User Training complete for all applicable processes 10. Go-live planning complete 11. Authorization to load Tyler Forms Libraries 12. Pre-live check list accepted (DED 3-8) 13. Post Go-Live Support Plan accepted (DED 3-8a)	$6,885
3	b.3.5	Sign-off to begin Live Processing 1. Go-live checklist complete 2. Sign-off and acceptance of conversion process and data 3. Authorization to begin live processing 4. Lessons Learned (DED 3-9)	$5,164
3	b.3.6	Authorization to proceed to Phase Closure 1. Post-live training topics scheduled, if applicable 2. Support transition call complete	$3,443
		Subtotal Phase 3	**$34,425**
Phase	**Control Point & Payment ID**	**Description**	**Imp. Services Rate ***
4	b.4.1	Phase 4 project planning begins 1. Detailed Work Breakdown Structure (WBS) for Phase 4 reviewed and accepted 2. Project Plan updated accepted and posted to project Sharepoint site (DED 4-2) 3. User Manuals Provided (4-3)	$6,120
4	b.4.2	Authorization to Proceed to Static Environment Test (SET) 1. As-is/to-be analysis complete 2. Data Conversion Plan accepted (DED 4-4) 3. System design Document completed with initial to-be decisions (DED 4-5) 4. Static Environment Test plan accepted (DED 4-6) 5. In scope Program modifications specifications/interfaces accepted (DED 4-7) 6. Data Interface Plan accepted (DED 4-4a) 7. Tyler to County Knowledge Transfer accepted	$12,240
4	b.4.3	Authorization to Proceed to Implementation 1. Static Environment Test complete 2. System Design Document updated with to-be decisions (DED 4-5)	$15,300
4	b.4.4	Authorization to Proceed to Live Preparation 1. Core user training accepted 2. System configuration complete 3. In scope Program modifications/interfaces tested and accepted (DED 4-7) 4. System Reporting Plan accepted (DED 4-4b) 5. Report training accepted 6. Interfaces tested and accepted 7. Conversion options tested and verified 8. Sign-off on User Acceptance Testing (includes end to end system testing, stress testing and integration testing) 9. End User Training complete for all applicable processes 10. Go-live planning complete 11. Authorization to load Tyler Forms Libraries 12. Pre-live check list accepted (DED 4-8) 13. Post Go-Live Support Plan accepted (DED 4-8a)	$12,240
4	b.4.5	Sign-off to begin Live Processing 1. Go-live checklist complete 2. Sign-off and acceptance of conversion process and data 3. Authorization to begin live processing 4. Lessons Learned (DED 4-9)	$9,180
4	b.4.6	Authorization to proceed to Project/Phase Closure 1. Post-live training topics scheduled, if applicable 2. Support transition call complete	$6,120
		Subtotal Phase 4	**$61,200**
		Sub-Total:	**$493,425**

c. ***PROJECT PLANNING SERVICES:*** *County shall be invoiced for those fees upon Contractor's delivery of the Implementation Planning Document.*

PMT ID	Description	Quantity	Unit Price	Extended Price	100% upon delivery of the Implementation Planning Document
c.1	Project Planning Services	1	$11,000	$11,000	$11,000
	Sub-Total:			**$11,000**	$11,000

d. ***DATA CONVERSION SERVICES:*** *Data conversion services shall be invoiced 50% upon initial delivery of converted data, by conversion option, and 50% upon County acceptance to load converted data into live environment, by conversion option.*

PMT ID	Description	Quantity	Unit Price	Extended Price	50% Upon Initial delivery of the Converted Data	50% Upon County acceptance to load converted data into live environment
d.1	Accounting Opt 1 - Actuals	1	$2,000	$2,000	$1,000	$1,000
d.2	Accounting Opt 2 - Budgets	1	$2,000	$2,000	$1,000	$1,000
d.3	Accounting Standard COA	1	$3,000	$3,000	$1,500	$1,500
d.4	Accounts Payable Opt 2 - Invoice	1	$4,000	$4,000	$2,000	$2,000
d.5	Accounts Payable Standard Master	1	$3,000	$3,000	$1,500	$1,500
d.6	Contracts	1	$6,000	$6,000	$3,000	$3,000
d.7	Fixed Assets Opt 1 - History	1	$2,500	$2,500	$1,250	$1,250
d.8	Fixed Assets Std Master	1	$4,500	$4,500	$2,250	$2,250
d.9	General Billing Opt 1 - Recurring Invoices	1	$4,000	$4,000	$2,000	$2,000
d.10	General Billing Opt 2 - Bills	1	$5,000	$5,000	$2,500	$2,500
d.11	General Billing Std CID	1	$2,200	$2,200	$1,100	$1,100
d.12	GL Detailed History Conversion	1	$30,000	$30,000	$15,000	$15,000
d.13	Inventory Opt 1 - Commodity Codes	1	$2,200	$2,200	$1,100	$1,100
d.14	Inventory Std Master	1	$4,000	$4,000	$2,000	$2,000
d.15	Payroll - Option 10 Certifications	1	$1,400	$1,400	$700	$700
d.16	Payroll - Option 11 Education	1	$1,400	$1,400	$700	$700
d.17	Payroll - Option 1 Deductions	1	$1,800	$1,800	$900	$900
d.18	Payroll - Option 2 Accrual Balances	1	$1,500	$1,500	$750	$750
d.19	Payroll - Option 3 Accumulators	1	$1,400	$1,400	$700	$700
d.20	Payroll - Option 4 Check History	1	$1,200	$1,200	$600	$600
d.21	Payroll - Option 5 Earning/Deduction Hist	1	$2,500	$2,500	$1,250	$1,250
d.22	Payroll - Accrual Detail Transaction History Conversion	1	$6,000	$6,000	$3,000	$3,000
d.23	Payroll - Option 7 PM Action History	1	$1,400	$1,400	$700	$700
d.24	Payroll - Option 8 Position Control	1	$1,400	$1,400	$700	$700
d.25	Payroll - Option 9 State Retirement Tables	1	$1,400	$1,400	$700	$700

d.26	Payroll - Standard	1	$2,000	$2,000	$1,000	$1,000
d.27	Project Grant Accounting Opt 1 - Actuals	1	$2,000	$2,000	$1,000	$1,000
d.28	Project Grant Accounting Opt 2 - Budgets	1	$2,000	$2,000	$1,000	$1,000
d.29	Project Grant Accounting Standard	1	$3,000	$3,000	$1,500	$1,500
d.30	Purchase Orders - Standard	1	$4,000	$4,000	$2,000	$2,000
d.31	Utility Billing - Option 1 Services	1	$2,500	$2,500	$1,250	$1,250
d.32	Utility Billing - Option 3 Consumption History	1	$2,000	$2,000	$1,000	$1,000
d.33	Utility Billing - Option 4 Balance Forward AR	1	$3,500	$3,500	$1,750	$1,750
d.34	Utility Billing - Option 5 Service Orders	1	$1,200	$1,200	$600	$600
d.35	Utility Billing - Option 6 Backflow	1	$1,200	$1,200	$600	$600
d.36	Utility Billing - Standard	1	$3,000	$3,000	$1,500	$1,500
d.37	Work Order Opt 1 - Work Order Asset	1	$4,500	$4,500	$2,250	$2,250
d.38	Work Order Opt 2 - Closed Work Order History No Cost Data	1	$6,500	$6,500	$3,250	$3,250
d.39	Work Order Opt 3 - Work Order History With Cost Data	1	$6,500	$6,500	$3,250	$3,250
	Sub-Total:			**$139,700**	$69,850	$69,850

e. ***OTHER SERVICES - In Scope Program Modifications:*** *All In-Scope Program Modifications to the Licensed Property shall be invoiced 50% upon delivery of final specifications by Contractor, and 50% upon delivery of the applicable modification by Contractor.*

PMT ID	Description & Module	JIRA Number	Professional Services Total	50% upon delivery of final specifications	50% upon delivery of applicable modification
e.1	UM-Utility Billing	MUN-229222	$8,800	$4,400	$4,400
e.2	UM-Utility Billing	MUN-229223	$33,000	$16,500	$16,500
e.3	Utility Billing	MUN-229224	$8,800	$4,400	$4,400
e.4	UM-Work Order-Time Entry	MUN-233523	$0	$0	$0
e.5	UM-Work Orders	MUN-229233	$3,300	$1,650	$1,650
e.6	UM-Rates	MUN-229225	$9,900	$4,950	$4,950
e.7	Payroll	MUN-229309	$0	$0	$0
e.8	HR-Training	MUN-229232	$22,000	$11,000	$11,000
e.9	HR-Training	MUN-229248	$16,500	$8,250	$8,250
e.10	HR-Applicant Tracking	MUN-229249	$6,600	$3,300	$3,300
e.11	HR-Performance Evaluation	MUN-229250	$8,800	$4,400	$4,400
e.12	HR-Reports	MUN-229252	$0	$0	$0
e.13	Payroll	MUN-229310	$16,500	$8,250	$8,250
e.14	HR-Applicant Tracking	MUN-229253	$11,000	$5,500	$5,500
e.15	Workflow	MUN-229255	$0	$0	$0
e.16	Finance - Accounts Payable	MUN-229246	$5,500	$2,750	$2,750
e.17	Finance - Inventory	MUN-229259	$5,500	$2,750	$2,750
e.18	HR-Applicant Tracking	MUN-229386	$4,400	$2,200	$2,200
e.19	Payroll	MUN-219598	$0	$0	$0
e.20	Reporting	MUN-228476	$0	$0	$0
	Sub-Total:		**$160,600**	$80,300	$80,300

f. ***OTHER IMPLEMENTATION SERVICES:*** *County shall be invoiced for these Other Implementation Services as they are delivered.*

	Description	Quantity	Unit Price	Extended Price	100% Upon delivery
f.1	AP/PR Check Recon Import	1	$1,000	$1,000	$1,000
f.2	AP Positive Pay Export Format	1	$3,000	$3,000	$3,000
f.3	P-Card Import Format W/Encumbrances	1	$15,000	$15,000	$15,000
f.4	PR Positive Pay Export Format	1	$3,000	$3,000	$3,000
f.5	Final Deliquent Notice Utility Billing	1	$800	$800	$800
f.6	Install Fee - New Server Install-WIN	1	$9,000	$9,000	$9,000
f.7	Install Fee - Transparency Portal	1	$4,500	$4,500	$4,500
f.8	Tyler Forms Library - Financial	1	$2,800	$2,800	$2,800
f.9	Tyler Forms Library - General Billing	1	$2,500	$2,500	$2,500
f.10	Tyler Forms Library - Payroll	1	$1,400	$1,400	$1,400
f.11	Tyler Forms Library - Personnel Action	1	$1,200	$1,200	$1,200
f.12	Tyler Forms Processing Configuration	1	$3,000	$3,000	$3,000
f.13	Tyler Forms Library - Utility Billing	1	$3,500	$3,500	$3,500
f.14	Tyler Forms Work Order/Pick Ticket Library - 4 Forms	1	$2,800	$2,800	$2,800
f.15	Tyler PO Distribution - Level 3	1	$1,500	$1,500	$1,500
	Sub-Total:			**$55,000**	$55,000

g. ***3RD PARTY HARDWARE, SOFTWARE and SERVICES:*** *Third-Party Hardware will be invoiced upon delivery, and Third-Party Software will be invoiced when it is made available for download.*

	Description	Quantity	Unit Price	Extended Price	i.100% upon delivery of hardware and ii. 100% when software made available for download
g.1	BMI AssetTrak Additional Data Terminal (PA692)	1	$2,295	$2,295	$2,295
g.2	BMI-ASSETRACK-ARS for MUNIS (Incl. Install Fee)	1	$6,490	$6,490	$6,490
g.3	BMI CollectIT Additional Barcode Data Terminal (PA692)	2	$2,975	$5,950	$5,950
g.4	BMI CollectIT Barcode PrinterKit	1	$1,295	$1,295	$1,295
g.5	BMI CollectIT Inventory Bar Code Scanning System	1	$6,490	$6,490	$6,490
g.6	BMI TransTrak Additional Barcode Data Terminal (PA692)	1	$2,295	$2,295	$2,295
g.7	BMI Transtrak Fixed Asset Receiving System	1	$3,345	$3,345	$3,345
g.8	DELL Cash Station-Complete excluding scanner	8	$4,300	$34,400	$34,400
g.9	Hand Held Scanner - Model 1900GSR	8	$385	$3,080	$3,080
g.10	Hand Held Scanner Stand	8	$25	$200	$200
g.11	Tyler Secure Signature Key	2	$150	$300	$300
g.12	Tyler Secure Signature System with 2 Keys	1	$1,650	$1,650	$1,650
	Sub-Total:		**$67,790**	$67,790	$67,790

h. ***OPTIONAL COUNTY REQUESTED ADDITIONAL PROFESSIONAL SERVICES: County may request these Additional Professional Services through the Change Process identified in Exhibit G. Upon County approval, these Services shall be invoiced as incurred.***

Description	Quantity	Unit Price *	Extended Price
Implementation Service Days	71	$1,275	$90,525
Sub-Total:	*** Subject to then current rate after year 3 (price hold for 36 months from Effective Date)**		**$90,525**

i. ***TYLER RELATED SUPPORT SERVICES***

Description	Quantity	Annual Fee *	Term	Extended Price
Payroll Tax Table Updates	1	$1,000	7	$7,000
Sub-Total:		*** Subject to then current rate after year 1**		**$7,000**

j. ***TYLER RELATED SUPPORT SERVICES: County shall be invoiced for the Payroll Tax Table Update Service beginning on the one-year anniversary of the date the Licensed Property is made available for download (the "Available Download Date") based on the fees identified in Exhibit A, and payable annually in advance on each subsequent anniversary of the Available Download Date at Contractor's then-current rates, unless terminated in writing by County at least thirty (30) days in advance of the end of the then-current term. The fees for the period beginning on the Available Download Date and expiring one year thereafter are waived.***

Description	Quantity	Annual Fee *	Term	Extended Price
Tyler System Management Services Contract	1	$30,000	7	$ 210,000
Sub-Total:		*** Subject to then current rate after year 1**		**$210,000**

k. ***SaaS: County shall be invoiced for the Transparency Portal annually in advance, commencing on availability of the product for production use. Rates for the first year of production use shall be in accordance with the rates outlined in Exhibit A. Subsequent annual fees will be at Contractor's then-current rates, unless terminated in writing by County at least thirty (30) days prior to the end of the then-current term.***

Description	Quantity	Annual Fee *	Term	Extended Price
Productivity:				
Transparency Portal	1	$17,500	7	$122,500
Sub-Total:		*** Subject to then current rate after year 1**		**$122,500**

l. ***TRAVEL EXPENSES: Travel expenses shall be submitted to the County Project Manager on a monthly invoice that identifies, among other applicable travel expenses, the number of on-site days of per diem.***

Description	Total Travel
Travel Expenses	$239,096
Sub-Total:	**$239,096**

m. ***TYLER SOFTWARE MAINTENANCE AND SUPPORT SERVICES :County shall be invoiced for the maintenance and support fees annually in advance, beginning on the one (1) year anniversary of the Available Download Date and thereafter on each subsequent anniversary.***

Description	Quantity	Annual Fee	Extended Price
Annual Maintenance and Support - Year 1	1	$ -	$0
Annual Maintenance and Support - Year 2	1	$ 96,710	$96,710
Annual Maintenance and Support - Year 3	1	$ 169,243	$169,243
Annual Maintenance and Support - Year 4	1	$ 177,705	$177,705
Annual Maintenance and Support - Year 5	1	$ 186,590	$186,590
Annual Maintenance and Support - Year 6	1	$ 195,919	$195,919
Annual Maintenance and Support - Year 7	1	$ 205,715	$205,715
Sub-Total:			**$1,031,882**

n. ***OPTIONAL COUNTY REQUESTED ADDITIONAL SERVICES: At any time during this Agreement, County may request Additional Services through the Change Process identified in Exhibit G. Upon County approval, these Services shall be invoiced as incurred.***

Description	Quantity	Daily Rate *	Extended Price
Post Go-Live Professional Services (includes implementation, training, report development)	35	$1,275	$44,625
Application Design/Programming	25	$1,100	$27,500
Other Consulting Services	15	$1,275	$19,125
Onsite Maintenance and Support	10	$1,275	$12,750
Operating System or Hardware Maintenance and Support (for non OSDBA clients)	10	$1,000	$10,000
Support outside Contractor's normal business hours	10	$1,000	$10,000
Sub-Total Not To Exceed:	*** Subject to then current rate after year 3 (price hold for 36 months from Effective Date)**		**$124,000**
TOTAL CONTRACT AMOUNT			**$3,432,358**