

City of Asheville, North Carolina



RFP #COAITS2008-001

Request for Proposal for a Citywide Software Information System

March 31, 2008

Issued by:

City of Asheville
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City of Asheville –System Selection Timeline Overview

Listed below are specific and estimated dates and times of actions related to this Request for Proposal (RFP). The actions with specific dates must be completed as indicated unless otherwise changed by the City. In the event that the City finds it necessary to change any of the specific dates and times in the calendar of events listed below, it will do so by issuing an addendum to this RFP. There may or may not be a formal notification issued for changes in the estimated dates and times.

Milestone	Timeframe
RFP Issuance	March 31, 2008
Intent to Propose Due from Vendors	April 8, 2008, 4:00pm local time
Deadline for Clarification Questions	April 15, 2008, 4:00pm local time
City distributes responses for Vendor RFP Clarification Questions	April 25, 2008
Vendor Proposals Due	May 7, 2008, 4:00pm local time
Notification of Demonstration Dates	May 28, 2008 (estimated)
Demonstrations of Software	Monday through Wednesday of the weeks of Jun 9, June 16, June 23 and / or June 30, 2008
Site Visits and Other Due Diligence	July – August 2008 (estimated)
Contract Negotiations and Award	September 2008 (estimated)

1 Introduction

1.1 Definitions

The following definitions are used throughout the request for proposal:

- **RFP** means request for proposal.
- **Client** or **City** means City of Asheville, NC.
- **Vendor** means a firm, company, or organization, submitting a proposal in response to this RFP.
- **Citywide Software Information System, ERP, the system** or **software** means the software solution that the successful vendor responding to this RFP will be responsible for providing.

1.2 Overview

The City of Asheville, NC, with the assistance of Plante & Moran, PLLC, has issued this Request for Proposal for an integrated Citywide Software Management Information System to replace the HTE Naviline 4.0 suite of software currently licensed by the City from Sungard Government Solutions, HTE Division, as well as other various related software applications and shadow systems that support municipal operations throughout the various City departments.

The City went live with HTE software in July of 1998 and has subsequently upgraded the software, to HTE's Naviline product in 2001. The City has been engaged in assessment of City-wide business technologies and information systems to ensure that line-departments, internal service departments, and citizens are best served via modern, efficient, and cost-effective software technologies. It is this assessment effort that has ultimately lead to a commitment to upgrade and enhance current capabilities.

The City is looking for providers of municipal management software to respond to this RFP with the preference towards a turn-key solution that addresses all of the Citywide information management needs of the City described in this RFP. Minimally, the functions currently provided to the City by the HTE software must be addressed and enhanced. If a vendor does not provide all of the requested process functions within their product offering, the City would encourage vendor partnerships with other providers with the goal of having the highest level of integration as possible. Alternatively, vendors may provide a response that addresses one or more of the defined functional areas

The City of Asheville has appropriated \$1,339,400 for this project including all vendor provided software and implementation services, as well as system hardware, ancillary support software and hardware, other project resources, contract compliance services, project contingency, etc. It is the City's intent, if necessary, to make additional incremental investments over time to fully realize the improvements and opportunities that a new, robust, integrated Citywide information management software system is expected to provide.

The remainder of this document provides supporting detail on an assessment of the current City system operations environment and the needs that are desired within a new suite of Citywide management software.

1.3 Business Technology Improvement Project Defined

To support software automation improvement efforts described above, the City has initiated the Business Technology Improvement Project (BTIP) to define the City's information system needs and select a system that meets the needs of the City.

1.4 Future Direction

The City's BTIP Executive Team has developed a vision statement and objectives for the project of selecting and implementing a new Citywide Information Software System, as follows:

1.4.1 Vision Statement

The BTIP project will provide an integrated City-wide software system that will support City staff in the delivery of Government services and activities, take advantage of best practices, and significantly improve the efficiency and effectiveness of City's customer service and business processes.

1.4.2 BTIP Project Objectives:

The City hopes to accomplish the following objectives with the successful completion of the BTIP project:

- Incorporate fully integrated "best business practices".
- Develop a system that is user-friendly and empowers departments to analyze and improve their business processes.
- Add and improve functionality in back-office functional areas.
- Improve quality and accessibility of information for decision support and business planning.
- Eliminate paper-based workflow processes and forms.
- Reduce redundant "shadow systems", data entry, storage, and paper processing.
- Improve operational effectiveness and productivity.
- Enable e-Government initiatives, including enhanced customer service and web self-service.
- Reduce the number of systems we own and support and their related costs and inefficiencies by retiring existing legacy and back office "systems" and tools.
- Support City Council goal to "pursue business automation and technology to provide better and faster customer service during the development process"

1.5 City Background

The City of Asheville is the largest city in Western North Carolina and the county seat of Buncombe County and has a population of 68,889 (2000 census). The City is located in the heart of the Blue Ridge Mountains and is known for its natural beauty. Asheville serves as the regional hub for business, health and human services, the arts, shopping, dining and other community amenities for citizens and visitors.

The City of Asheville operates under a council-manager form of government, which is prescribed by its charter. The City has approximately 1,100 full-time employees.

Mission

The City of Asheville is committed to delivering an excellent quality of service to enhance the community's quality of life.

Core Values

In order to achieve the organization's mission of providing quality service to enhance the quality of life in Asheville, city employees adhere to the following core values:

- ✓ **Accountability:** By being responsive and responsible to citizens and their elected representatives.
- ✓ **Service:** By treating those whom we serve with respect and dignity.
- ✓ **Honesty:** By providing accurate, truthful, and complete information.
- ✓ **Efficiency:** By constantly striving to use technology and innovation to provide the highest level of service for the lowest possible cost.
- ✓ **Vision:** By looking toward the future with a focus on creating a better Asheville.
- ✓ **Integrity:** By approaching our work honestly, ethically, and with sincerity.
- ✓ **Loyalty:** By diligently promoting and supporting the interests of the community we serve.
- ✓ **Leadership:** By being a model for quality service and professionalism in our community and throughout the nation.
- ✓ **Equal Opportunity:** By encouraging our diverse population to participate in the government of our city as citizens and employees.

Additional information can be found online at: <http://www.ashevillenc.gov>

1.6 Current Business Application Environment

The following table contains a listing of current City packaged software applications that perform function(s) that which are considered part of the current Citywide software system environment and indicates their likely future state within the new integrated Citywide software information system environment. Please note that all current City “shadow systems” (e.g. spreadsheets, MA Access databases, etc.) are not included.

Application Migration Table

Legend for Current Applications		
Legend Code		Description
R	Replacement	The City is intending on replacing this application with the finalist Citywide software solution.
I	Interface	The City is intending on keeping the application and interfacing/integrating it with the selected Citywide software solution.

Current Citywide Software Application Environment					
Current Citywide Software Application		Department	Application Description / Notes	Likely Future Initial Deployment: Future Deployment:	Expected Module in New System
1.	HTE: Applicant Tracking	Human Resources	Tracks Applications for employment. Not currently used.	Initial Deployment: R	Personnel / Applicant Tracking
2.	HTE: GMBA - Integrated Accounting	All	This software includes General Ledger, Accounts Payable, Accounts Receivable and Budgeting	Initial Deployment: R	General Ledger
3.	HTE: Extended Reporting	All	Used for custom reporting, including GASB34, combined annual financial reporting	Initial Deployment: R	Report Writer
4.	HTE: Planning and Zoning	Planning	Tracks applications for building development prior to permits being approved for the construction	Initial Deployment: R	Development Services
5.	HTE: Payroll / Personnel	All	Payroll management system controlling payroll accounting and aspects of personnel administration	Initial Deployment: R	Payroll / Personnel
6.	HTE: Fixed Assets	All	Maintains city assets, including depreciation	Initial Deployment: R	Fixed Assets
7.	HTE: Customer Information System	Water, Engineering	Utility Billing and records system, bills for Water, Sewer, Fireline, Capital Fee, Recycling and Storm Water	Initial Deployment: R	Utilities

Current Citywide Software Application Environment					
Current Citywide Software Application		Department	Application Description / Notes	Likely Future Initial Deployment: Future Deployment:	Expected Module in New System
8.	HTE: Building Permits	Building Safety, Engineering, Planning	Track developers applications for building permits, inspections, etc.	Initial Deployment: R	Development Services (Permitting & Inspections)
9.	HTE: Fleet Management	Fleet	Job Orders, work performed on all vehicles, with dept chargeback.	Initial Deployment: R	Fleet / Equip. Management
10.	HTE: Business Licenses	Finance	Business license tracking and creation	Initial Deployment: R	Business Licenses
11.	HTE: Purchasing	All	Requisitions, with approvals by management, proceed to buyer for purchase, receiving and invoicing	Initial Deployment: R	Purchase Orders
12.	HTE: Code Enforcement	Planning, Building Safety, Fire	Enforcement of Building and Fire Codes within structures	Initial Deployment: R	Development Services (Code Enforcement)
13.	HTE: Land / Parcel Management	All	Maintains records of land parcels for which city services may be attached	Initial Deployment: R	Land Management & GIS Integration
14.	HTE: Cash Receipts	Water, Finance	Receives payments from various sources to post to appropriate systems	Initial Deployment: R	Cash Receipting
15.	HTE: Inventory	Finance, Fleet	Management of 5 warehouses of inventory, including fuel stock	Initial Deployment: R	Inventory Management
16.	HTE: Human Resources software	Human Resources	Not used.	Initial Deployment: R	Personnel
17.	HTE: Parking Tickets	Transit & Engineering	Maintains a record of Parking Citations issued, collection of fines and follow-up actions	Initial Deployment: R	Parking Tickets
18.	HTE: Work Orders & Facility Management	All	Management of work requests; both internal and external jobs, including job costing	Initial Deployment: R	Work Orders / Facility Management
19.	HTE: eGov Utilities	Finance, Water	Allows Inquiry into Utility Accounts, making payments against accounts	Initial Deployment: R	Utility Billing

Current Citywide Software Application Environment					
Current Citywide Software Application		Department	Application Description / Notes	Likely Future Initial Deployment: Future Deployment:	Expected Module in New System
20.	HTE: eGov Building Permits	Building Safety, Planning, Fire	Allows Inquiry into status of building applications, permits, inspections. Schedule inspections on-line.	Initial Deployment: R	Development Services (Permitting and Inspections)
21.	HTE: eGov Parking Tickets	Transit & Engineering, Finance	Allows Inquiry into Parking Tickets and enables payments against same.	Initial Deployment: R	Parking Tickets
22.	DataMatic RouteStar AMR	Water	Automated Meter Reading	Initial Deployment: I	Utility Billing
23.	Tokay	Water	Utility batch flow and cross connection	Initial Deployment: I	Utility Billing
24.	Remittance Processor (Creditron)	Finance, Water	City custom lockbox software application for utilities, allows upload of payments	Initial Deployment: I	Utility Billing
25.	AutoCite		Parking Citation System Uploaded daily from hand-held devices	Initial Deployment: I	Parking Tickets
26.	Vermont Systems	Parks & Rec.	Parks and recreation management	Initial Deployment: R	Parks & Recreation
27.	Fuel Master	Fleet	Fuel Management	Initial Deployment: I	Fleet Management
28.	Attendance Enterprise	Multiple	Time and Attendance Management	Initial Deployment: I	Payroll
29.	Occumed system	Health Services Division	Appointment scheduling, drug testing, blood-borne pathogens, shots & immunizations, screening and CDL	Future Deployment: I	Personnel
30.	COBRA Administration	Human Resources	COBRA administration	Retain	n/a
31.	First Report for OSHA 300 log	Risk Management	OSHA incident tracking	Retain	n/a
32.	Laser Printing (NEPS)	Finance	Payroll, Accounts Payable check printing & W2 printing	Initial Deployment: R	Accounts Payable, Payroll
33.	Laser Utility Bill Printing	Water, Engineering	Print bills using Microsoft Access Custom Templates, programs	Initial Deployment: R	Utility Billing

Current Citywide Software Application Environment					
Current Citywide Software Application		Department	Application Description / Notes	Likely Future Initial Deployment: Future Deployment:	Expected Module in New System
34.	Maximo	Water	Computerized Maintenance Management System, asset management, preventive maintenance and work order system – includes Request for Service functionality being used by 4 additional departments	Initial Deployment: I	Citizen Request for Service
35.	OnDuty (JivaSoft)	Police	Police scheduling program	Initial Deployment: I	Payroll
36.	CryWolf	Police	False alarm billing & alarm permits	Initial Deployment: I	Billing & Accounts Receivable
37.	IA – Pro	Police	Internal affairs case management system	Initial Deployment: I	Personnel
38.	Animal Permits	Police	In-House Animal Permits System	Initial Deployment: R	Animal Permits

1.7 Current Technical Environment

The City of Asheville operates approximately 40 Windows 2000/2003 servers authenticating to a Windows 2003 Active Directory domain. The City operates a routed network exclusively on TCP/IP protocol using private IP ranges with approximately 1400 network ports (100/10mb). There are approximately 800 client workstation computers and 900 Cisco VoIP phones connecting to the network. The current antivirus software on clients computers is Computer Associates E-Trust. The City has standardized on rack mounted servers with approximately 60U of available space. Power is supplemented by UPS as well as generator backup.

The City’s network includes approximately 40 locations. 70 percent of all City PC users, are situated in three primary locations (City Hall, Public Works, and Municipal building). These three primary City buildings are connected via 1GB fiber. All other locations connect back to City Hall as follows:

- Seven (7) connect via Cisco site-to-site VPN (3mb download, 364kb upload)
- Three (3) connect via 3mb wireless
- Three (3) connect via 1.5mb T1
- Remainder via 100mb fiber

The City maintains approximately 60 laptops which connect to City Hall via Verizon EVDO Rev A aircards and Cisco VPN clients that currently run hosted applications in the field. Such uses currently include various HTE functions by City Building Safety, Code Enforcement, Fire Inspectors and a limited number of Water department employees. HTE applications accessed include:

- HTE: Planning and Zoning
- HTE: Customer Information System (Utility Billing)
- HTE: Building Permits
- HTE: Code Enforcement
- HTE: Work Orders

The City utilizes Windows Exchange Server 2003 for email, running Trend Micro antivirus, as well as both a Goodlink and Blackberry Enterprise Server for mobile clients. Most mobile devices are running either RIM or Microsoft Windows Mobile operating system.

The City also currently uses a 6mb internet line protected by a firewall and uses Microsoft IIS for multiple internal and external web servers.

The following technology standards are in place at the City:

	Item	Standard	Requirement	Preference
1.	Desktop Hardware	Intel compatible processor		X
2.	Desktop Operating System	Windows XP	X	
3.	Desktop Databases	MS Access		
4.	Internet Browser	IE V7.0	X	
5.	Handheld Devices	Goodlink/Blackberry Enterprise Server		
6.	Report Writer	Cognos		

Item	Standard	Requirement	Preference
7.	Server Hardware	Intel Based Rack Mounted	X
8.	Server Operating System	Windows Server 2003	X
9.	Network Operating System	TCP/IP	X
10.	Centralized Databases	MS SQL Server (preferred)	x
11.	Email System	Exchange 2003	X
12.	Virus Scanning Software	Computer Associated/Etrust	X
13.	Remote Access	Cisco ASA	X
14.	Firewall	Cisco ASA	X
15.	Proxy Server	MS ISA	X
16.	Web Server Software	IIS version 6.0	X
17.	User Authentication	Microsoft Windows 2003 Active Directory	X
18.	Others:	Postini/Veritas Backupexec	

1.7.1 Other Planned Technology Initiatives

In addition to the Citywide Software Information System transition, the following other initiatives are planned at the City. The successful vendor will be responsible for coordinating their software implementation activities with City operations and IT Services projects.

	Project Description	Timing
1.	Upgrade HTE Naviline from version 4.0 to version 5.0 to maintain vendor support during Citywide software selection and pre-implementation processes	Current
2.	The City’s AIMS project is currently in the analysis and design phase (with some early beta software development) and is intended to provide an analytical database (incorporating GIS, Maximo and either current HTE data or utility data in the system that replaces HTE) that provides dashboard reporting. The City is using an external consultant (Brown & Caldwell) to assist with the project. City management staff in the City Water Resource Department are already aware that there will be implications on the AIMS project by replacing HTE	Current

1.8 Expected Scope of Citywide Software Solution

As defined by the City in the BTIP project, the City is anticipating that vendors shall propose a complete Citywide software solution, including software and the related implementation services. A high-level outline of the required Citywide software system solution has been provided as follows:

- Software
 - Expected Application Software
 - General Software Requirements including Report Writer
 - General Ledger / Financial Reporting
 - Budgeting
 - Fixed Assets

- Project and Grant Management
 - Payroll
 - Personnel
 - Misc. Billing, Accounts Receivable
 - Utility Billing
 - Cash Receipting
 - Purchasing and Requisitions
 - Inventory Management
 - Contract Management
 - Accounts Payable
 - Bank Reconciliation
 - Development Services
 - Land Management & GIS Integration
 - Real Estate Management
 - Job Cost / Work Order
 - Fleet and Equipment Management
 - Facilities Management
 - Citizen Request for Service
 - Parking Tickets
 - Business Licenses / Misc. Permitting
 - Animal Permits
 - Parks & Recreation Management
 - Cemetery Management
- Any other necessary software components to support the proposed Application Software solution
- Services
 - Implementation Services
 - Project Management Approach
 - Change Management
 - Hardware and Software Installation
 - Data Conversion Plan
 - Report Development
 - Integrations and Interfaces
 - Training
 - Testing
 - Operational Redesign
 - System Documentation
 - Knowledge Transfer
 - Ongoing Support and Maintenance Services
- Other

Additional details and descriptions related to the specifics of the expected scope of the Citywide software system solution, can be found in Section 3 – Proposal Response Format.

1.9 City Project Organization

To facilitate, organize and staff the Citywide Information Software System selection, the City has developed an organizational structure for the BTIP project. The management component of the project consists of the Project Sponsor (IT Services Department Director), the Project Executive Committee and City's Project Manager. The Executive Committee includes key City department

managers representing critical City functions, including Information Technology, Personnel, Finance, City Management, and Development Services. The City’s Project Manager is supported by an external consultant, Plante & Moran, and reports directly to the Executive Committee. Leadership is further broken down into Process Area team leads (e.g. process owners) for each of the City defined (over 20) process areas, who have each engaged a multi-departmental team of representative end users to assist in the software selection effort. A Technical Team has also been established for the project to provide technical support to the project and other project team members. Additionally, the City has developed and is actively communicating project status to a Stakeholder Communication Group.

The City anticipates retaining an overall project staffing structure for implementation, however will consider reorganizing the existing structure based on the guidance of the successful vendor, to best meet the requirements of a successful implementation. The City additionally anticipates forming ad-hoc teams of relevant stakeholders and content experts as necessary.

1.10 Summary of Key Transaction Volumes

A summary of key transaction and operating volumes and standards for the City is included below. These volumes and standards reflect actual & estimated amounts for the current environment, and future projections based on implementation of the new Citywide Software System and other factors:

City Operating Volumes / Standards	Current
Organization	
City population	73,000 (approx)
Form of Government	Council- Manager
Area of City (sq. miles) Corporate Limits / with ETJ	43 / 63
Dwelling Units (Corporate Limits and ETJ)	Approx 43,000
City budget (General Fund)	\$89,228,929
City budget (All Funds)	\$129,749,448
Number of HTE system users (total current)	300-350
Number of HTE system users (anticipated future)	500
Number of concurrent system users (current)	140-150
General Ledger / Bank Reconciliation	
Chart of Accounts Structure	
Chart Segment One Name / Account Mask	Fund / 3
Chart Segment Two Name / Account Mask	Department / 2
Chart Segment Three Name / Account Mask	Division / 2
Chart Segment Four Name / Account Mask	Activity Basic / 2
Chart Segment Five Name / Account Mask	Sub-Activity / 1
Chart Segment Six Name / Account Mask	Element / 2
Chart Segment Seven Name / Account Mask	Object / 2
Fiscal year end	June 30
Number of funds	32
Number of department codes	30
Number of balance sheet accounts	1217
Number of expense accounts	4993
Number of revenue accounts	1163
Number of manual journal entries (monthly)	170

City Operating Volumes / Standards	Current
Number of cash accounts	55
Number of bank accounts	15
Number of annual check voids	200
Budgeting	
Pre-Encumbrance Controls?	Yes
Encumbrance Controls?	Yes
Position Control?	Yes
Budget Entry Model (Centralized or Decentralized):	Decentralized
Number of Approval Levels:	3
Budget Frequency:	Annual
Number of Funds Budgeted:	32
Fixed Assets	
Number of capitalized fixed assets:	3101 (active)
Fixed asset tagging?:	No
Fixed asset capitalization threshold:	\$5,000
Tracking / reporting of non-depreciable assets?:	Yes
Project / Grant Accounting	
Do Projects/Grants Cross Funds?	Yes
Do Projects/Grants Cross Departments?	Yes
Purchasing / Contract Management / Inventory	
Use of NIGP/Commodity Codes?	Yes
Number of Requisitions per Month:	250+
Number of Purchase Orders per Month:	250
Number of Vendors in Purchasing System:	8356
Use of Inventory Item Codes?:	NIGP
Number of Item locations	6
Average frequency of physical inventories	1 annual, monthly spot check
Accounts Payable	
Number of Vendors Maintained in Accounts Payable System:	8133
Number of Invoices Input Annually	40,000
Frequency of Check Runs:	Weekly
Check Signature Method:	Laser printer
Payments Types Supported	Checks
Number of 1099s Processed Annually:	275
Cash Receipting	
Receipting Model (Centralized or Decentralized):	Decentralized
Number of Cash Registers / POS Terminals:	3
Human Resources and Payroll	
Number of full-time employees	1096
Number of part-time employees	473
Number of bargaining units	0
Number of applicants (annually)	3000
Payroll frequency	Bi-weekly
Animal Permits	
Number of animal permit/license holders	Approx. 3700
Number of annual animal permit/license applications	Approx. 3550
Business Licensing	
Number of business privilege license holders	Approx. 7,000
Number of annual business privilege license applications	Approx. 350
Development Services	

City Operating Volumes / Standards	Current
Number of annual inspections	48614
Facilities	
Number of City buildings managed	76
Fleet & Equipment	
Number of vehicles managed	807
Number of other equipment items managed	214
FTE focused on servicing fleet & equipment	12
Number of annual fleet / equipment additions	36
Number of annual fleet / equipment dispositions	34
Real Estate Management	
Number of properties managed	Approx 300
Number of leases managed	36
Number of annual property sales	Approx 5-10
Utility Billing	
Major services billed	8 (water, capital charge, sewer treatment, sewer maintenance, Fire line, recycling, storm water, detector check meters)
Read Method:	AMR / manual via handheld device
Number of Utility Accounts:	80,000
Frequency of Billing:	Monthly (current) Bi-monthly (future)
Number of Billing Cycles:	193 bi-monthly 3 monthly
Number of Annual Bills:	375,000
Number of Annual Late Reminders:	45,000
Number of Annual Shut Offs:	7,950

1.11 Overall Evaluation Process

Responses to this RFP will be evaluated by the BTIP Executive Team and Project Manager, as well as the process owners representing various functional areas of the City. The City’s intention is to procure the most functionally complete and cost-effective solution that will meet both current and future needs.

1.12 Evaluation Criteria

The City of Asheville, NC intends to enter into a long-term relationship with a well-established vendor whose products, features, design philosophy, and support policies come closest to meeting the City’s needs. The selected vendor must be a well-established, financially stable firm committed to providing software solutions for local municipal government. They will have a commitment to attracting and retaining an excellent staff of technical and product support personnel. They will have a proven track record of support from installation planning through implementation and on-going use, particularly with clients located outside the vendor’s home area. There also should be evidence of responsiveness to clients' suggestions for improvements. Finally, there must be a good fit between vendor staff and City staff to ensure a good working relationship. The Vendor evaluation process will minimally involve a three-step approach described as follows:

1. **Minimum Criteria:** A vendor is required to meet ALL of the following criteria for their proposal to receive further consideration:
 - Minimum of 4 previous installations of their software with clients of similar size and complexity of the City of Asheville with a minimum of 1 installation for a municipality within North Carolina
 - Minimally, the functions currently provided to the City by the HTE (Sungard Public Sector) software must be addressed and enhanced.

2. **Initial Proposal Evaluation:** This evaluation will be based strictly on the vendor’s proposal response and be performed prior to any formal demonstrations, reference checking and/or site visits. To receive further consideration, a vendor is required to have an overall strong proposal, in comparison to other proposing vendors, in the following areas:
 - Completeness of software offering
 - Compliance to software specifications
 - Strength of vendor
 - One time and ongoing costs

3. **Evaluate Finalist Vendors:** Due diligence associated with the finalist vendors will be performed as follows:
 - Conduct vendor demonstrations and other related due diligence follow up
 - Perform reference checking with client sites
 - Conduct site visits to client sites (if necessary)

Based upon the proposal response, vendor demonstrations, reference checking and other City due diligence activities, the finalist vendors will be evaluated by the BTIP Executive Team against the following weighted criteria:

General Vendor Qualifications, including:	100
- Financial stability	
- Organizational stability	
- Length of time company has been in business	
- Length of time product has been in the marketplace	
- Length of time product has been used in the municipal marketplace	
- Commitment to municipal sector	
- Number of municipal installations	
- Innovativeness of company	
- Comparable size of installations	
- Quality and clarity of proposal presentation	
- Conformance with proposal response format	
- Quality of Vendor demonstrations	
- Cultural compatibility	
Functional Requirements, including:	300
- Module Functional Requirements	
- General System Functions	
- Level of system complexity	
- Ability to positively impact operations	

- Reporting	
- Security	
- Overall ease of use (I.e., system navigation, menu/screen organization, etc.)	
- Ease of customization and configuration	
- Product direction	
Technical Requirements, including:	200
- Current technology	
- Technology direction (risk assessment)	
- Expandability	
- Configuration management	
- Stability of product	
- Ease of integration with other 3rd party products	
- Use of industry standard tools	
- Position of software in life cycle	
- Web strategy	
- Extent of data / systems integration including use of 3rd party products	
- Ease of migration	
- Compatibility with existing infrastructure	
- Overall support complexity (effort, skill-sets)	
- System reliability	
- System performance	
Vendor Implementation and Support, including:	200
- Level of documentation	
- Ability to provide timely mandated changes as part of support	
- On-going support procedures	
- Implementation approach (including amount and type of support)	
- Data migration approach	
- Vendor staffing provided on the project	
- Completeness of work plan	
- Vendor staff for support and development	
- Ownership of problems (scope of problem-solving responsibility)	
- Delivery of training (comprehensiveness, quality)	
- Degree to which Vendor controls their own destiny	
- Overall satisfaction with Vendor solution (support, training, flexibility, functionality, future direction, etc.)	
- Approach to user acceptance testing	
- Project management approach	
Solution Cost, including:	200
- Initial	
- Ongoing	
- Major release upgrade	
- Optional or third party products	
Total Weight:	1000

2 Vendor Proposal Guidelines

2.1 Intent

It is the intent of the City of Asheville (“the City”), through this Request For Proposal and contract conditions contained herein, to establish to the greatest possible extent complete clarity regarding the requirements of both parties to the Agreement resulting from the Request For Proposal.

Before submitting a proposal, the vendor shall be thoroughly familiarized with all contract conditions referred to in this document and any addenda issued before the proposal submission date. Such addenda shall form a part of the RFP and shall be made a part of the contract. It shall be the vendor's responsibility to ascertain that the proposal includes all addenda issued prior to the proposal submission date.

The vendor shall determine by personal examination and by such other means as may be preferred the actual conditions and requirements under which the Agreement must be performed.

2.2 Deadline for Proposals

One (1) original and eight (8) copies of the vendor's proposal must be submitted **by 4:00 p.m., local time, Tuesday, May 7, 2008** to:

City of Asheville
ATTN: Purchasing Manager: Amy Patterson
Location: No. 3 Hunt Hill Place, Asheville, NC 28801
Mailing address: P.O. Box 7148, Asheville, NC 28802
Phone: (828) 259-5950
Fax: (828) 259-5440
E-mail: apatterson@ashevillenc.gov

All proposals must contain the wording: **RFP# COAITS2008-001 - Proposal Response – Citywide Software Information System** on the package.

Proposals received after the deadline will not be accepted. Proposals may not be delivered via facsimile or e-mail.

Additionally, vendors must send one electronic copy of the complete vendor proposal response, including the completed specification worksheets that have been provided in Excel.

Additionally, vendors must send one complete hard and electronic copy (including the completed specification worksheets that have been provided in Excel) of the complete vendor proposal response to:

Plante & Moran, PLLC
Attention: Kim Szlachetka
27400 Northwestern Highway
PO Box 307
Southfield, MI 48037-0307

2.3 State of North Carolina Interactive Purchasing System

The City of Asheville uses the State of North Carolina's Interactive Purchasing System (State IPS) to assist with distribution and communication of RFP's and related addendum. This document and all of it's electronic components can be downloaded from the State IPS.

In the event that it becomes necessary to provide additional clarifying data or information, or to revise any part of this RFP, revisions/amendments and/or supplements will also be posted at the website shown below. Proposers are encouraged to check the website regularly for questions and answers and / or RFP Addendum.

<http://www.ips.state.nc.us/ips/pubmain.asp>

2.4 Minority Business Outreach – Compliance Guidelines

The City of Asheville has adopted a Minority Business Plan to encourage participation by minority businesses in the award of contracts. Participants are hereby notified that this RFP process is subject to the provisions of that Plan.

Questions regarding compliance with this RFP in regards to minority business outreach may be directed to Brenda Mills, Minority Business Program Coordinator in the Office of Economic Development located at 29 Haywood Street, Asheville, NC 28801 or by phone at (828) 232-4566 or bmills@ashevillenc.gov. Respondents can access certified minority firms for subcontracting purposes online at <http://www.ips.state.nc.us/ips/vendor/srchven.asp> which is the search site for the State of North Carolina's Office of Historically Underutilized Businesses.

The City of Asheville uses this site for outreach. It is the policy of the City to (1) provide minorities an equal opportunity to participate in all aspects of its contracting and procurement programs and (2) prohibit any and all discrimination against persons or businesses in pursuit of these opportunities.

2.5 Requirements for Signing Proposal

1. Each proposer, by making a proposal, represents that this document has been read and is fully understood.
2. The proposal must be signed in ink by an individual authorized to legally bind the person, partnership, company, or corporation submitting the proposal.
3. All manual signatures must have the name typed directly under the line of the signature.

2.6 Preparation of Proposals

Proposals shall be prepared in accordance with the Proposal Response Format, Section 3. Proposals not complying with this format may be considered non-responsive and may be removed from consideration on this basis. A CD containing this proposal and relevant attachments is provided to facilitate the preparation of your response.

2.7 Consideration of Proposals

In cases where an item requested is identified by a manufacturer's name, trade name, catalog number, or reference, it is understood that Vendor proposes to furnish the item so identified and does not propose to furnish an "equal" unless the proposed "equal" is pre-approved by the City.

References to any of the above are intended to be descriptive but not restrictive and only indicate articles that will be satisfactory. Proposals on "equal" will be considered, provided that the Vendor states in his proposal exactly what he proposes to furnish, including sample, illustration, or other descriptive matter which will clearly indicate that character of the article covered by such proposal. The designated City Representative hereby reserves the right to approve as an "equal", or to reject as not being an "equal", any article proposed which contains major or minor variations from specifications requirements but which may comply substantially therewith.

2.8 Basis for Award, Evaluation Criteria and Questions

Sections 3 and 4 contain a number of functions that must be addressed by each vendor for the proposal to be considered responsive.

The qualification of proposal responders on this project will be considered in making the award. The City is not obligated to accept any proposal if deemed not in the best interest of the City to do so. The City shall make award to the qualified proposal responder based on fees submitted and response to this RFP.

Failure to include in the proposal all information outlined herein may be cause for rejection of the proposal.

The City reserves the right to accept or reject any and all proposals, in whole or in part, that is deemed to be in the best interest of the City at its sole discretion.

The City reserves the right to waive any informalities or irregularities in proposals.

The City reserves the right to negotiate separately the terms and conditions or all or any part of the proposals as deemed to be in the City's best interest at its sole discretion.

Information and/or factors gathered during interviews, negotiations and any reference checks, and any other information or factors deemed relevant by the City, shall be utilized in the final award. The final award of a contract is subject to approval by the City Council.

2.9 Award of Contract

The Vendor shall be deemed as having been awarded a contract when the formal notice of acceptance of his proposal has been duly served upon the intended awardee by an authorized agent of the City. Note that the successful vendor, at the time of contract execution, must be licensed to do business in the State of North Carolina.

2.10 Vendor Application

The successful vendor will be required to register as a vendor with the City of Asheville, prior to contracting with the City. To become a member of the City of Asheville's registered bidder

database, please complete and return a Vendor Application. Vendor Applications can be found on the City's website at

<http://www.ashevillenc.gov/business/subpage.aspx?id=530>

The Vendor Application requests specific detailed information about your company. Your Application submission will not be successful without the required information. Be sure to complete the Application in its entirety and return via fax (828-259-5440) or mail to: City of Asheville, Purchasing Division, PO Box 7148, Asheville, NC 28802.

2.11 Business Privilege License Requirement

Pursuant to City of Asheville Ordinance No. 1918, vendors who conduct business in the corporate limits of the City of Asheville must have a business Privilege License. A business privilege license application may be obtained by calling (828) 251-1122 or visiting the Customer Services Division on the first floor of City Hall, Monday through Friday, 8:30 a.m. to 5 p.m.

2.12 Drug Free Workplace

The City of Asheville is a drug-free workplace employer. The Asheville City Council has adopted a policy requiring city construction and service contractors to provide a drug-free workplace in the performance of any city contract. In order to be eligible to submit a bid or proposal for a City construction or service contract, a prospective contractor must certify that it will, if awarded the contract, provide a drug-free workplace during the performance of the contract. This requirement is met by:

- Notifying employees that the unlawful manufacture, distribution, dispensation, possession, or use of a controlled substance is prohibited in the workplace and specifying the actions that will be taken for violations of such violation.
- Establishing a drug-free awareness program to inform about the dangers of drug abuse in the workplace, the contractor's policy of maintaining of drug-free workplace, any available drug counseling, rehabilitation, and employee assistance programs, and penalties that may be imposed upon employees for a drug violation.
- Notifying each employee that as a condition of employment, the employee will abide by the terms of prohibition outlined in (A) above and notify the contractor of any criminal drug statute conviction for a violation occurring in the workplace not later than (5) days after such conviction.
- Notifying the City of Asheville within ten (10) days after receiving from an employee a notice of criminal drug statute conviction or after otherwise receiving actual notice of such conviction.
- Imposing a sanction on, or requiring the satisfactory participation in drug counseling, rehabilitation or abuse program by, an employee convicted of a drug crime.
- Making a good faith effort to continue to maintain a drug-free workplace for employees.
- If the prospective vendor is an individual, the drug-free workplace requirement is met by not engaging in the unlawful manufacturer, distribution, dispensation, possession, or use of a controlled substance in the performance of the contract..

By submitting a response to this RFP, a prospective primary vendor certifies that it and all sub-vendors will comply with the City of Asheville drug- free workplace requirement. A false certification

or the failure to comply with the above drug-free workplace requirements during the performance of contract shall be grounds for suspension, termination, or debarment.

2.13 Intent to Propose

Prospective Vendors are encouraged to submit a written “Intent to Propose” via email before **April 8, 2008 at 4:00 PM local time**.. Submitting an “Intent to Propose” does not obligate the Vendor to submit a proposal and is not mandatory to submit a proposal. By submitting an “Intent to Propose”, a prospective Vendor is guaranteed to receive amendments and notices to this RFP. The written “Intent to Propose” must include the company name, mailing address, phone number, fax number and email address of the Vendor’s main contact for communications regarding this RFP. Prospective Vendors should **email** this information to the following contact:

City of Asheville
ATTN: Purchasing Manager: Amy Patterson
Phone: (828) 259-5950
E-mail: apatterson@ashevillenc.gov

Written responses to written questions and requests for clarifications regarding the RFP will be sent to all Vendors who have submitted an “Intent to Propose” by mail or email and posted on the State of North Carolina Interactive Purchasing System. Late receipt of “Intent to Propose” from Vendors will not have any impact of dates, deadlines, or timeframes set forth in this document.

In order to encourage the promotion of vendor partnering, such that the City may maximize its opportunity to evaluate comprehensive Citywide software system solutions, it is the City’s intent to compile a list of all vendors which have responded to the City’s Intent to Propose by the deadline indicated above, and distribute the list, as an addendum to the RFP, to all vendors who have submitted an Intent to Propose by that deadline. The City does not intend to issue additional addendum based on notifications by vendors to the City of with their Intent to Propose, which are received by the City after the deadline indicated above.

2.14 Statement of No Proposal

If you **DO NOT** intend to bid on this proposal, please complete and return this page as soon as possible. Your response will assist us in evaluating all responses for this important project and improve our bid solicitation process.

- ___ Specifications too “tight”, i.e. geared toward one brand or manufacturer only (explain below)
- ___ Specifications are unclear (explain below)
- ___ We are unable to meet specifications
- ___ Insufficient time to respond to this Request for Proposal
- ___ Our schedule would not permit us to perform the requested services
- ___ We are unable to meet the bond requirements
- ___ We are unable to meet the insurance requirements
- ___ We do not offer a complete solution
- ___ We do not compete in this geographic area
- ___ Other: _____

Remarks: _____

Signed: _____ Name: _____

Title: _____ Date: _____

Firm Name: _____

Phone: _____ Fax: _____

Address: _____

2.15 RFP Clarifications and Questions

If any person contemplating submitting a proposal is in doubt as to the true meaning of any part of this RFP, he/she may submit to the City a written request for an interpretation thereof. The person submitting the request will be responsible for its prompt delivery. Any interpretation will be made only by an addendum. Failure on the part of the prospective proposal responder to receive a written interpretation before the submission deadline will not be grounds for withdrawal of proposal. Vendor will acknowledge receipt of each addendum issued by stating so in his/her proposal. No oral explanation or instruction of any kind or nature whatsoever given before the award of a contract to a vendor shall be binding.

All inquiries regarding this proposal must be written and should be **emailed** to:

City of Asheville
ATTN: Purchasing Manager: Amy Patterson
Phone: (828) 259-5950
E-mail: apatterson@ashevillenc.gov

Response to inquiries regarding the proposal will be accepted up to and including **April 15, 2008 at 4:00 PM local time**. Responses to questions will be mailed or emailed to vendors who have submitted an "Intent to Propose" via an addendum to this RFP. Additionally, the addendum will be posted to the State of North Carolina Interactive Purchasing System.

2.16 Advice of Omission or Misstatement

In the event it is evident to a vendor responding to this RFP that the City has omitted or misstated a material requirement to this RFP and/or the services required by this RFP, the responding vendor shall advise the Contact identified in the "Proposal Clarifications" section above of such omission or misstatement.

2.17 Confidential Information

Information contained in the vendor's proposal that is company confidential must be clearly identified in the proposal itself. The City will be free to use all information in the vendor's proposal for the City's purposes. Vendor proposals shall remain confidential until the City's BTIP Executive Team makes its recommendation to City Council. The vendor understands that any material supplied to the City may be subject to public disclosure under the Freedom of Information Act.

2.18 Confidentiality Statement

Any information, including materials, drawings, designs, documentation, and other property or data, disclosed to the proposal responder shall not be used, reproduced, appropriated, or otherwise disseminated to anyone other than the City.

2.19 Tax Exempt Status

The City of Asheville is NOT exempt from paying sales taxes. The City of Asheville's Federal Taxpayer ID No. is 56-6000224. Asheville is exempt from Federal Excise Tax. All prices should be quoted FOB Asheville, NC.

2.20 Reserved Rights

The City reserves the right to waive any irregularities; accept the whole, part of, or reject any or all proposals; and to select the firm which, in the sole opinion of the City, best meets the City's needs. The City also reserves the right to negotiate with potential Vendors so that its best interests are served.

2.21 Advertising

Vendor shall not advertise or publish the fact that the City has placed this order without prior written consent from the City, except as may be necessary to comply with a proper request for information from an authorized representative of a governmental unit or agency.

2.22 Trademarks

The City warrants that all trademarks the City requests the Vendor to affix to articles purchased are those owned by the City and it is understood that the Vendor shall not acquire or claim any rights, title, or interest therein, or use any of such trademarks on any articles produced for itself or anyone other than the City.

2.23 Right to Request Additional Information

The City reserves the right to request any additional information that might be deemed necessary during the evaluation process.

2.24 Right of Refusal

The City reserves the right to refuse any or all proposals in their entirety, or to select certain equipment or software products from various vendor proposals, based on the best interests of the City.

2.25 Proposal Preparation Costs

The Vendor is responsible for any and all costs incurred by the Vendor or his/her subcontractors in responding to this request for proposal.

2.26 System Design Costs

The successful Vendor shall be responsible for all design, information gathering, and required programming to achieve a successful implementation. This cost must be included in the base proposal.

2.27 Pricing Eligibility Period

All Vendor proposals are required to be offered for a term not less than **180 calendar days** in duration. A proposal may not be modified, withdrawn or cancelled by vendor during the 180 day time period following the time and date designated for the receipt of proposals. It is the City's intent to procure that software solution that meets that long term criteria of the City. The City, during the course of the selection process may conclude to purchase a subset of the Vendor's proposal components with the initial contract. The City requires that Vendors agree to honor software and services pricing established within the Vendor's proposal response for Vendor proposed components which are not included in the City's initial purchase, for a period of three years from the date of the Vendor's proposal. The price of the proposed components can only be increased by the vendor during that time period by the annual average percentage greater than the annual CPI-W for the South Urban region or 3%, whichever is less.

2.28 Additional Charges

No additional charges, other than those listed on the price breakdown sheets, shall be made. Prices quoted will include verification/coordination of order, all costs for shipping, delivery to all sites, unpacking, setup, installation, operation, testing, cleanup, training and vendor travel charges..

2.29 Turnkey Solution

All prices quoted must include all hardware equipment software and services necessary to make the system specified **fully operational** for the intent, function, and purposes stated herein. The City reserves the right to purchase hardware separately.

2.30 Purchase Quantities

The City reserves the right to purchase any quantities of hardware or software items bid without altering the unit purchase price upon award and throughout the contract period.

2.31 Rights to Pertinent Materials

All responses, inquires, and correspondence relating to this RFP and all reports, charts, displays, schedules, exhibits and other documentation produced by the vendors that are submitted as part of the proposal shall become the property of the City upon receipt, a part of a public record upon opening, and will not be returned.

The City reserves the right to accept any proposal, to reject any or all proposals, to waive any irregularities in the proposal process and to accept any proposal in the best interest of the City.

2.32 Insurance Requirements

The City will require the finalist vendor to retain insurance coverage in amounts and kinds to be negotiated with the finalist. Please refer to the sample minimal contract terms and conditions in Section 5.

3 Proposal Response Format

3.1 Introduction

To facilitate the analysis of responses to this RFP, the Vendor is required to prepare their proposals in accordance with the instructions outlined in this section.

Proposals shall be prepared as simply as possible and provide a straightforward, concise description of the Vendor's capabilities to satisfy the requirements of the RFP. *EMPHASIS SHOULD BE CONCENTRATED ON ACCURACY, COMPLETENESS, AND CLARITY OF CONTENT.* All parts, pages, figures, and tables should be numbered and labeled clearly. The proposal should be organized as follows:

Section	Title
-	Signature Affidavit
1	Executive Summary
2	Company Background
3	Proposed Solution
4	Implementation Plan
5	Staffing Plan
6	On-Going Support and Maintenance
7	Response to Software Requirements
8	Response to Technical Requirements
9	Vendor Questionnaire
10	Client References
11	License and Maintenance Agreements
12	Documentation
13	Exceptions and Deviations
14	Other Required Forms
15	Cost Proposal

Instructions relative to each part of the response to this RFP are defined in the remainder of this section.

This document has been provided electronically to assist in the preparation of the Vendor proposal.

Costs for the Vendor's proposed solution should be submitted on Proposal Pricing Forms provided in Section 6. Costs should include the complete costs for the solution including travel and operating costs. Use additional pages as needed.

3.2 Executive Summary (Section 1)

This part of the response to the RFP should be limited to a brief narrative not to exceed two (2) pages describing the proposed solution. The summary should contain as little technical jargon as possible and should be oriented toward non-technical personnel. The Executive Summary should not include cost quotations. Please acknowledge receipt of each and all Addendum to this RFP in your Executive Summary.

3.3 Company Background (Section 2)

Vendors must provide information about their company so that the City can evaluate the Vendor's stability and ability to support the commitments set forth in response to the RFP. The City, at its option, may require the Vendor to provide additional documentation to support and/or clarify requested information. Information that vendors should provide in this section are as follows:

- a) The Vendor should outline the company's background including a brief description (e.g., past history, present status, future plans, company size, etc.) and organization charts.
- b) What are the value statements for your company?
- c) What are the key differentiators of your company and its proposed solution?
- d) What awards have your company or proposed solution obtained that are relevant to this project?
- e) What documentation is available from an independent source that positively promotes either the company or products you are offering?
- f) What strategic alliances have you made to further strengthen your product and services?
- g) Describe the nature of your commitment to the public sector marketplace.
- h) Describe your niche in the marketplace and the preferred customer size.
- i) The Vendor may be required to submit audited financial information for the past TWO (2) completed fiscal years that includes income statements, balance sheets, and statement of cash flows.
- j) Privately-held companies wishing to maintain confidential financial information must provide information detailing the company's long-term stability. Please provide a current Dun & Bradstreet report (D&B) as part of the Vendor proposal response.
- k) If the Vendor is proposing to use a subcontractor on this project, please provide background information on the subcontractor, Vendor relationship with that firm and the specific services and/or products that the subcontractor will be providing on the project. A complete list of subcontractors is required. The City has the right to approve all sub-contractors of the Vendor at any time.
- l) Participants should include a section on minority business outreach activities. Please indicate your needs in providing a proposal response to this RFP as to whether you will need to subcontract or can provide services in house. Participants will need to submit names of all vendors they plan to use in the performance of this RFP for subcontracting and indicate those that minority owned.

3.4 Proposed Solution (Section 3)

3.4.1 Applications Software

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

- a) Provide information on the overall architecture of the proposed solution.
- b) Describe components of the solution that are industry standards versus being proprietary to the Vendor.
- c) Describe your licensing scheme (module versus system; concurrent versus named; etc.) and how that works in a Disaster Recovery situation or Disaster Recovery testing.

- d) Describe opportunities for making local customizations or development of interfaces without compromising the integrity of the base system
- e) Describe the level of investment that you make in your products
- f) Describe the standard / typical product release cycle including:
 - o Frequency
 - o Provision of release notes
 - o Ability for City staff to implement versus need to contract for services
 - o Duration of support for prior releases
- g) Describe the extent to which the various modules are integrated together versus being purchased separately and interfaced
- h) List of third party products proposed that are integrated with the vendor's solution including:
 - o Nature of relationship with the third-party vendor,
 - o Reason that this product is a third-party product versus being part of the software vendor's solution,
 - o Reason why this particular solution was chosen over other solutions in the marketplace,
 - o Length of the existing relationship; and.
 - o Extent to which this third-party product is integrated with the vendor's solution.
- i) Describe any relevant upcoming major new releases that would be of interest to the City.
- j) Identify any HTE data conversion upgrade tools that you may provide.
- k) Identify how your solution supports mobility needs including field use and remote-access use.
- l) Describe your approach towards interfacing and integration with other solutions including use of specific tools, methods and standards.
- m) Describe data exchange standards supported or provided by your product.
- n) Provide information on your reporting approach including:
 - o Description of various methods of reporting including Business Intelligence,
 - o Methods for the City to identify, specify and develop required custom City reports during the implementation; and
 - o Method for "certifying" developed reports.
- o) Describe how your solution integrates with Microsoft's Active Directory solution.
- p) Describe whether the Vendor's solution inherently contains or is integrated with the following technologies:
 - o Imaging/content management
 - o GIS
 - o Workflow tools
 - o E-mail solutions
 - o Point of sale terminals
 - o Data warehousing

3.4.2 Technical Environment

The Vendor is required to provide the following information. This will be used in the evaluation process. Vendors should identify where conflicts may exist between their solution and current technologies being used in the City as described in Section 1.5.

- a) Hardware and Storage Environment - Describe computer hardware and storage environment to support operations of your proposed system. In the event that there are multiple computer systems available, list all options. Indicate which is the preferred hardware platform and why. List the conditions in which the preferred hardware platform would change. A hardware configuration, which takes into account the size of the City, application modules, database size, and anticipated growth, must be provided. **Please provide and spec both minimum and recommended server and storage environments.** The City anticipates purchasing hardware separately.
- b) Ancillary Hardware - Describe any necessary ancillary computer hardware required to support operations of your proposed system. **Please provide and spec recommended hardware for MICR check / forms printing, cash registers / point of sale stations and hand-held field access devices.** The City anticipates purchasing hardware separately.
- c) Operating System - Identify the operating system that is supported by the proposed applications software and the proposed solution in the hardware environment recommended above and why. List the conditions in which the preferred operating system platform would change. In the event there are multiple operating systems available, list all options. Indicate which operating system is preferred. List the operating system software support products required to support the recommended computing environment. List any additional Vendor or third party software products required to support Vendor proposed application software.
- d) Communication Systems - Identify the communication protocols and networking requirements that are required for implementation and operation of the proposed system. In the event there are multiple communication systems and/or protocols available, list all options. Take into account the City's current WAN and remote computing requirements and indicate what changes are required or recommended.
- e) Development Tools - Identify the development tools and methodology used by the Vendor in designing, developing, maintaining, and enhancing the application system. If specific CASE or Object Oriented tools are used, provide the name, version, and Vendor name providing the tools.
- f) Database Environment - Vendors should describe the database environment that is recommended for operating their application including all environments in which the application is certified.
- g) Terminal Services - Vendors should provide information on what thin-client environment their application is able to operate and is certified.

- h) System Administration Tools - Vendors should describe the system administration tools that are used to manage the application including any data archival tools, tools for managing application updates, online help management tools, etc.

3.5 Implementation Plan (Section 4)

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

- a) General Implementation Approach
- b) Project Management Approach
- c) Change Management
- d) Hardware and Software Installation
- e) Data Conversion Plan
- f) Report Development
- g) Integrations and Interfaces
- h) Training
- i) Testing
- j) Operational Redesign
- k) System Documentation
- l) Knowledge Transfer

The Vendor should not be constrained to only include the above items in the Vendor's proposal response if the Vendor feels that they add value to the overall implementation. The City requests that the Vendor should provide their work plan in a Gantt Chart format as part of the proposal response.

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

3.5.1 General Implementation Approach

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

- a) Describe how you transition from the sales cycle to the implementation phase of the project.
- b) Describe the key factors for success in this type of project.
- c) Describe key differentiators of the approach as it relates to implementing a solution on time, within budget and with the ability to meet the needs of a client the size and complexity of the City of Asheville, NC.
- d) Describe how you conclude on a preferred implementation phasing of software modules.
- e) Describe the proposed nature of the transition period in moving from the current HTE system to your solution.
- f) Describe your approach towards accessing data from the old system.
- g) Describe your approach towards running parallel systems for a period of time.

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

3.5.2 Project Management Approach

The City's IT Services Department is continuously working toward using a project management approach based on the PMI PMBOK. The City would expect responding vendors to adhere to such standards as part of the project.

Provide an overall description of the Vendor project management approach towards this type of engagement. This would include a description of the Vendor methods for support of each of the five project management phases of this project (initiation, planning, execution, controlling and closing). Indicate any tools, templates and methods that the Vendor plans to use to manage this project in the following areas:

- a) Project charter development
- b) Risk assessment and management
- c) Communication management
- d) Issues and action item management
- e) Meeting management
- f) Change order management

The City requests that the Vendors respond to each of the following items related to project management:

- Based on information provided in this RFP and experience in working with other similarly sized municipalities, what is the Vendor's perspective on the most significant risks to this project and how do you plan to mitigate these risks?
- How does the Vendor plan to manage the vast amount of material that is produced during the project through potential solutions such as a collaboration environment?
- To what degree does the City have access to Vendor's work papers developed during the course of the project?
- What is your process for monitoring, escalating and resolving issues that will arise during the project?
- How do you propose to keep the project on task?
- Clear delineation of project management responsibilities between the City and the Vendor.
- Specific information on project close-out activities to transition support to the City.

3.5.3 Change Management

The City recognizes that a movement from the current HTE based environment to a new solution will present change management challenges. The Vendor should clearly identify their approach towards Change Management including any unique approaches or tools that will be used.

3.5.4 Software Installation and Hardware Install Coordination

The Vendor is expected to specify, furnish, deliver, install and support all system software. The Vendor is expected to provide and specify minimum and recommended hardware configurations as well. The City anticipates purchasing hardware separately.

Describe your process for coordinating hardware purchase and installation and subsequent process for software installation.

3.5.5 Report Development

It is expected that the system will provide the ability for end-user querying and reporting to be performed without impacting the performance of the transactional system. It is also expected that the system will provide the ability to upload and download information ensuring integrity of uploaded information.

For specific reporting requirements, it is anticipated that the City will take the lead on developing any required reports that are not part of the standard software product, as part of the initial deployment of the system. The Vendor is expected to provide assistance to the City staff in the development of needed reports, via technical training on the tools used for report development, database schema and architecture, etc.

3.5.6 Data Conversion Plan

When the City implemented HTE in 1998, approximately three to four years of data was converted at that time in certain functional areas, specifically related to the Utility Billing and other utility related data. Since that time, including through the HTE Naviline upgrade in 2001, the City has not purged any data from the system.

It is anticipated that data conversion will occur when migrating to the new application. The successful Vendor(s) is expected to assist the City in the conversion of both electronic and coordination and planning related to manual data conversion (e.g. hand keying) to the new system. It is expected that the City will be responsible for data extraction from current systems and data scrubbing and data pre-processing and that the successful Vendor(s) will be responsible for overall data conversion coordination, definition of file layouts, and automated data import and validation into the new software. It is expected that the City will be responsible for any manual data conversion (e.g. hand keying), as agreed upon. Section 1.11 provides information on actual and estimates of the current environment, and future projections based on implementation of the new system and other factors that should be considered for migration. As described in other sections of the RFP, the City intends to enhance system functionality in the new Citywide software system beyond what exists and is used today in the HTE environment. As such, the City has developed other workarounds and shadow systems to track and manage various information, which is expected to be managed in the future in a new Citywide software system. The following matrix details the scope and volume of requested electronic data conversion which has been identified. Please note that some items are currently tracked and managed in HTE, and others in separate shadow systems, spreadsheets and MS Access databases .

Process / Data Conversion Area		Requested Conversion Item	Comments
1.	Animal Permits	Animal licenses by tag # and w/ owner info – 3yrs	
2.	Animal Permits	Animal permits by case # w/ owner info – 3 yrs	

Process / Data Conversion Area		Requested Conversion Item	Comments
3.	Animal Permits	Enforcement / Citation – fine history by person	6 years
4.	Animal Permits	Payment history by person	6 years
5.	Animal Permits	Animal trap deposit by person	1 year
6.	Budgeting	Current adopted budget amounts by line items	
7.	Budgeting	Current amended budget amounts by line item	
8.	Budgeting	Current actual amounts by line item	
9.	Budgeting	Current budget amendments by line item (including project, activity and program levels)	
10.	Budgeting	Active capital projects	Current year as well as historical data
11.	Budgeting	Budget preparation data (including payroll budget) for current year.	
12.	Budgeting	Budget and actual amount by line item for all funds for three previous years	
13.	General Ledger & Financial Reporting	All code, account, and project numbers and descriptions	
14.	General Ledger & Financial Reporting	Ending balances for each acct. and project # for the last 7 years including period balances (period 1 – 14) with related budget information	
15.	General Ledger & Financial Reporting	All detailed transaction data per account and project for one fiscal year prior to fiscal year of conversion	
16.	Fixed Assets	Asset Master information (e.g. asset number, description, vehicle number, serial number, acquisition date, accumulated depreciation, year end value, depreciation account code, funding source, purchase order number)	
17.	Fleet & Equipment	Equipment Inventory Database	The equipment inventory record is the basis for all billing, charge-backs, warranty, etc. Based on NC State legal guidelines involving litigation, audits or other official actions it is recommended to convert from the inception of the HTE database.

Process / Data Conversion Area		Requested Conversion Item	Comments
18.	Fleet & Equipment	Job Order Database	Job orders document all work performed by mechanic, charges for parts, labor and sublet by vehicle. Job order documentation used for all billings to departments and outside agencies. Convert same as above.
19.	Fleet & Equipment	Purchasing/Inventory Database	Fleet specific inventory warehouses for parts and fuel inventory. (FS, FC, FI, NF) Convert same as above.
20.	Personnel	All personnel master records currently in H.T.E.	
21.	Personnel	Employee status history in H.T.E.	
22.	Personnel	Position tables	
23.	Personnel	Position allocation information	
24.	Personnel	Code Tables to include accruals, deductions, benefits, add pays, etc.	
25.	Personnel	All employee training history & codes in H.T.E.	
26.	Personnel	All employee requisition & applicant records in H.T.E.	
27.	Inventory	File maintenance master	
28.	Inventory	Issuing / allocation master	
29.	Inventory	Current and past 2 years of inventory transactions	
30.	Land Management / GIS Integration	All PINs, Addresses, Associated LIDs, and Location Services associated with Stormwater Utility Billing Accounts whether inactive or active.	We have not started the collections process, which requires us to convert pretty much everything in terms of Land/GIS associated with Utility Billing. Data only goes back to November 2005.
31.	Land Management / GIS Integration	All PINs, LID's, Addresses information associated with Permit Type Codes: TRAN,BOND,P1,P2,P3,S1,GRW,N1,N5,O1,SU, FL, F4,WAT back to 01/01/2002 (5 Years) or further; OR associated with the same Permit codes where still 'Active' (non-closed, non-finaled Permits).	5-Years per information compiled by Greg Garrison & John White regarding MRR and efforts to clean out of project documents.
32.	Land Management / GIS Integration	Special Misc. Notes	Documents specific comments/information regarding account/property whenever record

Process / Data Conversion Area		Requested Conversion Item	Comments
33.	Land Management / GIS Integration	Official Street Inventory M:\Engineering\Transportation\PowellBill\StreetInv_PowellBill2007\ StreetInv_PowellBill2007.mdb	Could be stored as an ArcSDE or SQL Server table, depending. Ideally, should be integrated with GIS
34.	Land Management / GIS Integration	Street Cut Data =< 5 Years of age N:\engineer\Common\New-permits#2.mdb	Process and data management need checking Ideally, should be integrated with GIS
35.	Land Management / GIS Integration	Map Catalog (As-Built Record Drawings) "M:\Engineering\Processes\Catalogs\MapCatalog\Map Catalog.mdb"	Could be stored as an ArcSDE or SQL Server table, depending.
36.	Land Management / GIS Integration	Speed Limits and No Trucks Maintenance / ODBC tables. M:\Engineering\Transportation\TrafficEng\Data_Maintenance\ TrafficEngineering_GIS_DataMaintenance.mdb	Data already exist as SQL Tables. Update mechanism can remain unless it makes sense to integrate into new system
37.	Misc Billing, Accounts Receivable	Billing and payment history (complete)	3 years
38.	Business License	All data associated with business licenses	3 years
39.	Purchasing and Requisitions	Vendor File	Only convert vendors with activity within the last 3 full fiscal years. Include commodity code
40.	Purchasing and Requisitions	Open Purchase Orders	Must have cross reference of HTE PO#'s to new system PO#'s
41.	Utility Billing	Active Accounts	All
42.	Utility Billing	Inactive Accounts	All with debit or credit balance, five years history
43.	Utility Billing	Write off Accounts	Archive
44.	Utility Billing	Miscellaneous Notes	All "pop-up" special notes. Three years for other notes
45.	Utility Billing	Credit History	For all active accounts
46.	Utility Billing	Deposits	All with balance <>0

Process / Data Conversion Area		Requested Conversion Item	Comments
47.	Utility Billing	Billing, Payment, Adjustment History	Five years of all.
48.	Utility Billing	Reading/Consumption History	6 years, archive all remainder and have available for future analysis
49.	Utility Billing	Active Accounts	
50.	Utility Billing	Inactive Accounts	All Active or Stock meters only converted, retired archive or report done
51.	Utility Billing	Write off Accounts	All locations directions
52.	Utility Billing	Miscellaneous Notes	All loaded to new system
53.	Utility Billing	Credit History	All current rate tables, probably manually entered into new system
54.	Utility Billing	Deposits	Manually entered new system
55.	Utility Billing	Billing, Payment, Adjustment History	4 delinquency notices, bank drafts, returned items 1 & 2; manually entered
56.	Utility Billing	Reading/Consumption History	Ties City Name, State to Customer Master; convert or concatenate to customer in new system
57.	Utility Billing	All meter reading route info	For Utility Billing close out on HTE, no conversion
58.	Utility Billing	Meter Inventory	Open and two years history
59.	Utility Billing	Directions to meter, sequencing	Active accounts only.
60.	Utility Billing	Active Accounts	All Service records and values, active or not.
61.	Utility Billing	Inactive Accounts	All converted
62.	Utility Billing	Write off Accounts	Miscellaneous charges, penalties, adjustments, Transfer from/to, etc. all converted
63.	Utility Billing	Miscellaneous Notes	Bank id, checking/saving account numbers.

Process / Data Conversion Area		Requested Conversion Item	Comments
64.	Job Cost / Work Orders	<p>Work order data including all labor, equipment, materials and account history detail. Some examples are:</p> <ul style="list-style-type: none"> • Facility Master • Standard Equipment rates • Standard Labor rates • Request Category 	<p>Required by Municipal Records Retention & Disposition Schedule –</p> <p>5 years retention was the maximum required of all the areas.</p> <p>Standard 11 – Office Administration Records (equipment records)</p> <p>Standard 21 – Sanitation Records</p> <p>Standard 22 – St. Maint.</p> <p>Standard 27 – Public Works Dept. Records</p> <p>Standard 25 – Water, sewage, electrical and gas records</p>
65.	Development Services (Building Safety, Transportation/Engineering, Planning & Development)	All Active HTE Building Permits with associated information including general permit information, application names, miscellaneous information , structure setup, application tracking, permit setup, application fees, application documents, inspection results	Development Process can not continue without current permits. Required by GS 160A-412
66.	Development Services (Building Safety, Transportation/Engineering, Planning & Development)	All completed HTE Building Permits with associated information for the past seven (7) years including general permit information, application names, miscellaneous information , structure setup, application tracking, permit setup, application fees, application documents, inspection results	Required by Municipal Records Retention and Disposition Schedule
67.	Development Services (Building Safety, Transportation/Engineering, Planning & Development)	All completed HTE Building Permits with associated information over 7 (seven) years old including general permit information, application names, miscellaneous information , structure setup, application tracking, permit setup, application fees, application documents, inspection results	History is a vital customer service aspect along with Departments ability to be consistent with previous decisions and acceptance of approve work. Currently HTE provided back to the year 2000, this is only one more year of data to be converted.
68.	Development Services (Planning & Development)	Completed HTE Building Permits 8 years and older:	Maintain Permit Information in Storage Warehouse accessible to Planning & Building Safety Staff

Process / Data Conversion Area		Requested Conversion Item	Comments
69.	Development Services (Planning)	<p>From HTE's menu path: Community Services/ Planning and Engineering Main Menu/ File Maintenance Menu/ Project Type Codes Maintenance:</p> <p>Convert the following Text Type Codes (these are the project types that are listed in HTE's Planning Module):</p> <ul style="list-style-type: none"> • Alternative Compliance (ALT) - Convert 2007 to current • Conditional Use Permit (COND) - Convert 1999 to current • Conditional Use Rezoning (CUZO) - Convert 2002-2005 • Conditional Zoning (CZ) - Convert 2005 to current • Level 1 (Lev1) - Convert 1999 to current • Level II (Lev2) - Convert 1999 to current • Level III (Lev3) - Convert 1999 to current • HRC Major Works (HRC) - Convert 2002 to current • HRC Minor Works (HRCM) - Convert 2002 to current • Initial Zoning (INZN) - Convert 1999 to current • Research (RESH) - Convert 2007 to current • Rezoning (REZO) - Convert 2002 to current • Wording Amendments (WA) - Convert 1999 to current • Subdivision Four Lot - Convert 2007 to current • Subdivision Modification (MOSD) - Convert 1999 to current • Recombination (RECOM) - Convert 2007 to current • Subdivision Review – Major (MJSD) Convert 1999 to current • Subdivision Review – Minor (MISD) Convert 2000 to current • Flexible Development Standards (FLEX) Convert 2001 to current 	<p>These are all the different project types that the Planning Department is involved with on a daily basis. All project types have documents associated with the review and approval of the project. Records must be maintained in order to provide historical information for research requests and grandfathering of uses and site conditions.</p>
70.	Development Services (Planning)	<p>From HTE's menu path: Community Services/ Planning and Engineering Main Menu/ Project Processing Menu/ Project Master Maintenance:</p> <p>Convert the following General Project Information (project specific fields that are listed in HTE's Planning Module) including: project Number, project description, application date, project type code, project status, file name, planner assigned</p>	<p>Needed to maintain all records for historical research, and zoning research requests. Project files are created from the Project number assigned by the Planning Module. Will be necessary to maintain Project numbers in order to locate files.</p>

Process / Data Conversion Area		Requested Conversion Item	Comments
71.	Development Services (Planning)	From HTE's menu path: Community Services/ Planning and Engineering Main Menu/ Project Processing Menu/ Project Master Maintenance: Convert the following General Project Location Information (project location specific fields that are listed in HTE's Planning Module) including: address, property identification number (PIN)	Needed to maintain all records for historical research and zoning research requests.
72.	Development Services (Planning)	From HTE's menu path: Community Services/ Planning and Engineering Main Menu/ Project Processing Menu/ Project Master Maintenance: Convert the and attach General Project Text Information for Text Type Codes listed above from HTE, currently stored in attached Word documents	Attachments include customer comment letters, staff reports for TRC, Planning and Zoning Commission reports and City Council reports. Also includes ordinance amendment documentation.
73.	Development Services (Planning)	From HTE's menu path: Community Services/ Planning and Engineering Main Menu/ Project Processing Menu/ Project Master Maintenance: Convert the and attach General Project Conditions Information from HTE, currently stored in attached Word documents	Attachments include conditions associated with the issuance or approval of a zoning permits related to a specific development project.
74.	Development Services (Planning, Code Enforcement Division)	From HTE's menu path: Community Services/ Code Enforcement Main Menu: Convert the following Text Type Codes (these are the project types that are listed in the Code Enforcement Module): ZONE (Zoning), JNVH (Junk Vehicles), TSV (Temporary Sign Violation), PSV (Permanent Sign Violation)	These are needed to provide case history and detailed information regarding violations on specific properties. Violations can often result in legal action where historical information is required and necessary for defense.
75.	Development Services (Planning, Code Enforcement Division)	From HTE's menu path: Community Services/ Code Enforcement Main Menu/ Case Processing Menu/Case Master Maintenance: Convert all Case Text Inquiry information from 2007 through current	Needed to provide historical reference and provide information on researching projects to determine compliance.
76.	Development Services (Planning, Code Enforcement Division)	From HTE's menu path: Community Services/ Code Enforcement Main Menu/ Case Processing Menu/Case Master Maintenance: Convert all Case Data information from 2007 through current	Needed to provide historical reference and provide information on researching projects to determine compliance.

Process / Data Conversion Area		Requested Conversion Item	Comments
77.	Development Services (Planning, Code Enforcement Division)	From HTE's menu path: Community Services/ Code Enforcement Main Menu/ Case Processing Menu/Case Master Maintenance: Convert all field and text for Case General Information from 2007 through current	Needed to provide historical reference and provide information on researching projects to determine compliance.
78.	Development Services (Planning, Code Enforcement Division)	From HTE's menu path: Community Services/ Code Enforcement Main Menu/ Case Processing Menu/Case Master Maintenance: Convert all fields currently stored in HTE and the attached Word documents for Case Action Scheduling from 2007 through current	This schedule tracks history of staff's contact with applicant. Retention is necessary as enforcement cases often result in legal action against the City. Pdf's inserted in Word Documents must be accessible as code enforcement has no paper back-up (ie paperless) since 2007.

The City of Asheville believes that some, however, not necessarily all of the above identified data is realistic to convert into the new Citywide software system, based on various factors, including: vendor data conversion assistance cost, data conversion complexity, possible level of effort by City staff to participate in data conversion activities, potential legacy data quality issues, challenges performing extraction from existing systems, etc. The City does believe that some of the items will be more standardized and feasible. The City does expect that vendors assist in the data conversion planning and coordination effort, in conjunction with the system implementation, including items not electronically converted. The City expects Vendors to use one of the following approaches to address data conversion for each of the above items:

- a. Utilize / refine existing conversion tools / scripts
- b. Develop conversion scripts for the City of Asheville
- c. Automated conversion not realistic / appropriate: Manual conversion is targeted
- d. Other data conversion approach specified by the Vendor

The City expects that Vendors may assert that certain requested data conversion items may not be able to realistically be proposed without further discussion / evaluation or that other items may be more appropriate to address during implementation. In the proposal pricing forms, vendors are asked to provide conversion approach and pricing information for the data conversion items listed above.

In the Bidder's proposal response, the Bidder is to describe the scope of data conversion services and approach of how the services will be provided. Additionally, the vendor should provide examples of any reference or relevant experiences of converting data from HTE Naviline implementation into their proposed system.

3.5.7 Integrations and Interfaces

It is expected that information would generally only need to be entered once into the system. Modules within the system should be integrated in real-time with each other such that batch processes are not required to transfer information from one area of the system to another unless that is the preference of the City.

The following tables contain a listing of current and/or desired City application interfaces and their likely need in a future integrated software environment. Existing City interfaces between core modules that may currently exist (e.g., AP posting to GL) or shadow systems that will likely be replaced are not included as they are assumed to be included in an integrated Citywide software solution.

The City expects the selected vendor to provide a migration plan to retain these existing flows as part of the implementation of the new Citywide solution or propose an alternative solution within their software to satisfy the desired end result.

Current Integration Environment

The following integrations exist in the City’s current HTE environment, and are expected to be required in the new Citywide software environment:

	Data Flow	Source Application	Target Application	Exists in Current Environment	Needed in new Environment
1.	Upload/download of meter read information	DataMatic RouteStar AMR	ERP Utility Billing	Y	Y
2.	Upload/download of utility account information and changes to it (including directions, notes, description, meter location, route sequence)	DataMatic RouteStar AMR	ERP Utility Billing	Y (all but directions)	Y
3.	Download of back flow and cross connection information	ERP Utility Billing	Tokay	Y	Y
4.	Upload payments from remittance processor	Creditron	ERP Cash Receipts	Y	Y
5.	Upload from Fuel Master Fuel System	Fuel Master	ERP Fleet Management	Y	Y
6.	Download inventory levels to Maximo System	ERP Inventory	Maximo	Y	Y
7.	Upload Ticket Information from Autocite	Autocite	ERP Parking Tickets	Y	Y
8.	Positive pay export of checks	Bank	ERP Payroll and AP functions	Y	Y
9.	Receive cleared checks from bank for bank reconciliation	Bank	ERP Bank Reconciliation	Y	Y

	Data Flow	Source Application	Target Application	Exists in Current Environment	Needed in new Environment
10.	Import payments from eGov system	eGov Utility Payments	ERP Utilities, Parking Tickets, Cash Receipts	Y	N (web functionality expected to embedded in new UB offering)
11.	Import payments from eGov system	Vermont Systems, Inc.	ERP Cash Receipts	Y	N (web functionality expected to embedded in new UB offering)
12.	Import VSI RecTrac/GolfTrac end-of-day cash deposit (Includes amt. received, tender and GL account information)	Vermont Systems, Inc.	ERP Cash Receipts	Y	Y
13.	Export of Payroll Direct Deposit data	ERP Payroll	Automated Clearing House	Y	Y
14.	Synchronize of GIS Address point Data to ERP address database	ArcSDE, ArcIMS (ESRI)	ERP Land System / Geobase	Y	Y
15.	Synchronize of GIS Parcel Record Data to ERP parcel database	ArcSDE, ArcIMS (ESRI)	ERP Land System / Geobase	Y	Y
16.	Import GIS updated properties to Utility System for Storm Water billing	ArcSDE, ArcIMS (ESRI)	ERP Utilities	Y	Y
17.	Export of NC State Retirement Contributions	ERP Payroll	ORBITZ State System	Y	Y
18.	Export of 401-K Contributions	ERP Payroll	Prudential NC 401-K	Y	Y
19.	Export of ICMA 457 Retirement	ERP Payroll	ICMA	Y	Y
20.	Export of W-2 Files	ERP Payroll	Social Security Administration	Y	Y
21.	Export of 1099-MISC Files	ERP Payroll	Internal Revenue Service	Y	Y
22.	Employment Security Commission	ERP Payroll	Employment Security Commission	Y	Y
23.	Submission to State of unpaid invoices for “garnishment”	ERP Accounts Receivable	State of North Carolina Treasury	Y	Y

Integration Environment Expansion

The following integrations do not exist in the City’s current HTE environment, however are expected to be required in the new Citywide software environment:

	Data Flow	Source Application	Target Application	Exists in Current Environment	Needed in new Environment
1.	Upload from Fuel Master to Misc Billing to generate bills for external customers using City fueling facilities	Fuel Master	ERP Miscellaneous Billing	N	Y
2.	Upload/download of utility account information and changes to it (including Utility account number, location, etc.) to enable charges generated from Maximo work orders to be appropriately linked	ERP Utility Billing	Maximo	N	Y
3.	Upload charges to utility account from Maximo work orders that generate charges	Maximo	ERP Utility Billing	N	Y
4.	As new infrastructure projects are capitalized in the ERP's Fixed Assets module, they will need to be synchronized with capital infrastructure assets tracked in the Maximo CMMS.	ERP Project / Fixed Assets	Maximo	N	Y
5.	Import of timekeeping data from timeclocks	Attendance Enterprise	ERP Payroll	N	Y
6.	Send list of valid accounts for to Attendance Enterprise	ERP General Ledger / Payroll	Attendance Enterprise	N	Y
7.	Integrate Police schedules to Payroll	OnDuty (Jivasoft)	ERP Payroll	N	Y
8.	Initiate background check during post-offer / pre-employment process and receive / track background check results	3 rd Party Employee Background Checks	ERP Human Resources	N	Y
9.	Integrate HR module to various HR benefit providers providing each a file with employee benefit elections / changes (834 Benefit Enrollment)	ERP Human Resources	Various	N	Y
10.	Integrate HR module to Health Division's Occumed System receiving employee status information for "safety sensitive" employees	Occumed	ERP Human Resources	N	Y
11.	Send the false alarm billings to the ERP for receivable tracking	Crywolf	ERP Accounts Receivable	N	Y
12.	ERP sends updates to Crywolf for false alarm payments received	ERP Accounts Receivable / Cash Receipts	Crywolf	N	Y
13.	Integrate Claims Management (liability) software with ERP financial records	TBD	ERP	N	Y

	Data Flow	Source Application	Target Application	Exists in Current Environment	Needed in new Environment
14.	IA – Pro for Police (internal affairs case management software) sends employee updates as “change of status” to ERP HR software	IA - Pro	ERP Human Resources	N	Y

3.5.8 Training

The City has an expectation that:

- a) All end-user and technical training will be performed on-site through implementation and be performed by the Vendor.
- b) End user Implementation Training will use a train-the-trainer approach including joint participation by the relevant City process owner and City IT Services staff person supporting the process area in the new Citywide software system.
- c) Technical Implementation Training will include training for City staff on the technologies required to support the new Citywide software system.

The Vendor should provide an overall description of their Training approach, including that addresses the following:

- a) General timeframes in which training will be conducted
- b) The Vendor must list the nature, level, and amount of training to be provided in each of the following areas:
 - a. Technical training (e.g., programming, operations, etc.)
 - b. User training
 - c. Other staff (e.g., executive level administrative staff)
- c) Types of documentation that will be developed by the vendor
- d) Tools that will be used in developing the training material
- e) On-going training opportunities
- f) Ability to provide online training material versus classroom training

Any training that cannot be easily accommodated or is not practical to be performed on-site should be specifically identified. Alternatively, the City is open to conducting remote training via the Internet but wishes to understand the pros and cons of such an approach.

3.5.9 Testing

The vendor should describe their recommended approach to the following types of testing that are anticipated to be performed during the implementation effort and the type of assistance they anticipate providing to the City related to testing:

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

3.5.10 Operational Process Redesign

With the deployment of a new application, the City wishes to take advantage of capabilities within the software that provide support for operational and process improvements. Vendors are requested to describe their approach and the services which are offered to address operational process redesign. Please describe your organization's philosophy regarding timing of process redesign versus new software implementation. Please provide any relevant customer references as to where such services were successfully performed. Please describe what best practices or other methods are used.

3.5.11 System Documentation

The Vendor is expected to provide user manuals and on-line help for use by the City as part of the initial training and on-going operational support. Additionally, the Vendor is expected to provide technical documentation. Describe what types of documentation you anticipate developing during the course of the project.

3.5.12 Knowledge Transfer

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

3.6 Staffing Plan (Section 5)

The Vendor must detail the type and amount of implementation support to be provided (e.g., number of personnel, level of personnel, time commitment, etc.). Include resumes for all personnel that will be assigned to the project to include the following information:

- a) Role on the project
- b) Educational background
- c) Number of years employed at your company
- d) Number of years conducting their proposed role on the project
- e) Certifications that are appropriate to the role they will be fulfilling on the project (e.g., PMP certification)
- f) Expected amount of time (hours) that they will be committed to the project
- g) Relevant previous experiences

If the Vendor is using a subcontractor, please include information on subcontracting staff being used and their specific role on the project. Additionally, the Vendor should address the following items:

- a) Identify the degree to which Vendor staff will be onsite versus off-site during the project
- b) Demonstrate your ability to provide continuity of skilled consultant resources throughout the duration of the project
- c) Describe the degree in which activities will be performed during normal business hours versus off-hours

In addition, the City requests that the Vendor provide a description of the resource requirements for the Vendor's staff and configuration needed during the implementation to include the following:

- a) Number of workstations
- b) Number of desks
- c) Number and size of dedicated rooms for the project
- d) Parking
- e) Telephones
- f) Network accessibility needs
- g) White boards
- h) Flip charts
- i) Power requirements
- j) Other resource needs

Likewise, the City requests that the Vendor provide an overall staffing plan for the project including identification of the City resources during the course of the implementation in terms of hours or full-time equivalents (FTEs), both for City IT Services department staff as well as those within the various City process owning and process using departments.

3.7 On-Going Support and Maintenance (Section 6)

The Vendor must specify the nature, costs and conditions of any post-implementation support options including:

- a) On-site support
- b) Telephone support - Include the minimum response time provided as part of the basic support agreement and average response time for the past twelve (12) months.
- c) Delivery method of future upgrades and product enhancements.
- d) Hardware upgrade coordination
- e) Database
- f) Frequency of upgrades
- g) Availability of user groups
- h) Escalation procedures for issue resolution

Identify the party or business unit that is responsible for the support options provided above.

Likewise, the City requests that the Vendor provide the following with respect to expectations on City staff involvement to provide on-going support of the application, including the following:

- i) Identification of the number of staff expected to be committed to providing on-going application support including the following:
 - a. Role / Responsibility
 - b. Estimated time commitment in terms of FTE time including technical and business process staff within the City. For IT staff resources, provide the additional following information as well:
 - i. Type of positions required (e.g., help desk, trainer, DBA, report developer, application support, system administrator, security administration, etc.)
 - ii. Number of FTEs within each position
 - iii. Skill sets required for each position
 - iv. Training required and whether the vendor provides this training

3.8 Response to Software Requirements (Section 7)

Responses to the software requirements listed in Section 4 of this RFP must be provided in this section of the Vendor's response. Use the pages provided and attach added explanation pages as necessary. The following code should be used when responding to the requirements:

Response	Description
Y	If specification/report is available as a standard feature of the software
M	If specification/report is available through modification to the software
R	If specification/report is available through developing a customized report via the proposed report writer related to the software
F	If specification/report is not available now, but will be available in a future release of the software within 1 year of the date of the Vendor's proposal.
N	If specification report is not available

Vendor proposal responses must include an electronic copy of this section as well.

3.9 Responses to Technical Requirements (Section 8)

The Vendor must respond to each of the items below.

3.9.1 Software Updates and Distribution

It is anticipated that all system updates and release patches will be downloadable from the Vendor's web site.

Provide information on how server and client side software updates are received, processed and distributed to either the server and/or client environment. Please provide a description on how State and Federal requirements are applied and distributed to your clients. Describe the process for managing local customizations to include:

- a) How does the vendor define customization versus configuration
- b) How can the City customize or configure the software directly without vendor involvement
- c) How are local customizations or configurations maintained when installing new releases of the vendor's software

Describe any configuration management system that is incorporated with the Vendor solution.

3.9.2 System Performance

System response time must not impede the ability for departmental staff to perform their required job functions using the system. The system must be available during normal hours of City operations. Describe system performance of the proposed solution including reference to the following performance areas:

- a) Guarantees on system performance

- b) Studies/benchmarks on system failure frequency, duration and impact and root-cause analysis
- c) Problem avoidance techniques
- d) Evidence of system scalability to meet future needs as noted in key volumes section

Additionally, minimum hardware, software, storage, memory, operating system and other requirements for desktop computers to access the application must be provided such that the City can determine the extent to which existing computers must be upgraded or replaced.

3.9.3 Technical Requirements

This section contains the technical requirements used to control the primary system components. The Vendor must recommend a product, including identification of version number that can be used in support of the Vendor's software.

- a) Number of Concurrent Users – The City has 300 named users in the current HTE system. The City expects, based on current usage, and considering the City's goals to discontinue current manual processes and expand use of system functionality, that there will be 500 named users in the new system environment. In the current environment, the City has observed that there are typically 140-150 concurrent users in the system at any given point in time. As the number of users increase, the ability to quickly and easily add additional users is required. Incremental user licenses must be provided in groups of at least 5.
- b) Multi-Tasking - The system must permit simultaneous data base accesses, permitting simultaneous access to files and queuing update requests at the record or field level when field contention prevents simultaneous updates. In addition, it must permit concurrent processing of batch and on-line jobs accessing and updating the same data files and data base while maintaining desired performance levels.
- c) Independence - The system must be independent of terminal type or transaction type and be able to be accessed from any workstation in the network.
- d) Logging, Restart, and Recovery - The system must provide restart capabilities, rollback and recovery, as well as data base access activity logging and backout.
- e) Performance and Activity Statistics - The system must support performance monitoring tools and activity statistics reporting features. Statistics should be available on data base access rates (both update and query) by program, terminal, IP address and ID, and by time of day.
- f) Administrative Tools - The system should include a powerful set of administrative tools to monitor utilization, trace data base access chains, database reorganization, problem determination and resolution, optimize schema and sub-schema definitions, model, report areas/pages percent full, and to optimize file placement and layout.
- g) System Security - The system should integrate to the City's Microsoft Active Directory network security framework.
- h) Database Characteristics - The system should use the concept of user views whereby pseudo-schema are defined and stored for utilization by users without the users becoming involved in the actual schema and sub-schema structures of the data base. The system should provide a security system to control utilization of user views by user ID, account, and activity.

- i) Data Dictionary Facility - The system should include an active integrated central data dictionary. This dictionary should be an integral component of the data access capabilities, including the definition of both data attributes and values.
- j) Data Import/Export Facility - The system should include a data import/export facility which permits transferring data from other data files into the data base and exporting data outside of the system.
- k) End-User Query Facilities - The system must have end-user query facilities which permit easy access to the information in the database (QBE).
- l) Structured Query Language - The system must support the use of an industry standard structured query language (SQL); more specifically, support of the ANSI/ISO standard.
- m) Referential and Entity Integrity - Rules for maintaining entity integrity (only one row in a table for each unique primary key) and referential integrity (validating the existence of foreign keys) must be supported.
- n) Script Execution – It is desirable to have the ability to schedule scripts for deferred, unattended execution.
- o) Multiple Environments – The City will require the vendor to establish a test environment and training environment separate from the production environment. Please describe if there are any hardware requirement implications as a result of this desired configuration.
- p) Software Installation and Hardware Installation Coordination- All hardware and software should be installed at the City site with City staff involved such that City staff can understand the setup and configuration.

The City is expecting that a successful vendor will adhere to solutions that comply with industry standard technologies. Additionally, the City has established technology standards that the City would prefer to adhere to as part of the implementation of the Citywide Software Information System. The City will consider potentially modifying existing technology standards to be consistent with the finalist solution.

3.9.4 Microcomputer Access and Manipulation

Tools must be available that provide data access from the desktop. These include:

- a) The ability to select a subset and/or summary data base from the production system;
- b) Download this information to other workstations;
- c) Manipulate the information using the same (or similar) tools and commands as those used on the primary hardware platform;
- d) Security controls to restrict access to authorized users.

The tools may be provided by the Vendor or from third parties. Additionally, indicate components, if any, that are required to be installed on the desktop.

3.9.5 System Access

The system must include the ability to allow access via a Web browser or Windows environment. Vendors should indicate the degree to which there is a desktop footprint required to execute the application.

3.10 Vendor Questionnaire (Section 9)

The Vendor must respond to the Vendor Questionnaire in section 6.2 of this RFP.

3.11 Client References (Section 10)

The Vendor must provide a minimum of four references of previous installations of their software with clients of similar size and complexity of the City with a minimum of one installation for a municipality within North Carolina. The format for completing the Vendor references is provided in Section 6.5 of this document. In addition, the City requests a listing of all municipal clients.

3.12 License and Maintenance Agreements (Section 11)

Sample license and maintenance agreements must be provided in this part of the Vendor's response for all components of the recommended solution (i.e., hardware, software, operating system, database, etc.). Indicate the basis on how licenses are determined.

3.13 Documentation (Section 12)

During the evaluation period, the Vendor will provide one set of technical, sample training documentation and end-user documentation to the City. At the end of the evaluation, the documentation will be returned to the Vendor.

3.14 Exceptions and Deviations (Section 13)

If the Vendor finds it impossible or impractical to adhere to any portion of these specifications and all attachments, it shall be so stated in its proposal, with all deviations grouped together in a separate section entitled, "Exceptions/Deviations from Proposal Requirements." This section will be all inclusive and will contain a definition statement of each and every objection or deviation with adherence to specific RFP sections. Objections or deviations expressed only in other parts of the proposal, either directly or by implication, will not be accepted as deviations, and the Vendor in submitting a proposal, will accept this stipulation without recourse.

3.15 Other Required Forms (Section 14)

Please include all other required forms in this section. Other required forms include:

- a) Minimal contract terms and conditions compliance checklist
- b) Minimal contract terms and conditions compliance checklist – Exception explanation
- c) Non-Collusion Affidavit

3.16 Separate Cost Proposal

Costs for the Vendor's proposed solution should be submitted in a separate cost proposal document on Proposal Pricing Forms provided in Section 6 of this RFP. These forms have also been provided in a Microsoft Excel format. It is the responsibility of the vendor to ensure the accuracy of the pricing provided as part of your response. Any errors in providing an accurate price response due to inaccuracies in the provided templates is the sole responsibility of the responding vendor. A cover

letter should be included. Costs should include the complete costs for the solution including software, license fees, training, travel, per diem, installation, documentation, discounts, operating costs, etc. Use additional pages as needed to provide additional cost detail, however all costs should be completely reflected on the Proposal Pricing Forms. For each item, indicate if the cost is one-time, annual, or other. In the event the product or service is provided at no additional cost, the item should be noted as "no charge" or words to that effect. In the event the product or service is not being included in the Vendor proposal, the item should be noted as "No Bid".

4 General Functional Requirements

4.1 Introduction

The requirements defined in this section contain the overall general functions of the requested software solution. The primary objective of the City in implementing a new system is to provide a more integrated information system environment that will eliminate the redundant entry of data, provide improved system capabilities, provide improved access to data, and streamline overall operations.

Identified in the attached Excel spreadsheet are a number of requirements that must be addressed by the vendor's proposal for the core system. These requirements are considered mandatory in implementing the complete solution as defined in Section 3. Together they define a system that will operate efficiently in the proposed computer environment while providing a high level of flexibility in meeting the City's current and future data needs.

The **Priority** column includes one of the following entries to indicate the importance of the specification/report to the City:

H	Highly Critical
C	Critical
D	Desirable

Each vendor should review the specifications and reports listed in each subsection and respond as to their availability within the vendor's software system. The responses should be entered under the "**availability**" column of each form as follows:

- Y** If specification/report is available as a standard feature of the software
- M** If specification/report is available through modification to the software
- R** If specification / report is available through developing a customized report via the proposed report writer related to the software
- F** If specification / report is not available now, but will be available in a future release of the software **within 1 year of the date of your proposal.**
- N** If specification report is not available

Use the **Cost** column for "M" or "F" responses to estimate the cost to be incurred by the City to secure the specification/report.

Use the **Comment** column to provide additional comments pertaining to your response for that item.

City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.02	<u>General Requirements</u>				
	Objective: To ensure that each application software module discussed in the following subsections exhibit certain critical features presented below.				
	<u>System Requirements</u>	-			
1	The system will support a single customer record that is not duplicated within the system.	H			
2	Ability to support a standard naming convention including segments for all addresses within the system.	H			
3	Ability to maintain separate components for an address record including:	-			
4	a. House number	H			
5	b. Direction	H			
6	c. Street name	H			
7	d. Street suffix	H			
8	e. Unit	H			
9	f. City	H			
10	g. State	H			
11	h. Zip code	H			
12	Ability for addresses to support the USPS standard.	H			
13	System must provide an archiving solution for all data elements which provide configuration options for archiving schedules.	C			
14	System has a Windows or Web-based interface and used "point and click" device functionality to choose between pull down menus and options.	H			
15	System provides for streamlined data entry for highly repetitive data entry tasks (i.e. use of the keyboard and shortcuts without having to use the mouse).	C			
16	System provides a user-configurable 'management dashboard' which allows users to identify and view key summary performance statistics from various components of the ERP systems, and drill into them for further detail.	D			
17	System architecture supports distributed processing.	H			
18	System design delivers application functionality in an integrated, but modular format, such that software application modules can be implemented in a phased approach.	H			
19	System includes the appropriate administrative and programming toolsets to configure, modify and customize the software applications.	H			
20	System includes online and written software documentation for all software application modules.	H			
21	System's database structure is documented in an entity relationship diagram.	C			
22	All informational data elements tracked must be maintained in an ODBC-compliant integrated database to allow efficient data sharing, customized report writing, and automated posting.	H			
23	System utilizes an industry standard relational database with robust administrative tools.	H			

H - Highly Critical
C - Critical
D - Desirable

City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.02	General Requirements				
24	System interacts with the relational database and offers robust querying and online analysis tools which do not require programming knowledge, allowing users to pick and choose fields, link tables, and establish criteria.	H			
25	System provides workflow functionality, automating business processes within the system. This workflow includes routing based on roles defined in the system and assigned to each user and rules determining how a process is handled	C			
26	Software has the ability and vendor(s) has the facilities to diagnose and maintain the application software and database remotely.	H			
27	Consistent use of command keys and screen layouts.	H			
28	Provides the ability to allow the user to enter information directly into a computer display terminal with preformatted screens.	H			
29	The software should be menu-driven with comprehensive utility and "help" screen capabilities.	C			
30	Vendor provided utilities are able to be configured by a system administrator and scheduled for unattended execution.	H			
31	Application software modules can all interface or integrate with a digital imaging system to allow for attachment of digital images to records and transactions	H			
32	Capability to interface with:				
33	Interactive Voice Response System	D			
34	Interface capability with Word, EXCEL and Access for downloading and uploading information for unique data manipulation purposes.	H			
35	Hummingbird document management and imaging system	H			
36	Output of ASCII-formatted files/data.	H			
37	Software must be "native" to the client/server operating system recommended.	H			
38	Ability to centrally update client software from central server	H			
39	All transaction processing including file maintenance and transaction entry can be handled in an on-line, real time processing mode or batch entry mode as determined by the user.	H			
40	Back-ups or other transactions in one module do not block, delay, or otherwise interfere with transactions in other modules.	H			
41	Excluding complete system backup activities, the system can be available 24 hours a day.	C			
42	All application modules must incorporate a method for adding, changing, and deleting data records on-line in real time. All related data fields are automatically updated. Batch purging of inactive records and/or transaction history is accommodated.	C			
43	Supports / provides multi-thread processing	H			
44	System allows multiple screens to be open simultaneously within the same session.	H			

H - Highly Critical
C - Critical
D - Desirable

City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.02	General Requirements				
45	An industry standard, high-level version of a programming language is required for applications in both the communications and batch processing environments.	H			
46	The system must perform error checking to verify the quality of the information being entered and that system balances are maintained.	H			
47	Universal import/export capability.	C			
48	Allows free form text entry supporting individual transactions.	H			
49	Control of data entry to ensure user enters data into all required fields on the screen.	H			
50	All file-changes are recorded in a detailed permanent audit trail, by user ID, based on user login	H			
51	System provides the ability to develop macros to automate specific data entry tasks	D			
52	Supports nine-character zip codes.	H			
53	Supports international alphanumeric zip codes.	D			
54	"Auto fill" functionality fills in field level information (i.e. – vendor name, account name)	H			
55	System inquiry screens offers filtering ability to search based on any known value.	H			
56	Imports master City / State / ZIP file from a 3rd party (US Post Office) and validates addresses with the system against it. Also defaults City and State, if ZIP is entered.	H			
57	Capability to have data entry fields automatically default to a specific value (e.g., date fields should default to current date).	C			
58	Table-driven modules to allow the City to maintain its own codes.	H			
59	System allows ability to import data into master files (commodity codes, Zip, etc.)	H			
60	Field names do not change when system upgrades/new release are developed. This enables custom reports to be retained with little or no maintenance by the City.	C			
61	Ability to copy files/data during entry of master files, etc., to expedite processing.	H			
62	All application software proposed should be proven through similar experience at numerous sites (minimum of 4 municipalities within our State or other similar municipalities).	H			
63	The vendor must provide ongoing software maintenance, and new software releases periodically to meet all State and Federal requirements at no additional charge.	H			
64	The vendor must supply various utilities to facilitate file maintenance, data manipulation, and backup/recovery. These may include, but are not limited to, sorts, file generators, and file-to-file copying utilities.	C			

H - Highly Critical
C - Critical
D - Desirable

City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.02	General Requirements				
65	All vendor supplied software must be accompanied by sufficient documentation to enable comprehensive understanding of its internal structure and operating procedures.	C			
66	Release Notes must be supplied that document changes between version releases. These documents must be written in a fashion that is easily understandable by the end user. The format of the Release Notes must be contusive to analyzing which changes effect the City	H			
67	Program source code provided on-site or in escrow.	H			
68	Scroll forward <i>and back</i> during inquiry.	H			
69	ADA Compliance	-			
70	Software complies with accessibility standards. To comply with the Americans with Disabilities Act (ADA), Information technology must be accessible to people with disabilities. And the information technology's accessibility level must comply with accessibility standards set forth in Section 508 of the Rehabilitation Act. Section 508 requires that Federal agencies' electronic and information technology is accessible to people with disabilities	C			
71	Software applications provide functionality for or are compatible with third party industry standard (Hal, JAWS for Windows, Windows Eyes, etc.) screen reading software (used to operate a speech synthesizer, which voices the contents of a computer screen) for blind users. Please note third party product compatibility in Comment field	C			
72	Software applications provide functionality for or are compatible with third party industry standard (Lunar, Supernova, Zoom Text, Magic) screen magnification products to enlarge the print on the computer screen and configure print size, contrast and color selection for blind users. Please note third party product compatibility in Comment field	C			
73	Reporting	-			
74	Standard Vendor Reports and the Report Writer can access historic financial data and process mathematical computations to print a variety of number formats.	H			
75	Provides a set of standard reports which the vendor is responsible for maintaining. User can select a report from a menu and add customized reports to the menu.	H			
76	The system includes an integrated Financial and Custom Report Writer with the following features:	-			
77	a. Report Writer capability with file organization structure consistent between all application modules	H			
78	b. Integration with all other application modules on the same processor for custom report creation	H			
79	c. Flexible report formatting capabilities	H			
80	d. Mailing list and label generation capability	H			

H - Highly Critical
C - Critical
D - Desirable

City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.02	General Requirements				
81	e. Ability to retrieve information from multiple files	H			
82	f. Ability to produce reports in user-defined formats	H			
83	g. Ability to specify desired subtotal breaks and totaling fields	H			
84	h. Ability to obtain reports in different sort sequences	H			
85	i. Ability to calculate percentages	H			
86	j. Ability to calculate averages	H			
87	k. Ability to search, sort, and retrieve records from any number of specified data fields, in any number of files	H			
88	l. Various statistical procedures are available (> <,etc.)	C			
89	m. Ability to make minor alterations to <i>previously</i> defined reports.	H			
90	n. "What if" analysis capability	H			
91	o. Ability to prepare / print reports from any accounting period and across periods.	H			
92	p. Ability to set up menus of created reports for easy access and printing	C			
93	q. Option available to send report to the screen, a printer, or to a file.	H			
94	r. Ability to select any account or range of accounts in the chart of accounts for inclusion in reports or exclusion	H			
95	s. Posted and un-posted amounts accessible for reporting the most current account balances.	D			
96	t. "Wildcard" and/or "Keyword" capability to allow easy accessing of a range of values when creating reports	H			
97	u. Ability to quickly access a range or set of accounts for report creation by specifying a fund, utility and/or account type	H			
98	v. Sequentially numbered pages on reports	C			
99	w. Shows current date and reports "as of" date	C			
100	x. Data fields include commas, decimal points, dollar signs, +/- signs, etc. and are right or left justified as appropriate	C			
101	On Request Reporting. The system should include a simple user-oriented report writer suitable to answer more detailed inquiries than online inquiry is capable of. It should be possible to train managers with no systems background on such a report writer in only a few hours.	H			
102	"Drill down" feature, allowing user to begin with a summary level screen / online report and inquire on progressively more detailed (i.e., source) transactions.	C			
103	Provides the ability to input, store, and report on unlimited years of historical information "on-line."	H			
104	Capable of electronic output (file or diskette) to all governmental entities as required by law.	H			
105	Provide a report that identifies all potential duplicate customer records.	H			
106	On-line graphics, capabilities are provided for financial (and other) presentations of trends, percentage breakdowns, comparisons of data groupings, etc.	H			

H - Highly Critical
C - Critical
D - Desirable

City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.02	<u>General Requirements</u>				
107	Capability to reprint reports, checks, or bills with restart capability when reports, checks, or bills being printed are interrupted.	H			
108	Ability to print all reports to laser printers (in either portrait or landscape format)	H			
109	Multiple page sizes (8.5"*11", 8.5"*14", Green-bar) are supported based on the format of each specific report.	H			
110	Report formats are developed to maximize data available on a page while still being readable.	H			
111	Ability to print Accounts Payable and Payroll checks to laser printers	H			
112	Ability to completely view / scroll through reports on-line/screen.	H			
113	Ability to print multiple copies of reports at one time.	H			
114	Capability to spool print files and reprint as required.	H			
115	Capability for user to specify which printer will print a specific report.	H			
116	Capability to print screen contents (format and data) of each display.	H			
117	Ability to use blank paper stock exclusively (i.e., system generates forms on blank paper, routing & check numbers on blank check paper, etc.).	H			
118	<u>General Security Requirements:</u>	-			
119	System security will be integrated with the networks Microsoft Active Directory	H			
120	System security is delivered in a layered format (i.e. data, database, application, network physical).	H			
121	System security includes security at the record level.	H			
122	System security includes security at the menu option level.	H			
123	System security includes security at the field level.	H			
124	Physical safeguards are in place to protect the system	H			
125	Physical access to the system is monitored and logged.	H			
126	Environmental controls are in place to protect the system.	H			
127	Backup tapes containing system and data recovery are available to be appropriately secured both physically and environmentally.	H			
128	System source code escrow agreements have been established.	H			
129	System administrators of the system do not have access to security configuration nor to audit logs (they can review audit reports.)	H			
130	System administrators define and approve who can have access (and what level of access) to the system, however, they do not have access to grant such in the system. This is performed only by the Security Administrator.	H			
131	System Administrators do not have access to perform transactions on the system.	H			
132	<u>Security: Audit Requirements:</u>	-			
133	System has the ability to "audit" (can track specific actions performed.)	H			
134	System audit is "flexible" (can be configured to audit based upon "criticality levels" identified by management for each action performed within the system.)	H			
135	System audit is "functional" (allows "drill down to the source" functionality to review the history of all changes to the data.)	H			

H - Highly Critical
C - Critical
D - Desirable

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Number	Application Requirements	Priority	Availability	Cost	Comment
4.02	General Requirements				
136	System audit reporting is "user friendly" (audit reports are not "cryptic", they are easy to understands and act upon.)	H			
137	Access to the system audit function and logs is limited to the users whose authority have this privilege.	H			
138	Security: Password Requirements:	-			
139	System "requires both user ID and password" to access system functionality	H			
140	System password management functionality is "flexible" (users are free to change passwords if desired.)	H			
141	System password configuration is "global" (password configurations extend to all user IDs on the system.)	H			
142	System password settings are "customizable" (based upon the nature of threats to the data residing in the system, Management should be able to set the complexity levels for passwords as appropriate.)	H			
143	System password expiration settings is "flexible" (higher privileged accounts should have passwords which expire every 30-60 days while lesser privileged accounts expire every 60-90 days.)	H			
144	The reuse of system passwords is limited for a specifiable period of time.	H			
145	System passwords are stored in a "one-way" encrypted form.	H			
146	Encrypted passwords are accessible only to privileged users.	H			
147	Unencrypted passwords are not accessible to any users (including Security Administrators.)	H			
148	System passwords are suppressed during entry (***** appear instead of the clear-text representation of the password when logging in.)	H			
149	Security: Access Requirements:	-			
150	A trusted communication path exists between the system and the user during the login procedure (unencrypted sessions (telnet for example) are not utilized.)	H			
151	System requires re-authentication after a specified period of non use.	H			
152	System lock-outs are established for pre-defined number of failed login attempts.	H			
153	System access is limited to a small number of concurrent sessions (multiple login sessions are limited for a single user ID.)	H			
154	System access is "role based" (templates are defined to grant access to individual users based upon their job descriptions.)	H			
155	System access is controlled at the "group" level (access to the application/modules/menus/fields/data should be assigned to groups. Individual users [based upon their role with the company] should then be placed into the appropriate group(s).)	H			
156	System Access Administration (add/change/delete user access) is "limited" (only the users whose job descriptions are commensurate with this privilege should have it.)	H			

H - Highly Critical
C - Critical
D - Desirable

City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.02	General Requirements				
157	System Access Administration is "manageable" (canned and customizable reporting is available to monitor user accounts.)	H			

H - Highly Critical
 C - Critical
 D - Desirable

City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.03	General Ledger and Financial Reporting				
	Objective: To provide an automated, in-house General Ledger system that will improve the City's ability to manage and accurately report its financial affairs.				
	System Requirements				
	Security				
1	The ability to secure users with time-date-userid stamp so that once a user enters the system with there unique user name and passcode, every step that user performs will be stamped with thier and only thier identifying information, no user can use another users identifiers	H			
2	Ability to set security levels such as full access, partial access, inquiry-only access, editing allowances, override authorization, etc.	H			
3	Integration				
4	Ability for the system to use auto-notification for transaction approvals, updates, etc.	C			
5	All module / tables within system MUST be simultaneously & automatically updated upon transaction posting: modules must be directly integrated.	H			
6	Ability to "drilldown" to detail in sub-modules from GL.	H			
7	At time of posting, transactions MUST propagate EVERYWHERE which is required in the system to maintain financial integrity (i.e. Transactions MUST FULLY POST) or NOT POST AT ALL.	H			
8	Sub-modules post to the General Ledger in detail or in summary, configurable by transaction type with the ability to drill down from the G/L into submodules to original detailed entry and backup in the form of electronic document embedding.	H			
9	"Available balance" of account included when account detail is viewed (posted activity, pre-encumbered and encumbered activity are included).	H			
10	Allows for a user defined fiscal year.	H			
11	System identifies and allows different fund types with different basis of accounting.	H			
12	Accommodates fund/encumbrance-based accounting.	H			
13	Journal Entry upload functionality must validate transaction & have Line Number Error Reporting.	H			
14	Journal Entry uploads must be able to receive many (for example 30,000) line item entries.	H			
15	Journal Entry uploads must be able to accommodate and fully validate all chart fields.	H			
16	Chart of Accounts				
17	System accommodates a flexible multiple segment chart of accounts	H			
18	Accommodates current chart format: XXX fund – XX department - XX division – XX Activity - X Subactivity - XX Element - XX Object	H			
19	System accommodates standard State of North Carolina chart of accounts	H			
20	System accommodates current chart format (above) and additionally allows for inclusion of another component for cost center	H			

H - Highly Critical
C - Critical
D - Desirable

City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.03	<u>General Ledger and Financial Reporting</u>				
21	System accommodates current chart format (above) and additionally allows for inclusion of another component for sub - cost center	H			
22	System provides the ability to identify a categorization each account code to allow for rollup category, i.e. revenue, expense, asset, liability, fund balance.	H			
23	System provides the ability to identify and categorize each account code to allow grouping for reporting on the 4 basis of accounting needed by the City (Cash, Budget, Modified Accrual, and Full Accrual).	H			
24	Ability for authorized users to update chart of accounts online.	H			
25	Accommodates unlimited number of accounts, with roll-up capability.	H			
26	The account master file provides the following data:				
27	Account Type (asset, liability, revenue, expenditure, etc.)	H			
28	Account Number	H			
29	Account Description	H			
30	Debit/Credit Normal Indicator	H			
31	Effective Date	H			
32	Effective Status	H			
33	Actual or Accrual	H			
34	Notes / Comment	H			
35	System provides ability to activate / inactivate all chart fields.	H			
36	Dollar amounts are formatted as follows: \$xxx,xxx,xxx.xx.	H			
37	Capability to ease data entry by providing the user the ability to lookup account numbers.	H			
38	Ability to inactivate accounts	H			
39	System provides functions to manage changes to chart utilizing an "effective date" model for change deployment	H			
40	System provides tools to search accounts (using wildcard or sounds like features)	H			
41	<u>Fund Set-Up</u>	-			
42	Ability to define the details of a fund including: fiscal year, posting periods, valid posting date ranges, etc., and make it consistent across system throughout other modules	H			
43	Accommodates multiple "fund" processing such that multiple organizations can be tracked.	H			
44	Ability to define a default set of posting codes for a fund.	H			
45	Ability to define multiple business units with separate rules and basis of accounting.	H			
46	System is flexible and can adjust to organizational changes (in terms of combining two entities or dividing up an entity into one) like a setting up a whole new unit and setting up a budget for this new entity.	H			
47	<u>Ledgers</u>	-			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.03	General Ledger and Financial Reporting				
48	System has Subsidiary Ledger that allows for management of details within a Control Account. A series of Sub-Codes can be defined that can assist with management of activity within the Control Account (series of self-balancing accounts).	H			
49	Transaction Processing	-			
50	System must support actual journal entries and accrual journal entries	H			
51	The system should provide the validations and posting process rules necessary to ensure that the totals of the transaction ledgers reconcile to the account balances.	H			
52	Accommodates up to a 254-character transaction description.	H			
53	General Ledger transaction import functionality with validation rules.	H			
54	Automated Inter-fund transactions - including automation in due-to and due-from processing - between funds. Provide an internal inter-fund template.	H			
55	Supports the accounting process functions required to maintain various fund types (e.g., special revenue funds, fiduciary funds, etc.).	H			
56	Capability to archive all transactions.	D			
57	Transaction posting requires authorization.	H			
58	System provides workflow ability to allow for decentralized transaction entry / central approval prior to posting the transaction - a minimum on one layer of approvals should exist.	H			
59	Provides the capability to enter transactions and inquire of master file data in an on-line, interactive mode; provides an audit trail of each transaction.	H			
60	Accounting data must be able to be entered decentralized & system MUST have approval tree structure (multi-level) & workflow PRIOR to posting.	H			
61	Accounting data must be able to have Electronic Attachments (.doc, .xls, .PDF, etc...) that route with the transaction through the transaction process.	H			
62	Workflow functionality must allow users to Lookup transaction & see Status in Approval Tree.	H			
63	Transaction validation failures MUST be editable & resolvable via Transaction Entry Screen – NOT via “back-door” database processes.	H			
64	System validates that all document numbers are unique. No duplicates permitted.	H			
65	Journaling	-			
66	System should have journal entry approval functionality, that is able to be secured and accessed only by authorized users.	H			
67	System should provide the ability to record recurring, accrual and reversing journal entries.	H			
68	Processes automated and manual journal entries - with next numbers automatically generated. Automatic numbering with user-defined prefixes.	H			
69	Provide the ability to develop a journal entry template for common journal entries performed that can be reused to minimize data entry time and reduce data entry errors. Allow template to be uploaded once properly approved.	H			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.03	<u>General Ledger and Financial Reporting</u>				
70	Allows entries to unlimited accounts with one journal entry (one credit and multiple debits, multiple debits and multiple credits, etc.) with validation of all transactions being in balance by fund, sub-fund, dept and project.	H			
71	Ability to copy accounting data from template and change dollar amounts for recurring activity.	H			
72	Journal entries (entered into the system in small batches) are accompanied by a control total which is created outside the system and is the sum of all sub-ledger postings to ensure the integrity of data entry prior to the posting function.	H			
73	Capability to automatically reverse adjusting journal entries.	H			
74	<u>Allocations</u>	-			
75	Ability for the system to allow for automatic allocations between specific accounts (or account groups) as defined by the user. Must set decimals to 2 places only.	H			
76	System provides the ability to calculate interest allocations across funds based on monthly fund balances. Also, provides the appropriate reporting of the interest allocation and provides for comparative reporting of interest allocations across funds by month.	H			
77	<u>Summarizes</u> distributions to the same account (e.g., cash) OR show details of every transaction (i.e., multiple cash disbursements are displayed/stored on-line as a single, <u>summary</u> cash disbursement and shows the <u>details</u> of the balancing disbursements) based on user definition.	C			
78	<u>Consolidations</u>	-			
79	Must be able to define multiple trees for reporting (Modified Accrual, Full Accrual, Cash Basis and Budget).	H			
80	<u>Chart of Account Validations</u>	-			
81	Chart of Account rules must provide functionality for defining valid combinations of Chart Fields (ranges MUST be used).	H			
82	The ability to set up separate rules in different business units.	H			
83	Ability to define multiple business units (i.e. Govt, Enterprise, etc.) & separate Rules will apply in different business units.	H			
84	Chart of Account rules that are established, apply system wide (must apply within sub-modules).	H			
85	<u>Opening, Closing and Roll-Over Processes</u>	-			
86	Once a document passes budget check, it will remain viable over multiple fiscal years until liquidated or decertified.	H			
87	System is capable of identifying prior year "multi-year" transactions.	H			
88	Capability to perform closes at monthly, quarterly, or annual periods.	H			
89	Be able to support a "final close process" that restricts postings to the previous year by departments but allows authorized Finance users to continue making postings as needed.	H			
90	End of Year Closings must separately accommodate roll of "Annually Appropriated" accounts & Multi-Year accounts.	H			
91	<u>Financial Audit Trail</u>	-			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.03	General Ledger and Financial Reporting				
92	GL Inquiry screens allow user to drill from GL activity to source Sub-Module transaction to see full transaction details & not just "codes".	H			
93	GL Inquiry allows for viewing of Transaction Audit Trail (including workflow) as to WHO (by USERID) performed which function (post, enter, add, modify, delete, etc.) and WHEN. Including system processes (automated postings, etc.).	H			
94	Posting	-			
95	Ability for the system to provide for error identification and correction before actual posting occurs.	H			
96	Capability to review and edit transactions from other application modules prior to posting to General Ledger.	H			
97	Capability to track posting status of other application modules.	H			
98	System automatically provides a series of edit checks and related reports to validate against inappropriate / out-of-balance situations, including:	-			
99	Journal budget check	H			
100	Journal edit errors (both current and prior year)	H			
101	Unposted valid entries	H			
102	Budget Check Voucher Errors	H			
103	Budget Check PO errors	H			
104	Budget Check Requisition errors	H			
105	Financial Reporting	-			
106	Ability to export accounting data (any report or query screen) into Excel.	H			
107	System allows for deployment of any report to screen, printer or electronic file	H			
108	System provides a debit / credit report with gross debits and credits not net.	H			
109	System allows that personalized report configurations can be saved	H			
110	Financial Report Writer that acknowledges account roll-ups at:				
111	Both ANY and MULTIPLE Chart Field levels	H			
112	Tree Structures	H			
113	Reports to identify synchronization of sub-modules and sub-ledgers to GL Control Account.	H			
114	Must be able to run trial balance reports at any component level of the chart of accounts – and have totaling / subtotaling at that level (i.e. trial balance by Dept with subtotals by sub-fund).	H			
115	Allows selection criteria for range of any chart component.	H			
116	System has reports to aggregate trial balances of sub-funds into major fund areas.	H			
117	Automated Unencumbered Cash report.	H			
118	System must have the following canned reports:				
119	Trial Balance by Fund, Sub-Fund & Dept	H			
120	Budget to Actual report -	H			
121	Revenue Breakdown – breakout of revenue	H			
122	Expenditure Report -	H			
123	Pre-encumbrance summary & detail	C			
124	Encumbrance summary & detail	H			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.03	General Ledger and Financial Reporting				
125	Cash summary report – cash balances for all cash accounts	H			
126	System provides a Balance Sheet / Income statement reporting tool that allows the City to define a format for how sub-funds roll to Departments and how departments combine to the financial statements.	H			
127	GL Activity report by date range and by period.	C			
128	Ability to allow system users to view transactions that are multi-departmental based on account codes	H			
129	Provides an option to list all detailed accounts that are combined into each line of the financial reports to create an audit trail for verification of accounting accuracy.	H			
130	Fund Statements include original and final amended budgets, and reports on current expenditures against both.	H			
131	Historical General Ledger reporting should be able to be run across fiscal and calendar years.	H			
132	System should provide the ability to print reports to the screen, prior to sending to a local printer and ability to export to Excel.	H			
133	All detail can be viewed, printed and exported regardless if the period is closed or not.	H			
134	Ability to create reports using the cash, budget, modified and/or full accrual basis of accounting.	H			
135	Ability to inquire on specific account balances and view transactions on a daily, weekly, monthly, quarterly, or yearly basis (current and prior periods).	H			
136	Ability to run financial statements at anytime.	H			
137	Provides comparative financial information, including comparisons of current information with:				
138	a. The same period last year	H			
139	b.YTD last year	H			
140	c. Previous year ending balance	H			
141	Capability to summarize General Ledger reports at any level of the account structure.	H			
142	Capability for departments to print their General Ledger reports remotely to a local / network printer.	H			
143	Capability to design and generate various on-request financial reports using a "report writer" utility.	H			
144	Capability for end users to easily download General Ledger data to personal computers for use with a spreadsheet package.	H			
145	Capability to print or screen review transactions by transaction <i>type</i> (i.e., payroll, budget, receipts, disbursements, etc.) and by fund.	H			
146	Ability to report from multiple years on the same report.	H			
147	General Ledger Report (detail and summary), showing all accounts with activity, regardless of ending balance.	H			
148	Balance Sheet (preliminary and final) with ability to consolidate (rollup) "like" accounts (i.e. - by account type).	H			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.03	General Ledger and Financial Reporting				
149	Income Statement Report.	H			
150	Chart of Accounts.	H			
151	Comparative Balance Sheet - multiple fiscal years.	H			
152	Statement of Revenues, Expenditures, and Changes in Fund Balance.	H			
153	Statement of Cash Flows.	H			
154	Daily Cash Summary Report	H			
155	Journal Entry Listing to allow a printout of all journal entries input to the system along with a list by cost center (or other user defined variables) of journal entries.	H			
156	Account Balances by Department, Program, Activity, and Object Code levels (at the least the ability to download info. Into Excel for sorting).	H			
157	Financial Report Writer	-			
158	System must have an integrated FMIS report writer with the following features:	-			
159	Report Writer capability with file organization structure consistent between all application modules	H			
160	Integration with all other application modules on the same processor for custom report creation	H			
161	Flexible report formatting capabilities	H			
162	Mailing list and label generation capability	C			
163	Ability to retrieve information from multiple files	H			
164	Ability to produce reports in user-defined formats	H			
165	Ability to specify desired subtotal breaks and totaling fields	H			
166	Ability to obtain reports in different sort sequences	H			
167	Ability to calculate percentages	C			
168	Ability to calculate averages	C			
169	Ability to search, sort, and retrieve records from any number of specified data fields, in any number of files	H			
170	Various statistical procedures are available (> <,etc.)	C			
171	Ability to make minor alterations to <i>previously</i> defined reports.	C			
172	Ability to prepare / print reports from any accounting period and across periods.	H			
173	Ability to set up menus of created reports for easy access and printing	H			
174	Option available to send report to the screen, a printer, or to a file.	H			
175	Ability to select any account or range of accounts in the chart of accounts for inclusion in reports or exclusion	H			
176	Posted and un-posted amounts accessible for reporting the most current account balances.	H			
177	"Wildcard" and/or "Keyword" capability to allow easy accessing of a range of values when creating reports	H			
178	Ability to quickly access a range or set of accounts for report creation by specifying a fund, utility and/or account type	H			
179	Sequentially numbered pages on reports	H			
180	Shows current date and reports "as of" date	H			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.03	<u>General Ledger and Financial Reporting</u>				
181	Data fields include commas, decimal points, dollar signs, +/- signs, etc. and are right or left justified as appropriate	H			
182	Ability to select any department (or cost center) or range(s) of departments (or cost centers) for inclusion or exclusion in/from reports	H			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.04	<u>Budgeting</u>				
	Objective: To provide for a semi-automated, on-line, distributed budget preparation and tracking system to save time and effort.				
	<u>System Processes</u>	-			
	System must provide the ability to maintain the following history for the current, last and multiple previous years:	-			
1	Original and Current Budget Amounts	H			
2	Amount Requested	H			
3	Amount Recommended	H			
4	Amount Approved	H			
5	System must provide the ability to track all expenditures to date:	-			
6	Over/Under Expenditures	H			
7	Balances	H			
8	System must provide the ability to enter globally or provide calculation-only fields for:	-			
9	# of pays for upcoming budget year	H			
10	Medicare calculation based on wages (including benefits)	H			
11	Worker's Comp calculation based on wages	H			
12	Health insurance increases	H			
13	Ability to approve all requested budget amounts at the same time.	C			
14	Ability to view all transaction detail associated with budget line items.	H			
15	Ability to support multiple levels of account structure.	H			
16	Ability to obtain, reorganize and analyze datasets of information related to the budget rules and business processes.	H			
17	Ability to access budget online, during process and after finalized.	H			
18	System must provide the ability to describe a budget item. An unlimited narrative may be input and printed on the final budget document.	C			
19	Ability to provide budgets and tracking for major commodities or services.	C			
20	System must provide the ability to maintain a requested, recommended, and approved budget.	H			
21	Ability to make changes simultaneously to one or more of the budgets.	H			
22	System must provide the ability to have multi-level budget approvals on-line, for establishing budgets, line item transfers, budget adjustments.	H			
23	Ability to have Board/Commissioners, or their designated staff, approve adjustments online.	D			
24	System must provide the ability to maintain the date, time and user information that data was last changed.	H			
25	Ability to set own parameters for reports by department.	C			
26	<u>Budget Checking</u>				
27	Ability to perform funds checking at the category level, and at the capital project level.	H			
28	Ability to track beginning budget and ending budget.	H			
29	Ability to view detailed information on individual accounts.	C			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.04	<u>Budgeting</u>				
30	Ability to view "available budget" during requisition/purchase order entry for any type of purchase order.	H			
31	Ability to request the existence of a budget line item to be reviewed for acceptance by the Budget Office.	D			
32	<u>Budget Controls</u>	-			
33	Ability to support line item (account) budgeting on a monthly basis.	C			
34	Ability for departments to manage their own available balance per appropriation.	H			
35	Ability to transfer budgets between accounts and between appropriations.	H			
36	Ability to customize rules for budgets and restrictions on overspending.	H			
37	Ability to prohibit budgeting more, per fund, than the lesser of the current year's estimated revenue and income or the estimated income for the budget year.	H			
38	Ability to manage travel requests within system, through workflow.	D			
39	Ability to implement security related to who has access to budget development and view based on their department and organization.	H			
40	Ability to show available budget when user is trying to buy something (Preencumbrance).	H			
41	Budget control rules by account (e.g. payroll accounts can be overspent)	C			
42	Budget warnings at the account level and project level	C			
43	Budget warnings optionally include encumbrances and pre-encumbrances	C			
44	Budget warnings are performed on all system transactions (requisitions, field purchase orders, purchase orders, journal entries, etc.)	C			
45	Ability to review and approve purchase orders.	H			
46	Ability to restrict transfers to/from specific accounts (ex. Payroll)	H			
47	Ability to use operating budgets to pay for multi year projects	C			
48	<u>Budget Forecasting</u>	-			
49	Ability to support personnel cost projections that include fringe benefit costs (based on existing benefits elected).	H			
50	Ability for departments to develop scenarios which are components that may or may not be included with the base budget / taken out of the final approved budget.	H			
51	Ability to enter an increase in either percentage or flat rate amount to salaries and/or benefits provided.	H			
52	<u>Budget Maintenance, Revisions and Amendments</u>	-			
53	Ability to assign budget dollars by month for a budget line item, after the budget is adopted.	H			
54	System must provide the ability to track changes in the document that occur from one authorization point to another, and who made they change, by producing an audit "change trail".	H			
55	Ability to automate specific allocations and transfers between departments and funds as defined by the user (i.e., internal service funds and debt service).	C			
56	Ability to indicate out-of-balance conditions with corrections defined by the user.	C			
57	Ability to request/approve budget adjustments online, through workflow.	C			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.04	<u>Budgeting</u>				
58	Ability to manage position changes within system, through workflow.	D			
59	Ability to configure the system to allow for distributed entry of budget revision (transfer of funds between accounts) requests - with approval functionality	C			
60	Ability to provide extended comments with budget revision requests	D			
61	Ability to replace previous budget with modified budget and the system calculates adjustments.	H			
62	Ability to enter budget amendments during the fiscal year (appropriations or revenue estimates).	H			
63	Ability to record and track multiple budget amendments during the year and inquire on the adjustments after the fact.	H			
64	Ability to override budget amendments.	C			
65	Ability to identify a budget adjustment as one-time (temporary) or permanent (affect future base budgets).	C			
66	<u>Budget Preparation</u>	-			
67	Ability to develop budgets at a sub-account level.	H			
68	Ability to customize budget scenarios based on department.	H			
69	System allows for identification of specific budget items per budget line	C			
70	System allows for departmental budget entry in an account listing style	D			
71	Budget development allows for comments per budget line	D			
72	System allows for per month budgeting (e.g. enter annual total budget line and system assists by spreading the annual amount). Monthly amounts can then be adjusted.	D			
73	System is configurable to allow for configuration of which accounts require line item detail with the budget request	C			
74	Ability to generate budget by position.	H			
75	Ability to secure position budgeting functionality to authorized users only	H			
76	System's position budgeting functionality is directly integrated with the Payroll and HR modules	H			
77	Budget development functions accommodate a "refresh" process whereby budget scenarios being developed are updated from current payroll changes (raises, transfers) during the budget development cycle	D			
78	Ability to perform position budgeting that includes the calculation of benefits specific to the type of position being budgeted.	H			
79	System has functionality to assist with managing new budget implications of live payroll changes (e.g. raises & transfers) performed during the budget development cycle	H			
80	Ability to perform Budget Prep global changes (Fringe Benefits, merit increases).	H			
81	Ability to have a central service fund for planning for major purchases.	D			
82	Ability to modify preliminary budget amounts for an account and automatically update department totals.	C			
83	System must provide the ability to either create a requested budget on-line, or print out the on-line form and complete it manually.	H			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.04	<u>Budgeting</u>				
84	Ability to generate proposed budget data by extrapolating multi-year historical financial data using user-defined criteria/specifications.	C			
85	System must provide the ability to limit changes within the unadopted budget after a certain point in the budget process has been reached, and require appropriate user authorization to implement any changes.	H			
86	Ability to perform exception based budgeting (only changes to budget amounts on budget worksheet that user takes exception with).	D			
87	System supports a peer-review process whereby peer department heads have access to, review and comment on budget requests	D			
88	System provides multiple methods (e.g. views) of updating departmental budget requests (e.g. departmental account listing, one account at a time, etc.)	H			
89	System must provide the ability to enter estimated revenues during the budgeting process by fund number, with the ability to view the following:	-			
90	Two previous year actuals	H			
91	Current year estimated to date	H			
92	Current year actuals to date	H			
93	Current year actuals / current year estimated	H			
94	Current year original estimated to date	H			
95	<u>Budget Rollover Procedures</u>	-			
96	Ability to prepare base budgets from prior year actual expenditures.	H			
97	System must provide the ability to automatically install the adopted budget by an authorized user.	H			
98	Ability to replicate previous years budget (minus \$\$ amounts) to assist with budget prep.	H			
99	Ability to view prior year's revenues while working on the new years data.	H			
100	Unfulfilled encumbrances roll to next year, at year end, along with their associated budget	H			
101	Ability to turn encumbrances into 'spent funds' at end of year.	C			
102	<u>Capital Budgeting</u>	-			
103	Ability to perform capital planning.	C			
104	Budget rollover procedures accommodate rolling capital projects to future fiscal year	H			
105	Ability to integrate with Fleet module to assist with analysing equipment replacement (including replacement criteria)	H			
106	Ability to integrate with capital project system to assist with capital budget development	C			
107	System provides budget upload functionality for capital budgets	C			
108	System provides the ability to automate a distributed "capital budget item request" process providing central approval and reporting	C			
109	System provides capabilities to classify (City can configure the categories) capital project requests and provides reporting by classification	C			
110	Ability to manage the City's multi-year (e.g. five) CIP program	C			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.04	<u>Budgeting</u>				
111	<u>Project / Grant Budgeting</u>	-			
112	System must provide the ability to use project budgeting within or across funds as specified by the user.	H			
113	<u>Multi-Year Budgeting / Budget Projections</u>	-			
114	Ability to prepare budget for multiple years concurrently.	H			
115	Ability for distributed departments to perform projections periodically including estimate revisions and reporting of actual to estimates - at varying levels of the chart of accounts	C			
116	Ability to budget out three years (budget year plus two more years of estimates).	H			
117	<u>Office Automation Integration</u>	-			
118	Ability to up/download budget information to a spreadsheet	H			
119	<u>Performance Measurement / Non-Financial Budgeting</u>	-			
120	Ability to develop tables to accommodate input of performance measures (e.g., transactions per, number of staff/customer, etc.).	D			
121	Ability to establish non-financial strategic objective performance budgets and track actual performance against these budgets	D			
122	Ability to import files with define file formats from other external systems into the performance budgeting system to reflect actual performance tracked in other external City systems	D			
123	Ability to associate performance indicators and metrics to chart of accounts segments	D			
124	Ability to inquire define, configure and maintain security related to inquiry rights on which users have access to view performance budget and actual information - at a metric by metric level	D			
125	Ability to adjust non-financial budgets at any point in time	D			
126	Ability to produce summary and detailed actual statistics related to established performance budgets	D			
127	Ability to provide budget to actual reporting for non-financial information	D			
128	<u>User Fees / Revenue Estimating</u>	-			
129	Ability to perform revenue estimating for multiple future years	H			
130	Ability for revenue estimation functionality to be distributed to departmental financial managers for input	H			
131	Ability for revenue estimation functionality to include report and inquiry features for Budget Office	H			
132	<u>Reporting</u>	-			
133	Ability to track a request for transfer of funds that can be attached to a particular purchase order.	D			
134	Ability to search within the budgeting process at all levels of account structure.	D			
135	Ability to view history, by year, account number and / or transaction.	C			
136	Ability to view the chart of account master files.	D			
137	Ability to view data at a user-defined level.	D			
138	Ability to view history of budget transfers.	C			

H - Highly Critical
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D - Desirable

City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.04	<u>Budgeting</u>				
139	System provides an open database and query tools that allow for easy linking to database tables, views, queries for assistance in developing the budget book	C			
140	Ability to show one year of history and current year actuals on budget reports – Revenue and Expense accounts.	C			
141	Ability to monitor Revenue/Expenditure actuals to estimates.	C			
142	Ability to track prior year encumbrances that are earmarked for specific items.	C			
143	Ability to generate the following reports:	-			
144	Recommended Budget	C			
145	Actual Budget	C			
146	Summary reports take detail data and produce Fund, Department and Org reports.	C			
147	Appropriation Status Report	D			
148	Ad-Hoc reporting	D			
149	Budget Scenario Reporting	D			
150	Prior year encumbrances	D			
151	Ability to view budget information by any segment of the account code:	D			
152	Ability to summarize totals at any segment of the account code	C			
153	Ability to view all account balances by fund including:	D			
154	Account Number	H			
155	Account name	C			
156	Original Appropriation	D			
157	Transfers	D			
158	Expended to date	D			
159	One-time encumbrances	D			
160	g. Encumbrances that are puchase orders	D			
161	h. Free balance	D			
162	% of expanded balance for the year	D			
163	Ability to view, for current year, previous years, and up to 5 years, details online for:	-			
164	Base Budget	C			
165	Modified budget	H			
166	Actual expenses	H			
167	"current to date" budget to actual numbers online	H			
168	"actual to date" information by month	H			
169	Requested budget amounts	D			
170	Recommended budget amounts	D			
171	Approved budget amounts	C			
172	Account status - including revenues, expenditures and open purchases	D			
173	Ability to perform a "what if" analysis:	-			
174	utilizing current year information,	D			
175	in trial a trial mode, prior to any updates to actual data,	D			
176	save analyses to a separate file or print out analysis,	D			
177	on individual accounts and view the results at the account or department level.	D			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.04	Budgeting				
178	allowing the user to adjust the account code level amounts by a percentage, amount or flat rate across the board for a particular fund, cost center, object or project,	D			
179	that interfaces with Payroll module	D			
180	Ability to allow for downloading of the adopted budget from the financial system.	H			
181	Ability to specify date or timeframe for which to view or report data.	H			
182	Ability to report on the requested, recommended, and approved budget amounts for up to 6 years.	C			
183	Ability to report budget for multiple years on same report.	C			
184	Ability to report estimated budget savings or overruns for the remainder of the current year based on current budget balance status and trends.	C			
185	Ability to report for each department's budget:	-			
186	Which items are a contribution of prior year, and total.	C			
187	Which items are new requests, and total.	C			
188	Ability to include the following in budget reports:	-			
189	Base budget	C			
190	Modified budget	H			
191	Available budget - including pre-encumbrances	C			
192	Ability to create estimated income statement and balance sheet.	C			
193	Ability to create an Automatic Allocation Report .	C			
194	Ability to create an Automatic Transfer Report .	C			
195	Ability to create an Effects on Fund Balance Report .	C			
196	Ability to create a Project Budget Report .	H			
197	Ability to create an "Actual to date" Report by month.	C			
198	Ability to create detailed Expense/Revenue Report , with budgeting data to include, at a minimum, year-to-date and modified budget information for each line item.	H			
199	Ability to create a Monthly Budget Report with MTD and YTD totals for any month that is reflective of the balances for that month.	H			
200	Ability to generate a Budgetary Appropriation Request Variance Report that compares estimated revenues (including carryovers) with appropriation request.	C			
201	Ability to create an Amendment Report	C			
202	Ability to create a Simplified Budget Report , by department, grouped by Revenue and Expenditures, including column headings of:	-			
203	Account Number	C			
204	Account Title	C			
205	Original Appropriation	D			
206	Amended Appropriation	C			
207	Month-to-Date Expenditures/Revenues	C			
208	Year-to-Date Expenditures/Revenues	C			
209	Outstanding Encumbrances	D			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.04	Budgeting				
210	Unencumbered Balance	C			
211	Current Month Activity	C			
212	Encumbered YTD	C			
213	Un-encumbered balance	D			
214	Percentage of revenue/expenditures remaining	C			
215	Ability to create a Budget Worksheet , including:	-			
216	a. Last 2 Years (minimum) Actual & Approval	D			
217	b.Original Budget – Current Year	D			
218	Amended Budget – Current Year	C			
219	Actual Expenditures/Revenues to Date	C			
220	Columns for:	D			
221	Requested	C			
222	Recommended	C			
223	Adopted	C			
224	Ability to create an Expenditure Account Listing including the following headings:	-			
225	Prior Year History by Month	D			
226	Annual Budget	D			
227	Re-encumbrance Amounts	D			
228	Adjusted Annual Budget	C			
229	Budget Amendments	D			
230	Encumbrance Transactions	D			
231	Actual Expenditure Transactions	C			
232	Unencumbered Budget Balance	C			
233	Ability to create an Expenditures Report , including:	-			
234	Over/Under Expenditures	C			
235	Balances	C			
236	Ability to create a Detail and Summary Budget Report	H			
237	Ability to create an Adopted Budget Report , by fund, by department, and/or by Project	C			
238	Ability to create a Budget Projections Report , using any dimension of the account number.	D			
239	Ability to create a Budget Amendments Report , listing budget amendments processed.	D			
240	Ability to create a Payroll Projection Report , listing:	-			
241	Each employee by department	C			
242	Current annual salary	C			
243	Review date	C			
244	Amount of next annual increase	C			
245	Ability to create a “What if” Report , from "what-if" analysis	D			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.05	Fixed Assets				
	Objective: To provide improved control over fixed asset accounting and management.				
	System Requirements	-			
1	System can be used to track "non-capitalized" asset / equipment items (i.e.: computer equipment, non-licensed vehicles) per department / division for risk management purposes.	D			
2	System has the ability to track non-depreciable technology inventory items (desktops, laptops, etc) including detailed information such as component detail, serial numbers, technical specifications, etc.	C			
3	System allows for search on asset description, and includes "sounds like" functionality and can list for similar items	C			
4	Systems has the ability to identify grant funded assets	H			
5	by identifying more than one grant associated with an asset	H			
6	by identifying the percentage spit, or capitalization breakout (to each grant) for each asset	H			
7	All fixed asset reporting should be able to be run with an "as of" date, to recreate a summary and detail level information 'as of' a point in time that may be in a prior accounting period	H			
8	Fixed Asset system has robust query ability with wildcards	D			
9	Fixed asset module has the ability to export / import information to/from common spreadsheet applications	H			
10	Ability to have multiple user defined capitalization thresholds; one for overall purchases, and other user defined specific departmental capitalization levels.	C			
11	The system should support bar coded asset tags and portable bar code readers for performing physical inventories.	D			
12	Asset numbers do not necessarily need to correlate to asset tag numbers - Allow the system to generate tag numbers, have external tag numbers assigned, or not have tag numbers	C			
13	The system allows the City to configure if they want the system to optionally provide GASB 34 reporting and related transactions.	H			
14	System lists and values infrastructure capital assets (streets, piping, water mains, etc.)	H			
15	System identifies capital outlay by program the assets support	H			
16	System depreciates capital assets and allocates depreciation to those programs that use the assets	H			
17	The Fixed Asset module interfaces with the Accounts Payable modules. Information on newly obtained fixed assets is reported for verification, then automatically transferred from the A/P module into the Fixed Assets master file system. Users are able to adjust and or remove assets that are misclassified.	C			
18	Can track multiple "user defined" fields on the asset master record	H			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.05	Fixed Assets				
19	Provides a classification scheme to code fixed assets according to type (i.e., desks, cars, etc.).	H			
20	Accommodates free-form descriptive text to further describe any asset. The text is electronically associated with the master file.	C			
21	Ability to accommodate alpha numeric asset numbers.	C			
22	Ability to accommodate parent/child relationships between related assets, such as a master unit with one or more accessories.	H			
23	Ability to reassign parent/child relationships.	H			
24	Ability to capitalized items in aggregate (as a group)	H			
25	- Ability to perform partial disposals / retirements	H			
26	- Can track "Quantity" in the asset master record - minimum of 6 digits	H			
27	Project Based Assets				
28	- Interfaces with the Project Accounting system to capture project costs for aggregate / project assets	H			
29	- Allows a project to be associated with multiple assets	H			
30	- Allows an asset to be associated with multiple projects	H			
31	Ability to associate multiple capital accounts and multiple related depreciation expense accounts with an asset, and assign a percentage split between each	H			
32	Allows for transfer of assets between departments, locations and funds, accommodating interfund and inter-dept. transfers, duplicating all identifying data from original record.	H			
33	Maintains on-line history of asset transactions, including:	-			
34	ID Number Changes	H			
35	Location Changes	H			
36	Account Number Changes	H			
37	status change	H			
38	change to key field in auxiliary system	H			
39	Partial disposals	H			
40	valuation change	H			
41	Date of Last Depreciation Adjustment	H			
42	Ability to calculate asset values to replacement costs for insurance purposes.	C			
43	Provides reports to assure that adequate insurance has been secured for property, and expedites the insurance reporting process.	C			
44	Supports asset value appreciation for real property and provides a detailed audit trail. Any appreciation does not affect cost basis.	C			
45	Ability to record and report on asset replacement information, such as:	-			
46	Expected Useful Life (years, mileage, cycles, etc.)	D			
47	Date of Expected Replacement	D			
48	Current Asset Value	C			
49	Anticipated Asset Value at Time of Replacement	D			
50	System has the ability to support multiple depreciation schedules / per asset	D			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.05	Fixed Assets				
51	Retention of fully depreciated assets in fixed asset master file for inventory control purposes prior to disposition.	C			
52	Maintains on-line master file information on each asset, including fields that can be identified as optional or required:	-			
53	Fund/Account Group	H			
54	Fund Type	H			
55	Property Type	H			
56	Building	H			
57	Location	H			
58	Responsibility	H			
59	Department	H			
60	Program	H			
61	Acquisition Date	H			
62	Original Cost	H			
63	Current Value	H			
64	Status (active, disposed, idle, etc.)	H			
65	Previous asset number	H			
66	Document Reference Number	H			
67	Acquisition method (purchased, donated, etc.)	H			
68	Depreciation, Life-to-Date	H			
69	Depreciation, Year-to-Date	H			
70	Parent/Child Descriptions and Asset Numbers	H			
71	Purchase Order Number	H			
72	ID or Tag Number	H			
73	Vendor Name and ID Number	C			
74	Multiple Description lines (brand, model, and manufacturer of asset)	H			
75	Check Number and Date	C			
76	Serial Number	H			
77	License Number	H			
78	Replacement Cost	H			
79	Group / Assets Classification Number	H			
80	Fund and Department Numbers	H			
81	Quantity	H			
82	Unit Cost	H			
83	Grant Number	H			
84	Grant Percent	H			
85	Grant Type	H			
86	Asset Life	H			
87	Square Footage	H			
88	Insurance Value	D			
89	Disposal Value	D			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.05	Fixed Assets				
90	Disposal Date	H			
91	Transfer Date	H			
92	Previous Location	H			
93	Responsibility Code	C			
94	Funding Source	H			
95	Sale Price	H			
96	Warranty information	H			
97	Donation	H			
98	Condition	H			
99	Contractor	H			
100	General Fund Category	C			
101	Document Reference #	C			
102	Location Roll Up	C			
103	Minimum of 10 User-Defined Data Fields	C			
104	Security access to edit assets is assigned to each asset	H			
105	Ability to idle assets (suspend depreciation)	H			
106	Ability to link to all related ERP modules (fleet, etc.)	H			
107	Ability to access a master file by entering any asset field	C			
108	Principal Reports	-			
109	Reporting on assets by building, including all building contents	C			
110	Ability to print bar-coded tags or labels for fixed asset identification.	D			
111	Schedule of Assets , grouped by GAAFR function and/or departments. The report can also be produced down to the division and/or cost center level.	C			
112	Transaction Register audit trail of all acquisitions, transfers, changes, and retirements during a user-defined time period by asset type, department, or purchase amount.	H			
113	New Acquisition Report showing all newly acquired fixed assets which have not been entered into the Fixed Assets master file system. (Requires Purchasing, A/P module interface).	C			
114	Fixed Assets Detail and Summary maintained by department, fund/ account, responsible person, property type, location, and their associated cost or replacement value, and accumulated depreciation.	C			
115	Physical Inventory Worksheet , sorted by department, location, and/or person responsible to assist in conducting physical inventory. Report provides the maximum amount of asset details that would assist in identifying asset locations.	H			
116	Vehicle/Equipment Listing of master file information, including property tax number, item name, description, location, class number, charge account number, equipment ID number, motor number, model and manufacturer. Acquisition and disposition information are also included.	C			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.05	Fixed Assets				
117	Land, Building, and Vehicle/Equipment Report showing land, building, and right-of-way items on file for information purposes.	C			
118	Schedule of Current Year's Depreciation associated with each asset.	H			
119	Replacement Report listing all assets which should be considered for replacement during a user-defined period.	H			
120	Valuation (orig. cost, acc. depr., book value)	C			
121	Net changes (additions, deletions, financial adjustments)	C			
122	Schedule of assets (original cost or book value)	C			
123	Asset Listing – Short Form	C			
124	Asset Listing – Detail	C			
125	Asset Transaction History	H			
126	Gain or Loss on disposal of assets	H			
127	Depreciation Register (YTD & Total Accumulated)	C			
128	Depreciation Estimator (annual depreciation on existing assets for future years)	D			
129	Schedule of Additions	D			
130	Schedule of Disposals	D			
131	Assets Transferred	H			
132	Assets Idled	D			
133	Financial Adjustments	C			
134	Grant Funding	H			
135	Grant Associated Valuation (orig. cost, acc. depr., book value)	H			
136	Grant Associated Depreciation (YTD & Total Accumulated)	H			
137	Related Assets (Parent/Child or Split Funded)	H			
138	Table Listings	D			
139	Pre-Inventory Worksheet	D			
140	Insurance Valuation Report	D			
141	Risk Management Report	D			
142	Non-Capital Items	D			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.06	<u>Project and Grant Accounting</u>				
	Objective: To monitor capital improvement projects, other City projects and grants in a timely and efficient manner. To report on progress and performance of these various projects and grants. To provide a central data repository to track project and grant activity and provide the related information and perform required reporting.				
	<u>System Requirements</u>	-			
	<u>Integration</u>	-			
1	All source transactions (including: requisitions, purchase orders, vouchers, invoices, cash receipts, payroll, work orders, general ledger transactions) within an integrated financial system must be able to associate a grant / project number with the transaction.	H			
2	All transactions entered in the system (including GL transactions, procurement transactions, cash receipts, etc.) would have the user who generated the transaction associated with it. This would assist with historical inquiry.	H			
3	Interfaces with Budgeting module to establish yearly project/grant budgets.	H			
4	Ability to associate a grant / project number with a financial transaction, even after it has posted.	H			
5	Automatically generates account distributions to the General Ledger and Project Accounting modules with <u>same</u> data entry transaction.	H			
6	Grants can be associated with specific assets. Reports to display grant based fixed asset listings.	H			
7	<u>Grant Application</u>	-			
8	System has functionality of managing workflow of Grant Application Process – Multi Tier Approval Process.	H			
9	System has ability to establish and track a series of non-financial commitments during grant application process:	H			
10	Award	H			
11	Legislation	H			
12	Budget	H			
13	Exclusions/Debarments	H			
14	<u>Project / Grant Information</u>	-			
15	Project/Grant allows for setup of a series of user defined fields at project setup to capture Grant Administrative information.	H			
16	Federally funded grants (C.F.D.A. number) must be identified at grant setup.	H			
17	Project / Grant master file includes:	-			
18	Project ID	H			
19	Project Description	H			
20	Ordinance Number(s)	H			
21	RL (Request for Legislation) number	C			
22	File attachments (multiple file formats of Maps and photographs)	C			
23	Expense accounts	H			
24	Receivable accounts	H			

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D - Desirable

City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.06	<u>Project and Grant Accounting</u>				
25	Revenue Amounts and Sources	H			
26	PreEncumbrance & Encumbrance Amounts and Sources	H			
27	List of Contractors, Equipment Assigned	H			
28	Estimate of Labor Hours and Material Costs Required	H			
29	Responsible Department	H			
30	Project Manager	H			
31	Amended or Secondary Revenue Amount and Source	H			
32	Budget Amount / Estimate	H			
33	Project Transactions	H			
34	Status (open, closed, inactive, etc.)	H			
35	Revenue amounts and funding sources are included in project/grant master file. Funding is identified as:	-			
36	Project ID	H			
37	Internal Funds and Number/ID of Sources	H			
38	Awarded / Borrowed Funds	H			
39	Donations/Gifts	H			
40	Contribution	H			
41	Special Assessment	H			
42	Grant (state or federal)	H			
43	Bond Revenues	H			
44	Other	H			
45	Local	H			
46	In-kind Matching Tracking	H			
47	Allows both automatic project numbering or user-defined project number assignment.	H			
48	Project coding can be used for projects, capital projects, and grant projects	H			
49	Ability to track key grant information (grant source, key dates, related allowable expenses, descriptions, etc.).	H			
50	Project Setup allows for establishing appropriate accounts for a grant at setup. (Chart Field Valuations).	H			
51	System must accommodate larger Grant/ Project (5 year) with multiple payments over time.	H			
52	Projects can span multiple departments and multiple years.	H			
53	Project and grants must be able to be tracked over multiple fiscal years.	H			
54	Project / grant cycles must be able to be different than the financial fiscal year (in addition to standard fiscal year).	H			
55	A "Long Description" field (254 character) for capturing project / grant information.	H			
56	<u>Project / Grant /Capital Budgeting</u>	-			
57	Ability to designate funds as multi-year or annually appropriated with separate closing procedures.	H			
58	System supports establishing grant budgets at the appropriation level.	H			
59	System provides Grant/ Project Budget to actual reporting.	H			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.06	<u>Project and Grant Accounting</u>				
60	Multiple funding sources can be established for a Capital Project – each is established with a separate budget.	H			
61	System provides functon transfer capitalized CIP projects into Fixed Assets system	H			
62	System provides functionality to tag historical project activity (into sub-modules as well) with CIP asset number as CIP projects are capitalized	H			
63	Contracts associated with grants must track the "Grant End Date" and prevent expenditures after end of the grant.	H			
64	<u>Project / Grant Activity</u>	-			
65	Transactions that contain a fund designated as requiring a project / grant will error out if the project / grant number is missing.	H			
66	System allow expenditures directly to multiple funding sources with the ability to track to a single project.	H			
67	During data entry, if a source transaction is coded to a account that has been setup as part of a Grant/Project, the user is required to enter a Grant/Project number on the transaction. A account may relate to Multiple Projects/Grants.	H			
68	Must have ability to track Funder Direct Payments to vendors for a project.	H			
69	System should allow for multiple contracts to be set up for a capital project.	H			
70	System allows for multi-year funding sources.	H			
71	System provides after the fact project tagging	C			
72	System allows for application of grant reimbursements directly to the project.	H			
73	<u>Project Close</u>				
74	System should have functionality to close out a project and transfer the capital project to the fixed assets system.	H			
75	<u>Grant Tracking</u>	-			
76	System allows for setup of Sub-Project/Grants to Primary Project/Grant.	H			
77	Project setup must allow for identifying project rules for splits of funding sources multiple ways based on need (funding priority, % splits).	H			
78	Need report to show activity against a funding source for a project.	H			
79	Source transactions for Project/ Grant: user must be able to select multiple funding sources per transaction.	H			
80	Capital Project reporting should show funding source usage in addition to Project Expenditures, PreEncumbrances, Encubrances and Free Balance for each project.	H			
81	Need "funding source" report showing activity for all projects with available balances.	H			
82	Allows overhead rates to be applied to a project.	H			
83	<u>Project / Grant Reporting</u>	-			
84	Online inquire features must allow users to drill and view detailed transaction descriptions.	H			
85	Advanced electronic notification or reporting of grant completion dates and end of funding dates.	C			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.06	<u>Project and Grant Accounting</u>				
86	Allows for the on-line maintenance of a contractor master file, including contract dollar amount and duration.	H			
87	Ability to track costs/revenues for sub-projects. Allows "roll-up" of sub-projects into major project.	H			
88	All Grant / Project reports can be exported to a spreadsheet for manipulation and formatting to meet specific funder requirements.	H			
89	All Grant / Project reports provide cost center detail	H			
90	Project reporting for multi-department projects must be visible to all users with account code level access	H			
91	System provides project activity reporting (detail)	H			
92	Project revenue reporting prints detail of cost centers	C			
93	Fixed asset tracking must be able to be associated with a project	H			
94	Project reports must include balance sheet accounts associated with a project	H			
95	Project reporting includes sub-project activity (includes compare to budget) with date range	C			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.07	Payroll				
	Objective: To provide an automated system to improve processing of pay and deduction information, manage on-line employee records and facilitate the preparation of paychecks, reports and surveys.	-			
1	System must provide flexible processing schedules for the ability to rerun payroll, if needed.	H			
2	Ability to perform supplemental payroll processing to support year-end processing schedules.	H			
3	Ability to adjust previously issued payments	H			
4	Ability for the reversal (void paycheck) process to be automated to reverse all employer/employee records (including voluntary deductions, time and attendance, and PTO accruals)	H			
5	Internal validation between Payroll module and GL module, including:	H			
6	Validation of account coding for employee time	H			
7	Validaiton that no current payroll information is using an account selected for inactivation	H			
8	Drill down from GL summary / detail / payroll detail	H			
9	All pay deductions, earnings, and their related changes, must be processed with an effective date	H			
10	All deduction and earnings codes should be configured with GL account coding	H			
11	Flex benefit management functionality accommodates adjustments before tax and is configurable to be on a fiscal year cycle or on a calendar basis	H			
12	System provides functionality to associate shift definition to FLSA cycle and pay rate	H			
13	System has the ability to automate change of status process and provides functionality to route for approvals, providing an audit trail and tracking of approvals	H			
14	System tracks historical status of prior year earnings	H			
15	System provides all mandated federal and state reporting and periodic updates included in the annual software maintenance agreement (W2s, 941's etc.)	H			
16	System accommodates automated rollover of leave accruals	H			
17	Ability to associate benefit and deduction codes and require their linkage (e.g. Medicare benefit necessitates use of the Medicare deduction)	H			
18	Ability to manually enter (positive or negative) adjustments including retroactive pay	H			
19	Ability to automatically generate pay or adjustments when a retroactive pay-related information is changed - rate, hours, allowances, etc.	H			
20	System must provide the ability to automatically update prior periods for retroactive pay calculations and processing	H			
21	Ability to adjust all accumulated totals that are affected by an adjustment (e.g., FICA-subject wages, taxes, and retirement)	H			
22	Ability to match every payment and adjustment with the pay period where the adjustment applies	H			

H - Highly Critical
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D - Desirable

City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.07	Payroll				
23	System must provide the ability to calculate voluntary earnings and deductions and perform the following functions including:	-			
24	Process on any frequency per employee	H			
25	Process start and/or stop based on a future date	H			
26	Automatically stop when a dollar limit is reached	H			
27	Automatically stop when a pre-established limited number of withholdings has been reached	H			
28	Calculate based on a percent of net earnings	H			
29	Calculate based on a percent of gross earnings	H			
30	Calculate based on an amount per hour	H			
31	Calculate based on a fixed amount	H			
32	Provide graduated deductions based on earnings	H			
33	Establish deductions based upon pay group	H			
34	Automatically perform arrears accounting	H			
35	Have independent taxing options for Federal, State, City, FICA	H			
36	Automatically establish based on type of employee	H			
37	Allow the user to establish deduction priority for some deductions	H			
38	Allow the priority to be changed for a given payroll run	H			
39	Tax based on a percent	H			
40	Establish as a nontaxable earning	H			
41	Establish as a nontaxable deduction	H			
42	Establish as a taxable deduction	H			
43	Establish as a pre-tax deduction	H			
44	Process a fixed amount by employee	H			
45	Process fixed monthly benefit for retirees	H			
46	Ability to have voluntary deductions and earnings variable by employee	H			
47	Ability to have current period (bi-weekly), quarter-end, and year-to-date accumulators for all taxes, deductions, earnings, and hours (including pay hours, overtime hours, differential, leave hours, etc.)	H			
48	Ability to support different payroll deduction frequencies and payment frequencies	H			
49	Ability to manually adjust any employer accumulator	H			
50	System must provide the ability to change all retirement rates to do the following:	-			
51	Ability to change retirement benefits payment for changes in date-driven calculations (cost of living adjustments)	H			
52	Ability to change employer contribution rates mid-year, based on eligible employee salaries	H			
53	Ability to update/add a retirement plan calculation rate without programming	H			
54	Ability to calculate retirement benefits based on salary, years of service, and selection of plan options (straight life, social security level income, co-annuitant, PLOP, DROP)	H			
55	Ability to store co-annuitant information	H			

H - Highly Critical
C - Critical
D - Desirable

City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.07	Payroll				
56	Ability to calculate an estimate of retirement benefits based on different plan options	H			
57	Ability to calculate and store retirement gross wages	H			
58	Ability to automatically change employer contribution	H			
59	Ability to include all employees in one pay group	H			
60	Ability to support multiple pay cycles, each with varying durations, frequencies, rules, etc.	H			
61	Ability to terminate/add and pay an employee in the same cycle simultaneously	H			
62	Ability to have multiple manual and voided checks to be entered per cycle	H			
63	Ability to have special payroll runs at the same time as a normal payroll run	H			
64	Ability to process multiple types of payroll transactions in the same payroll cycle	H			
65	Ability to manually void checks	H			
66	Ability to print deductions and/or other earnings titles on the earning statement	H			
67	Ability to print checks in prescribed sequence that can be changed at any time by users	H			
68	Ability to print current and year-to-date totals on earnings statements for both dollars and hours	H			
69	Ability to generate multiple checks for an employee within a single pay cycle	H			
70	System must provide the ability to safeguard against using duplicate Social Security Numbers	H			
71	Ability to enter SSN and automatically assign a random Employee Identification Number (EIN)	H			
72	Ability to display employee records by EIN (employee identification number) or DSN (Department Service Number-Police) without displaying the SSN	H			
73	Ability to create a flag to disallow payment to a terminated employee	H			
74	Ability to provide extensive audit trails of payroll transactions	H			
75	System must provide the ability to calculate overtime hours for different employee groups with different FLSA periods	H			
76	Ability to pay employees with hourly rate (nonexempt) and biweekly salary (exempt) in same payroll cycle	H			
77	Ability to place a transaction or payment in suspense	H			
78	Ability to reexamine suspense items each payroll cycle and release them for processing when all suspense conditions are cleared	H			
79	Ability to provide computer-generated payroll checks.	H			
80	Ability to print payroll replacement checks	H			
81	Ability to record each replacement check number in the payment history record for the check that is replaced and the replacement number should not overlay the original check number	H			
82	Ability to locate the replaced check's payment history record using the replacement check number or check date as a search key	H			
83	Ability to set-up arrears rules by deduction type	H			

H - Highly Critical
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D - Desirable

City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.07	Payroll				
84	Ability to refund terminated employees	H			
85	Ability to automatically assign check, clearance and account receivable numbers for payments and adjustments	H			
86	Ability to control, assess and record check, clearance, and account numbers, being sure to include the following:	-			
87	Restrict numbers to permanently established ranges	H			
88	Determine the number to assign next (at implementation and on an ongoing basis)	H			
89	Ability to require the City's cost center (including fund, org, account) for each payment or adjustment	H			
90	Ability to create a file for direct deposit in ACH format, MOST, deferred comp providers, TreasuryDirect, and others as needed	H			
91	Ability to have multiple financial institutions per employee designated for direct deposit	H			
92	Ability to electronically provide notification of direct deposit to employees	H			
93	Ability to allow direct deposit as:	H			
94	Full net amount to one financial institution	H			
95	Percentages of the net amount to more than one financial institution	H			
96	Fixed amounts to more than one financial institution	H			
97	Multiple accounts to one financial institution	H			
98	Ability to provide on-line viewing of pay stubs, W-2 forms, and 1099-R forms	H			
99	Ability to print check and stub, or earnings statement, on self-mailer check form	H			
100	Ability to restart the check process for the following:	-			
101	One check	H			
102	Small group of checks	H			
103	Entire check run	H			
104	Ability to automatically advance to next paycheck to continue stub printing.	H			
105	Ability to distribute pay to an unlimited number of accounts, with automatic default payroll distribution.	H			
106	System must provide the ability for manual check processing	H			
107	System must provide the ability to perform check reconciliation	H			
108	System must reconcile COBRA payments made through account receivable with eligibility records in HR	H			
109	System must provided the ability to maintain a file of outstanding payroll checks to assist with the bank reconciliation	H			
110	System must provide the ability to include leave balance summary on individual check stubs	H			
111	System must provide the ability to issue checks outside of the processing cycle	H			
112	System must provide for reimbursable expenses to employees through payroll (tuition reimbursement, mileage, travel etc.)	H			
113	Ability to prenote prior to an employee's first pay cycle	H			

H - Highly Critical
C - Critical
D - Desirable

City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.07	Payroll				
114	Ability to override prenote process	H			
115	Ability to enter one employee in multiple positions with multiple job titles, pay rates, classifications, cost centers, etc., during the same pay cycle without the need for manual journal entries and show cross reference in payroll register	H			
116	Ability to split employee pay and benefits among multiple orgs	H			
117	Ability of system to automatically pay employee (any employee type) for part of a pay period at one rate and the rest of the pay period at a different rate if employee's rate change is effective dated during the middle of the pay period	H			
118	Ability to locate and view every check record using the replacement check number, employee ID number, or check date as a search key	H			
119	Ability to run supplemental payrolls that update the year-to-date balances (gross, net, taxes, deductions, etc) without producing paychecks	H			
120	Ability to run preliminary payrolls that do not update year-to-date balances but simulate the update of year-to-date balances with simulated postings to the general ledger (e.g. a test run) - and including all related reporting	C			
121	Payroll system accommodates print and post of pay with partially invalid account coding – with exception reporting and correction capabilities	C			
122	Ability to identify voided checks in printing of payroll checks	H			
123	Ability of department to change specified fields and hold changes in suspense awaiting release by Budget, Personnel, and Fiscal Management prior to accepting	H			
124	Ability to calculate commute days as taxable fringe benefit	H			
125	System must automatically calculate number of work days and load corresponding number for commute days for authorized employees	H			
126	Ability of user to change number of commute days	H			
127	Ability to control all additions, changes, and deletions of positions	H			
128	Ability to restrict access to Payroll/Personnel system to provide secure inquiry.	H			
129	Ability to determine the dollar amount of sick and vacation liability.	H			
130	Ability to create user-defined position numbers, titles, and grade/step tables.	H			
131	Ability to perform both payroll and personnel functions from a single database with automatic update of information in both systems from a single transaction.	H			
132	Ability to maintain salary information for terminated employees for a user-defined time interval	H			
133	Ability to pay retiree as an employee for up to 640 hours in calendar year	H			
134	Ability to add fields for department use that are attached to employee records (years of experience, BOE party affiliation, etc)	H			
135	Ability to classify employees in variety of ways (active, terminated, inactive, on-call, seasonal, permanent, temporary, term, intermittent, full-time, part-time, elected, exempt, non-exempt, and user-defined other)	H			
136	Ability to withhold FICA based on YTD wages if election judge reaches wage base for year	H			
137	Payroll System Time and Attendance Functions	-			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.07	Payroll				
138	Ability to create Time sheets by Pay Period, per individual employee.	H			
139	System must provide the ability to remotely enter time sheet data with immediate editing for errors, through department work stations.	H			
140	Ability to "clock in" and "clock out" with an electronic time tracking system that would replace timesheets/manual entry for tracking employee time	H			
141	Ability of system to adjust for daylight savings time related to time and attendance reporting	H			
142	Ability to enter all department time and attendance from single point of entry	H			
143	Ability to enter time and attendance data for current and future dates	H			
144	Ability to adjust time and attendance, accrued balances, and cost accounting with single entry	H			
145	Ability to track pay periods worked by on-call employees (26 pay periods) for eligibility for merit increase	H			
146	Ability to set work schedules by individual or job class, allowing for split labor distrubtion	H			
147	Ability for timesheet to override labor distribution of of standard schedule	H			
148	Ability to alert user at entry of exceeding accrued balances; ability to override edit	H			
149	System must provide user access to update current time and attendance data at any time	H			
150	Ability to track comp time and optionally allow either to be paid out at year-end or roll-over into the next year (up to the discretion of the departments).	H			
151	, according to Civil Service Rules	H			
152	Ability to enter daily time and attendance transactions on-line/real time	H			
153	Ability to enter time and attendance data on an exception basis	H			
154	Ability to have on-line edits performed at the time of entry with all errors detected, highlighted for immediate correction	H			
155	Ability to add new system edits as needed	H			
156	Ability to enter time of day employee worked	H			
157	Ability to enter time in hours up to one decimal point or to the quarter hour	H			
158	Ability to setup employees default time and attendance with the following:	-			
159	Standard work week (40.0 hours) divided into 5 working days (Monday-Friday)	H			
160	Alternate work schedule (other than 8 hours a day)	H			
161	Days worked other than a Monday through Friday work week	H			
162	Standard differential shift	H			
163	Various programmatic cost accounting codes (grant accounting)	H			
164	Multi-site data entry	H			
165	Ability to record and store daily time and attendance data including programmatic cost accounting codes	H			
166	Ability to enter specific date associated with an absence and store data indefinitely for retrieval	H			

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D - Desirable

City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.07	Payroll				
167	Automatically calculate and report a change in general leave accrual rate based on an employee's years in service	H			
168	Ability to calculate PTO/vacation and sick leave accrual based on years of service, job class (bailiff, executive), employee status (permanent, term), department (Police, other), etc.	H			
169	Ability to limit PTO/vacation accruals based on maximum for defined plan, job class, department, status, etc. and record the time lost as a result of the limits	H			
170	Automatically calculate and report a change in general leave accrual rate based on a change in standard pay hours for the pay period.	H			
171	Ability to store and retrieve "to-date" and "year-to-date" leave accrued, taken, paid, lost (over max), and forfeited	H			
172	System must calculate vacation, sick, and comp payoffs at termination including current period accrual, current period taken, and remaining balance	H			
173	System must provide the ability to identify which funds are to be used for accrual of vacation, sick time, etc. for those staff who are allocated to multiple funds	H			
174	Ability to reset accumulators at year end by leave type	H			
175	Ability to track holidays cashed out by employee and date of holiday (Police)	H			
176	Ability to make manual adjustments to prior time and attendance entries that automatically adjust the daily record, the year-to-date leave balances and the to-date leave balances.	H			
177	Ability to record leave time and accruals per pay period and annually based on combination of years of service and employee group for several types of leave plans (PTO, Police, traditional Vac/Sick, executive accrual, according to City policies)	H			
178	Ability to automatically adjust the paid leave accrued balances by type when leave is taken (vacation, sick, sick incentive, PTO, holiday, floating holiday, etc.	H			
179	System must provide the ability to track compensatory time off hours earned by employees	H			
180	System must provide the ability to allocate a different maximum number of compensatory hours that may be banked by employee group	H			
181	Ability to identify an unlimited number of leave type codes and descriptions	H			
182	Ability to alert user for further action if employee's unpaid leave status has expired	H			
183	Ability to alert user if the employee is in active status but has received no pay	H			
184	System must provide the ability to accommodate more than one year of leave information on-line and provide for carryover of leave balances	H			
185	Ability to log all Vacation/PTO, sick, and comp adjustments in the system	H			
186	Ability to track lost accruals (over the maximum allowed) vacation/PTO time	H			
187	System must provide the ability to track detailed leave information: type, leave date, hours taken, remarks, start/stop dates	H			
188	Ability to record time and attendance by pay group (Police duty rosters, Highways crews)	H			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.07	Payroll				
189	Ability to enter text with time and attendance information as needed	H			
190	Ability to record overtime based on FLSA regulations (enter time worked per day with OT code but only record OT after 40.0 hours)	H			
191	Ability to record overtime based on Police regulations for OT (enter time worked per day and record OT after scheduled hours for work day-8 hours for regular sched/after 10 hours if on 10 hr days)	H			
192	System must provide the ability to record and accumulate unpaid leave time	H			
193	System must provide the ability to record and accumulate unpaid work time	H			
194	System must provide the ability to analyze if paid OT or earned comp based on reaching/exceeding 80.0 hours comp balance	H			
195	System must provide the ability to pool hours for catastrophic leave, allowing employees to donate sick and vacation time to the pool from their accrued balances (participation restricted by leave plan)	H			
196	System must provide the ability to allocate time from the catastrophic leave pool as determined by user	H			
197	Ability to electronically approve and route time and attendance data on at least six levels: employee, supervisor, department payroll clerk, Personnel, Fiscal/Payroll	H			
198	System must prohibit updates to record after each department level of approval	H			
199	System must prohibit PTO and vacation payoffs for terminating probationary employees, but includes override ability for authorized users	H			
200	System must prohibit sick payoff except to retiring employees	H			
201	Ability of multiple users to access time sheet prior to approval	H			
202	Ability of department users to change time record and have change held in suspense until released by Administration	H			
203	Ability of employees to have time off requests auto update timesheets	H			
204	Ability to route back through approval workflow if changes are made to time sheet	H			
205	System must provide mechanism for employee and supervisor to certify time for federal grant reporting	H			
206	Ability to limit updates to system based on level of approval authorization	H			
207	Ability to limit the usage of PTO/vacation, sick leave, and comp time based on employee's accumulated balances, with exceptions allowed	H			
208	Ability to limit use of some cost accounting code combinations (comp taken)	H			
209	Ability to report more than 24 hours of time in one day	H			
210	Ability to limit earned comp time; provide ability to enter exceptions	H			
211	System must alert user to entry of time and attendance data for terminated employees	H			
212	Ability to record equipment units and production units associated with rate tables for cost accounting/ record and store by day	H			
213	Ability to change position and job class mid-pay cycle	H			
214	System must alert user if holiday, personal holiday, or sick incentive days have incorrect hours based on 10% of standard hours	H			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.07	Payroll				
215	System must identify City holidays on system calendar and determine holidays by job class (police officers)	H			
216	System must alert users if OT is entered without 40 hours of pay entered	H			
217	System must alert users if more than 40 hours of work is entered without OT paid or comp time accrued	H			
218	System must alert users if less than the employees' standard hours are coded	H			
219	Time entry for employees with multiple positions must allow for selection of position – defaults based on department	H			
220	System must alert users if payoffs are entered but employee is not terminating or retiring	H			
221	Earnings	-			
222	Ability to calculate regular rate of pay, per FLSA requirements: ((Total hours X Base Rate) + (additions to pay))/total hours = reg rate	H			
223	Ability to calculate base pay: (Total hours X Base Rate) + (additions to pay)	H			
224	Ability to calculate weighted average overtime premium pay: Reg Rate X OT hours X .5	H			
225	Ability to calculate gross pay: Base Pay + OT Premium + Other Additions to Pay	H			
226	Ability to identify which additions to pay are included in OT weighted average calculation	H			
227	Ability to enter and report overtime by subcategories	H			
228	Ability to specify earning codes that are overtime eligible	H			
229	Ability to calculate FLSA overtime on only one position's hours for an employee in multiple positions (e.g., an employee who works hours in an exempt position and hours in a non-exempt position)	H			
230	Ability to have unlimited years of an employee earnings history	H			
231	Ability to pay shift differential based on percentage of rate or set amount	H			
232	Ability to pay earnings based on following calculations:	-			
233	Flat rate	H			
234	Percent of salary rate (base pay rate)	H			
235	Amount per hour	H			
236	Fixed Amount	H			
237	Ability to designate some earnings types to have unique calculation routines	C			
238	Ability to restrict an earnings type to a specified group or groups of employees	H			
239	Ability of the system to pay the following groups of employees:	-			
240	Hourly employees requiring time sheets	H			
241	Hourly employees requiring no time sheets	H			
242	Salaried employees	H			
243	Salaried-exempt employees	H			
244	Salaried non-exempt employees (bailiffs)	H			
245	Exception pay for salaried employees	H			
246	A combination of the above qualifications	H			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.07	Payroll				
247	Ability to identify retirement eligible wages from gross wages	H			
248	Ability to automatically calculate regular gross for employees based on the following rates and varying pay periods per year:	-			
249	Hourly rate	H			
250	Bi-weekly rate	H			
251	Monthly rate	H			
252	Annual rate	H			
253	Ability to compute total hours worked multiplied by rate per hour when less than a standard pay period amount is due to an individual (salary for exempt employees)	H			
254	Ability of the system to calculate and pay an employee's wage/salary with the following factors:	-			
255	Award	H			
256	Bonus	H			
257	Overtime	H			
258	Double-time	H			
259	Unpaid time	H			
260	Base salary	H			
261	Leave of absence (with and without pay)	H			
262	Comp time	H			
263	Additional straight time	H			
264	Holidays, including floating holidays	H			
265	Ability of system to calculate and adjust taxable wages for non-cash fringe benefits	H			
266	Ability of the system to calculate and pay an employee's other source of compensation:	-			
267	Prior period adjustments	H			
268	Car Allowance	H			
269	Moving expenses	H			
270	Tuition aid	H			
271	Supplemental payments	H			
272	Underpayments	H			
273	Lump sum payment for unused leave	H			
274	Allowance (clothing, uniform, etc.)	H			
275	Other reimbursements and additions to pay	H			
276	Dependent care	H			
277	System must provide the ability to pay employees based on salary schedules and ranges established in the system	H			
278	System must provide the ability to handle leave without pay including stopping autopay, stopping accruals and tracking arrears	H			
279	System must provide the ability to compute and project the cost of all benefits, including accrued general leave	H			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.07	<u>Payroll</u>				
280	Ability to track hours and cost of time off, either with or without pay (e.g., military leave, jury duty, FMLA leave, etc.)	H			
281	System must provide the ability to specify the types of compensation which will be subject to Federal Income Tax (FIT), State Income Tax (SIT), and City tax withholding computations	H			
282	System must provide the ability to assign adjustments based on pay group and/or individual employees (uniform and clothing adjustments for Police; maintenance for highways)	H			
283	Ability to track FMLA leave used, either in pay of non-pay status, for previous 12 months (rolling BACKWARDS calendar)	H			
284	Ability to provide mandated FMLA reporting, including paid and unpaid time	H			
285	System must restrict use of family leave time if employee has reached maximum, and includes an override capability for authorized users	H			
286	System must alert user for overtime or comp earned for unauthorized employees	H			
287	System must automatically pay military training (120 hours each federal government fiscal year) if employee on military leave for entire year	H			
288	Ability to pay comp time at any time during the year	H			
289	System must auto pay comp balances at year end; must allow exceptions	H			
290	System must calculate new rates based on percentage increase (3% of rate), annual increase amount (\$1,000 per year), or rate per hour amount (.50 per hour)	H			
291	Ability of system to load additions to pay based on authorizations of job class, position, or person (snow maintenance, tool allowance, hazardous duty, clothing allowance, etc.)	H			
292	System must restrict entry of rate outside established pay ranges, and provides an override capability for authorized users	H			
293	Ability to pay overtime rate if employee has worked less than 40 hours in week (skeleton crews for snow removal)	H			
294	<u>Deductions and Contributions</u>	-			
295	Ability to identify paycheck scheduled for deduction according to monthly payments (first, second, both, all checks of month)	H			
296	System must provide the ability to allow for leave without pay with the ability to continue employer paid deductions (FMLA and Police)	H			
297	Ability to have on-line real-time update capability of the deduction table	H			
298	System must auto adjust all deductions at termination including:				
299	a. parking refunded according to policy	H			
300	c. refund bond balance	H			
301	Ability to provide mass update capabilities of the information in the deduction table - by criteria	H			
302	Ability to provide criteria based one-time adjustments across multiple records	H			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.07	Payroll				
303	Ability to allow deductions to be employee paid, employer paid, or a combination thereof	H			
304	Ability to allow the selection of the method of computing employee and employer contribution amounts based on the following:	-			
305	Flat dollar amount	H			
306	Percentage of the total contribution amount	H			
307	Amount per hour worked	C			
308	Formula	C			
309	Percent of earnings	H			
310	Ability to withhold a deduction from a late (prior pay period) payment	H			
311	Ability to produce audits of employee deductions for the purpose of detecting the absence of a required deduction or the existence of an unauthorized deduction	H			
312	Ability to choose one of the following actions will be taken by the system when an audit fails:	-			
313	Automatically cancel the unauthorized deduction	C			
314	Automatically start the required deduction	H			
315	Produce an error message	H			
316	Ability to determine if a deduction should be applied to a particular payment based on such criteria as earnings type, effective dates, and employee group restrictions	H			
317	Ability to determine if earnings are sufficient to withhold a deduction	H			
318	Ability to prevent double withholding of deductions per withholding frequency	H			
319	Ability to accumulate totals per employee deduction for the following employee and employer contribution amounts:	-			
320	Current period wage period	H			
321	Month-to-date	H			
322	Quarter-to-date	H			
323	Year-to-date	H			
324	Ability to associate each applied deduction to the payment from which it was withheld	H			
325	System must provide the ability to do special supplemental deductions	H			
326	System must provide the ability to allow recurring deductions in dollar amounts and percentages of base and/or gross salary	H			
327	Ability to allow one-time or short term recurring deductions	H			
328	System must provide the ability to allow for deferred compensation including multiple carriers	H			
329	System must provide the ability to flag deductions that do not continue after a certain amount has been reached	H			
330	System must provide the ability to compute and report both percentage and flat amount employee contributions to the 457 plan	H			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.07	<u>Payroll</u>				
331	System must provide the ability to compute and report a percentage employer contribution to the pension plan which begins automatically after a certain number of months	H			
332	System must provide the ability to report to federal, City, and state tax, and FICA on a per pay period, monthly, quarterly, and annual basis	H			
333	System must provide the ability to process both negative and positive payroll deductions	H			
334	Ability to accommodate and identify multiple types of benefit plans (e.g., health, dental, life insurance, etc.) that are employee and/or employer paid with multiple premium amounts per plan (individual, individual+1, family)?	H			
335	Ability to set and calculate variable employee and employer contribution amounts on employee benefit deduction records based on the following input transaction fields:	-			
336	Effective date	H			
337	Benefit plan	H			
338	Dependent coverage (single +1, family)	H			
339	Employee group	H			
340	Eligibility	H			
341	Combination of the above fields	H			
342	System must provide the ability to calculate and allow one-time or multiple arrears deductions for an employee's insurance premiums if needed for retroactive changes in the employee's enrollment	H			
343	Ability to calculate OASDI and Medicare tax on deferred comp earnings	H			
344	Ability to not calculate Federal, State, and City taxes on deferred comp earnings	H			
345	Ability to establish the priority of the deductions - User can change priority for all employees or for individual employees	H			
346	Ability to do a monthly accumulation of insurance premiums for reconciliation to insurance providers' invoice file. Provide for method of comparison.	H			
347	Ability to calculate and deduct life insurance, short-term and long-term disability premiums each month for all employees based on gross wages and employee's age	H			
348	Ability to generate automatic G/L journal entry for all deductions each pay period	H			
349	Ability to add unlimited number of user-defined deductions	H			
350	<u>Garnishments</u>	-			
351	Ability to process garnishments for third-parties, child support, bankruptcy, federal levy	H			
352	Ability to setup varying computational methods for each garnishment type, such as determining an employee' s disposable earnings for each garnishment type (gross minus required withholdings) including accommodations for varying tax filing status'	H			

H - Highly Critical
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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.07	Payroll				
353	Ability to enter specific garnishment withholding amounts for an employee for each pay period	H			
354	Ability to record the following information with each garnishment:				
355	Name and address of the levying party	H			
356	Case number	H			
357	Garnishment amount	H			
358	Ability to calculate withholding of specific amount up to a pre-described amount (balance due/maximum deduction amount)	H			
359	Ability to calculate withholding at a percentage rate of disposable pay up to a pre-described amount (balance due/maximum deduction amount)	H			
360	Ability to establish minimum earnings standards which preempt the deduction from being taken to reduce the deduction of the amount allowed by law (30 X minimum wage exempt from garnishment)	H			
361	Ability to establish exempt earnings calculations which determine the amount to be withheld from the employees' disposable and/or take home pay for Federal Levies	H			
362	Ability to automatically generate deduction for child support fee	H			
363	Ability to track each garnishment independently (to track multiple garnishments per employee)	H			
364	Ability to update calculations based on most current federal and North Carolina state regulations	H			
365	Ability to calculate court-ordered medical insurance premiums as garnishment when computing disposable income	H			
366	Payroll Taxes	-			
367	Ability to provide and update tables for the following tax categories:	-			
368	Federal income tax	H			
369	State income tax	H			
370	FICA (OASDI and Medicare)	H			
371	Earned income credit	H			
372	Ability to update tax tables when data in the tables change	H			
373	Ability to provide tax tables which are in compliance with all applicable tax laws	H			
374	Ability to support/deduct local taxes based on residence of employee	H			
375	Ability to provide the following tax calculation capabilities for tax exempt, tax tables, fixed amount and combination of fixed amount and tables	H			
376	Ability to have default taxes withheld (e.g., single with zero exemptions)	H			
377	Ability to allow any legally allowable number of exemptions (marital status and dependents) for each taxing entity	H			
378	Ability to withhold Federal and State income taxes on the basis of aggregated/supplemental earnings for a pay period	H			
379	Ability to identify and bypass the withholding process for those employees who are permanently or temporarily exempt from Federal, City, and/or State income tax	H			

H - Highly Critical
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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.07	Payroll				
380	Ability to do a manual FICA (social security and Medicare) add-on to increase wages for non-cash taxable fringe benefits	H			
381	Ability to adjust (withhold or refund) employees Federal, City, and State withholding taxes by pay period	H			
382	Ability to adjust (debit or credit) an employee's Federal, State, and City year-to-date taxable gross wage and withholding amount totals	H			
383	Ability to exclude wages withheld for Deferred Compensation Plans and Section 125 Accounts from Federal, State, and City income tax withholdings	H			
384	Ability to maintain an employee's OASDI and Medicare contribution total for four (4) prior tax years	H			
385	Ability to retroactively adjust (withhold or refund) OASDI and Medicare by employee and pay period	H			
386	Ability to adjust (debit or credit) OASDI and Medicare year-to-date totals for employee and employer withholding amounts and employee's gross wages	H			
387	Ability to pay taxes to government agencies via Check	H			
388	Ability to pay taxes to government agencies via EFT	H			
389	Ability to track and report FIT, SIT, social security wages, Medicare, and local city wages	H			
390	Ability of the system to disallow W-5 (earned income credit) after December 31 with each year's expiration date (Employee must file new W-5 form.)	H			
391	Ability of the system to exempt status after 2/15 with status and allowances reverting to single and one (Employee must file new W-4 form.)	H			
392	System must provide interfaces with W-2 and 1099 reporting software	H			
393	System must provide interfaces with federal and state tax deposit software	H			
394	Ability to calculate and deduct taxes for retirees, according to entries from W-4P	H			
395	Ability to store and report retiree tax information and print 1099-R forms	H			
396	Labor Distribution	-			
397	System must provide the ability to balance (offset) entries by fund for distributed labor costs	H			
398	System must provide the ability to calculate overtime payments using weighted average hourly rate for employees with one or more pay rates	H			
399	Ability to distribute benefits costs based on hours worked in each fund	H			
400	System must provide the ability to balance (offset) entries for distributed labor costs	H			
401	Ability to track and calculate, on a daily basis, labor cost of projects (FEMA reporting)	H			
402	GL - Journal Entries	-			
403	System must provide the ability to automatically update the General Ledger accounts at the time of normal payroll and special payrolls and other one time pays.	H			
404	System must provide the ability to create GL journal entries that balance in total	H			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.07	Payroll				
405	System must provide the ability to create GL journal entries that balance by fund	H			
406	System must provide the ability to create GL journal entries which allow for interfund transactions and still balance in total and by fund (e.g. employees who are paid from several funds, but whose tax withholdings are accumulated in one fund)	H			
407	System must provide the ability to create GL journal entries for all deductions	H			
408	System must provide the ability to create monthly and/or annual payroll accrual journal entries using a percentage or actual number of days	H			
409	System must provide the ability to create detail journal entries to allocate labor charges to various cost centers for programmatic labor distribution	H			
410	System must provide the ability to select a date for future posting of automated journal entries	H			
411	System must provide the ability to create automated journal entries for fringe benefit cost to multiple cost centers for retirement, workers' comp, unemployment on a percentage of salary basis; medical insurance and disability insurance are based on actual plan cost-table	H			
412	Data Elements - Payroll - System must provide the ability to include but is not limited to the following data elements:	-			
413	Different calendars for determining (minimum = 99):				
414	Family leave	H			
415	Pay period	H			
416	Multiple FLSA periods (e.g. 7, 14, and 28 day periods)	H			
417	Number of work days in the pay period	H			
418	Time to be paid and/or days not worked in order to compute gross (exception employees)	H			
419	Beginning and ending dates of the pay period	H			
420	Holidays for multiple job classes	H			
421	Data Elements - Earnings	-			
422	System must provide the ability to track the following information (YTD and QTD):	-			
423	Regular Pay	H			
424	Overtime Pay	H			
425	Paid and unpaid leave	H			
426	Hours paid in current period but worked, taken, or earned in previous pay period	H			
427	Compensation time taken, paid, forfeited	H			
428	Lump sum paid leave (vacation, sick leave, and comp hours)	H			
429	On-call shift by day	H			
430	Retirement benefit received	H			
431	Leave with and without pay	H			
432	Overtime at straight time rate	H			
433	On the job injury pay	H			
434	Short term disability	H			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.07	Payroll				
435	Jury duty	H			
436	Termination/retirement leave payout	H			
437	Training pay	H			
438	Status: Permanent, Term, on-call, seasonal, temporary, intermittent	H			
439	Compensation time paid	H			
440	Compensation time earned	H			
441	Dependent sick leave	H			
442	Family death (funeral) leave	H			
443	Personal holiday	H			
444	Sick leave incentive award leave	H			
445	Sick leave incentive award paid	H			
446	Military leave	H			
447	Catastrophic leave	H			
448	Suspension	H			
449	Family Leave - no pay, comp taken, dependent sick leave, personal holiday, sick leave, vacation, catastrophic leave	H			
450	Earnings type subject to retirement, FICA, income tax, or Unemployment Insurance	H			
451	Variable taxing rates and methods (e.g. flat percent or annualized percentage table) for any earnings type	H			
452	System must provide the ability to allow a minimum of 999 types of user defined earning types and attributes	H			
453	Data Elements - Deductions	-			
454	System must provide the ability to track the following information:	-			
455	Insurance plans	H			
456	Flexible spending/cafeteria plan (health and day care)	H			
457	Credit union (or other banking facility)	H			
458	Basic and additional life insurance	H			
459	Survivor's income benefits	H			
460	Long-term disability insurance	H			
461	Short-term disability insurance	H			
462	Deferred compensation (457)	H			
463	Charitable contributions	H			
464	Garnishments (child support, federal levy, creditor, bankruptcy)	H			
465	Supplemental Life	H			
466	Federal, state, FICA, Medicare, OASDI, City taxes	H			
467	Minimum of 999 different deductions	H			
468	Support active and historical deductions	H			
469	Deductions with a future effective date(s)	H			
470	Ability to specify, by pay/deduction code:	-			
471	Which codes apply to which employees.	H			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.07	Payroll				
472	Which get added to Y-T-D totals.	H			
473	Which are for retroactive pays.	H			
474	Which are deducted from check and shown on stub.	H			
475	Deductions with begin and stop dates for such items as:	-			
476	Minimum/maximum percentage of earnings amount	H			
477	Minimum/maximum fixed dollar value	H			
478	Priority	H			
479	Frequency for withholding	H			
480	On-Line Inquiry Features	-			
481	Ability to display 'what-if' scenarios based on changes in tax exemptions etc.	H			
482	System must provide the ability to use the following fields for selection of records for on-line inquiry including, but not limited to the following items:	-			
483	Employee number	H			
484	Employee name	H			
485	Employee social security number	H			
486	Employee address	H			
487	Employee maiden name or former name	H			
488	Ability to have on-line inquiry to the payment and deduction history	H			
489	Labor distribution	H			
490	User defined criteria	H			
491	Reporting Features	-			
492	Ability to view on-line mid-period earnings calculations for termination pay.	H			
493	Ability to have user designed standard and ad hoc reporting, including detailed exception reporting	H			
494	Ability to view and download all employee and retiree data stored in database	H			
495	Ability to view payroll data for federal, state, and local government reports.	H			
496	Ability to view a Payroll Register in employee order, showing gross pay, payroll fund, all system-calculated taxes and deductions, net pay, and check number.	H			
497	Ability to view Payroll History (monthly, quarterly, life-to-date, and fiscal and calendar year-to-date, and user definable time frame) by employee/retiree detailing:	H			
498	Employee/retiree Number	H			
499	Employee Classification Code	H			
500	Base Pay	H			
501	Benefits (type and amount)	H			
502	Deductions (type and amount)	H			
503	Additional Pay (type and amount)	H			
504	Payment Dates	H			
505	Retiree base benefit, employment history, benefits additions (supplements)	H			
506	Gross/Net Totals (by pay period and to date)	H			
507	Ability to track spouses of deceased employees for future date of legibility for retirement benefits	H			

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City of Asheville: Citywide Software Informatin System RFP

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4.07	Payroll				
508	Ability to enter future date for changes to retiree's benefits: social security level income, Police supplemental benefits change at age 65, service disability, etc.	H			
509	Does the system have the ability to provide reports (paper and on-line) immediately after payroll has run which include but not limited to the following:	-			
510	City retirement plan reports including deferred compensation	H			
511	Pay period	H			
512	Monthly payroll	H			
513	Payroll register	H			
514	Quarterly wage reports	H			
515	Payroll deductions report	H			
516	Ability to produce laser printed W2s including duplicates / corrections	H			
517	Deduction summary identifying amounts withheld for each deduction code	H			
518	On-line pay stubs	H			
519	Federal, state, and local tax reporting (pay period to date, quarterly to date and year to date)	H			
520	List of gross wages in excess of user specified amounts	H			
521	Paid leave report (hours paid not worked)	H			
522	Overtime reports based on user defined data elements and time periods	H			
523	Miles by Employee	H			
524	Ability to create Worker's Compensation report semi-annually	H			
525	Ability of the attendance reports to contain the following preprinted, computer-generated information:	-			
526	Cost center (department, fund, division, program)	H			
527	Each employee in the cost center, with multiple employees per page	H			
528	Pay period	H			
529	General Leave - all tracked categories	H			
530	Accounts charged	H			
531	Pay rate(s)	H			
532	Standard hours	H			
533	Ability to print attendance reports for active, full-time, part-time, on-call, seasonal, temporary and exception employees by pay period and annual total (calendar and rolling years)	H			
534	Ability to report time and attendance for an employee with multiple types of earnings and leave	H			
535	Ability to produce all of the wage and tax reports required to comply with the laws, rules and regulations of the following:	H			
536	Internal Revenue Service (for income tax)	H			
537	State of North Carolina	H			
538	Ability to produce all the wage and tax reports required to comply with the laws, rules and regulations of other taxing entities, if and when the State becomes subject to their laws, rules and regulations	H			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.07	Payroll				
539	Ability to report amounts collected for remittance to:	-			
540	Government agencies	H			
541	Insurance plans	H			
542	Section 125 spending plan recipients	H			
543	Credit Union	H			
544	Basic life insurance	H			
545	Supplemental life insurance	H			
546	Flexible spending	H			
547	Retirement plans	H			
548	457 deferred compensation plans	H			
549	Garnished wage recipients	H			
550	Charitable contributions	H			
551	MOST program	H			
552	Ability to produce wages and tax reports via paper or file transfer	H			
553	Ability of the laser printed advice / check stub to have the following information:	H			
554	Employee identification number and name	H			
555	Employee address	H			
556	Labor distribution information including hours worked, salary rate and FTE	H			
557	Pay period information (e.g., payment issue date)	H			
558	Earnings information by type of earnings, narrative description of the earnings type, amount of time (or units) reported, salary rate per unit of time or work, and gross pay amount	H			
559	Total gross pay amount	H			
560	Deduction and withholding information, by type of deduction and withholding, narrative description of the purpose of the deduction and withholding, and employee's contribution/withheld amount; include pre-tax or after-tax designation	H			
561	Total net pay amount	H			
562	Payment identification (check number)	H			
563	W-4 data (exemptions, marital status, etc.), both Federal and State	H			
564	Year-to-date totals	H			
565	General leave balance, general taken YTD and current general leave hours taken and earned with two decimal detail	H			
566	City share contribution totals, by type of share	H			
567	Current pay period totals and year-to-date totals	H			
568	Freeform space to be used for printing messages (e.g., Happy Holidays) both globally and by individual employee	H			
569	Direct deposit information	H			
570	Employer contribution to employee retirement plan	H			
571	Routing information such as department and division	H			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.07	Payroll				
572	Adjustment (additions to pay) information, by type of adjustment; narrative description of the purpose of the adjustment	H			
573	Base pay, overtime pay, differential pay, workers' comp pay	H			
574	Base hours, overtime hours, differential hours	H			
575	Reimbursements including mileage, moving, and tuition	H			
576	Sick incentive award eligibility	H			
577	Personal holiday eligibility	H			
578	Pertinent dates - hire, retirement participation, leave, probation, merit	H			
579	Ability to produce a summary record for each group of checks (a group consists of all checks having the same unique combination of check destination and issue date) for each cycle in which payroll checks are generated?	H			
580	Ability of each summary record to provide the following information:	H			
581	Check destination	H			
582	Issue date	H			
583	Number of checks in the group	H			
584	Total net amount of all checks in the group	H			
585	Clearance number assigned to all checks in the group	H			
586	List of check numbers for voided checks	H			
587	Ability to provide a payment history record for each payment and/or adjustment that the system generates which contains sufficient information to recreate all of the conditions and factors involved in the generation of the payment or adjustment.	H			
588	Ability to generate magnetic tape or transmittable file for W-2s and 1099s	H			
589	Ability to produce W-2s within 30 days for terminated employees	H			
590	Ability to post on-line year-end Forms (W-2) for each person employed by the City during the tax year and 1099-R for every retiree	H			
591	Ability to maintain the information required to produce W-2Cs	H			
592	Ability to maintain the information required to produce W-2's	H			
593	Ability to produce duplicate W-2 and W-2C forms to replace lost or misplaced forms	H			
594	Ability to produce early Forms W-2, forms W-2C, and duplicates on a demand basis	H			
595	Ability to generate 1099 reports	H			
596	Ability to generate 1099Rs for pensioners	H			
597	Ability to generate 1099 for wages paid after death of employee	H			
598	Ability to create unemployment tape and report quarterly	H			
599	Ability of the Statement of Earnings to reflect detail of time worked and associated gross, as well as taxes and deduction data	H			
600	Ability to produce reports needed to verify that sufficient funds are available before payrolls are released	H			
601	Ability to print/report/identify, prior to issuance of first pay check, weekly lists of all employees engaged who do not have direct deposit instructions	H			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.07	Payroll				
602	Ability to print weekly lists of all new employees engaged prior to issuance of first pay check	H			
603	Ability to print employee summary of earnings over specific time periods (e.g., pay period, monthly, quarterly, annually, other date ranges)	H			
604	Ability to print single payroll checks for employees even if they are working in multiple positions or funded from multiple funding sources	H			
605	Ability to produce a register of deductions on pay checks for each cycle which includes:	H			
606	Payee name	H			
607	Type of goods or services	H			
608	Number of deductions that were taken	H			
609	Total employee contributions amount	H			
610	Total City share contributions amount	H			
611	Net payment amount (employees' plus City share contributions)	H			
612	Check number	H			
613	Tax status	H			
614	Ability to keep a deductions registers by deduction type, employee name, employee number, employee status (active or leave), and amount deducted	H			
615	Ability to keep an audit trail and produce a report of changes made to employees records and identifying who made the changes	H			
616	Ability to access year-to-date earnings by employee, as well as fund/department/division/program for an employee	H			
617	Ability to produce a report showing benefits participation by benefit, carrier and, coverage level.	H			
618	Ability to automatically re-apply deductions from voided checks to subsequent payments	H			
619	Ability to provide a report, sequenced by warrant number within issue date for each cycle when payments are reversed (redeposited), detailing each reversal, including:	-			
620	Identification of the employee	H			
621	Identification of the department	H			
622	Issue date	H			
623	Warrant number	H			
624	Net payment amount	H			
625	Fund	H			
626	Ability to print the number of employees/retirees in each insurance plan by coverage option	H			
627	Ability to print history report of holidays cashed out for a specified time frame	H			
628	System must provide the ability to ensure that disaster recovery procedures are in place	H			
629	Ability to create a report detailing current year payments on prior year's wages	H			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.07	Payroll				
630	Ability to create a report that shows all employees with over/under 40 hours per week paid.	H			
631	Ability to create a Checks Issued and Outstanding Report , in hardcopy and electronic output.	H			
632	Ability to create a Deduction Check Register Report	H			
633	Ability to create a Payroll Deduction Reconciliation Report	H			
634	Ability to create a Payroll Labor Distribution Audit Trail of amounts and General Ledger accounts.	H			
635	Ability to create a Payroll Verification Report .	H			
636	Ability to create a Wage and Time Report .	H			
637	Ability to create bi-weekly Employee Benefits/Deductions Report .	H			
638	Ability to create Bi-Weekly/QTQ/YTD Calendar Earnings Register by employee and by department.	H			
639	Ability to create Overtime Report listing hours and dollars by employee, with department subtotals.	H			
640	Ability to report wages, advancements, deductions, etc., from the fiscal or calendar year beginning to the current day, or for a given user-defined date range.	H			
641	Ability to create Payroll Projection Reports , forecasting payroll amounts by department, fund, etc., through year-end. Compares to budgeted amounts.	H			
642	Ability to create a YTD Hours Report , sorted by employee and includes employee id and lists hours across by type of time worked.	H			
643	Ability to create a Detail Work Register , showing deductions, detailed and total, from a given pay period.	H			
644	Ability to create Payroll Edit List detailing exceptions including hours and dollars to be paid with control totals. Generated by department and in total.	H			
645	Ability to create a Check Register for multiple accounts (e.g., payroll and accounts payable), containing all checks issued, including those later canceled, and must be updateable with information received electronically (via diskette or e-mail attachment) from the bank regarding checks paid (voided checks would appear as voided not cleared).	H			
646	Ability to create a Deduction Report , list of employees/retirees by deduction, showing:	-			
647	Employee name	H			
648	Employee ID	H			
649	Deduction amount	H			
650	Account number	H			
651	Social security number	H			
652	Ability to create an Expense Account Report , listing:	-			
653	Payroll account index	H			
654	Finance fund number	H			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.07	Payroll				
655	Finance expense account number	H			
656	Expense amount	H			
657	Fund total	H			
658	Year end salary	H			
659	Ability to create a Payroll Worksheet , by employee, including:	-			
660	Hourly rate	H			
661	Number of hours	H			
662	Gross pay	H			
663	Account number	H			
664	Blank columns for:	H			
665	Overtime	H			
666	Holiday	H			
667	Special pay	H			
668	Vacation	H			
669	Sick	H			
670	Termination info	H			
671	Comp time earned	H			
672	Ability to generate an Employee Check History – Amounts Report , for each employee, that summarizes the checks received by pay date and includes:	H			
673	Ability to sort and report on field related to equity in hiring and pay (age, sex, handicap, etc)	H			
674	Ability to sort and report retiree total to date by quarter/annual for wages, taxes, and deductions	H			
675	Ability to report list of retirees with pending dates (including co-annuitants)	H			
676	Ability to report list of retirees with position numbers, benefit amount, and co-annuitant information	H			
677	Ability to record and report the actual mileage (i.e. miles) driven by any employee (e.g. Officer in the Sheriff's Department)	H			
678	Ability to create an automatic notification to the employee when an employee's vacation/PTO/sick time balance is running above / below an employee defined maximum / minimum level	H			
679	Ability to create an automatic notification to the employee when an employee's vacation/PTO/sick time balance is running above / below an central City defined maximum / minimum level	H			
680	Ability to generate a report, sorted by department that will display employees with vacation/PTO/sick time balances above / below an central City defined maximum / minimum level	H			
681	Ability to report detailed retiree pay information	H			
682	Self Service	-			
683	System must provide the ability for authorized users to maintain appropriate security controls	H			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.07	Payroll				
684	System provides field level security in the payroll module	D			
685	Ability to produce employee copy of W-2 (1099-R for retirees) back seven years	C			
686	Ability to allow changes by employees to deductions	C			
687	Ability to allow changes by employees to insurance plans, dependent care, flexible spending accounts at allowable times in year	C			
688	Ability to accept time-entry by employees	C			
689	Ability for one employee to enter hours for all employees on a specific shift	H			
690	Ability to allow tax exemption changes by employees with edits for legal restrictions	C			
691	Ability to provide check advice viewing by employees	C			
692	Ability to provide extensive audits of changes entered by employees	C			
693	Ability for an authorized employee to view their complete hour history online during a time period which includes overtime, comp time, and leave balances	C			
694	Ability to allow employee to change home address & Make Leave Request	H			
695	Ability to track temp/seasonal hours not to exceed 1000 hours	H			
696	Ability to track merits & accruals for employees on Military Leave as if they were here-code driven	H			
697	Ability to roll over comp banks into sick leave at year end	H			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.08	<u>Personnel</u>				
	Objective: To provide an automated system to improve management of online employee records and facilitate the preparation of reports. To provide automated Human Resource and Benefit Administration services.				
	<u>System Requirements</u>	-			
	<u>Deferred Compensation</u>	-			
1	Ability to defer special pay into a deferred compensation plan, if special pay is sick/vacation/PTO	D			
2	Ability to set maximum taxed dollar amount on deferred compensation deductions	H			
3	Ability to calculate employee deferred comp withholding contribution based on percentage of gross wages	H			
4	Ability to compute employer-paid retirement contributions based on a percentage of the employee' s gross wages	H			
5	<u>Accruals</u>	-			
6	Ability to automatically record leave time and accruals per pay period and annually based on a combination of years of service and employee group for several types of leave plans (PTO, traditional vacation/sick, Police, Department Directors) according to City policies	H			
7	Ability to track hours and cost of time off, either with or without pay (e.g., military leave, jury duty, FMLA leave)	H			
8	Ability to track FMLA leave used either in pay or non-pay status for the previous 12 months ("rolling calendar")	H			
9	Ability to generate FMLA letters	H			
10	Ability to provide authorized users access to review, approve and edit a cascading bank of leave time (with user defined rules) (e.g. sick, then comp, etc.) for employees coded as "On FMLA"	H			
11	Ability to automatically adjust the paid leave accrued balance by type when leave time is taken (PTO, sick vacation, floating holiday, sick incentive)	H			
12	Ability to automatically reduce the employee's time-off balance each pay period to the maximum accrual amount and prior to reduction provide reminders of number of hours that will be lost	C			
13	Ability to automatically transfer maximums and accruals from the prior year	C			
14	Ability to automatically adjust leave balances when an employee exercises a "buy back" option	D			
15	Ability to accomodate employee donations of sick leave to others	H			
16	Ability to manually adjust balances with appropriate security	H			
17	Ability for online edits if the vacation, sick, PTO, or comp (used or paid) balances are exceeded	C			
18	Ability to calculate retirement benefits based on salary, years of service and selection of plan options (straight life, social security level income, co-annuitant, PLOP, DROP)	H			
19	Ability to store at least 10 years of employee retirement wages and retirement information	H			

H - Highly Critical
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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.08	<u>Personnel</u>				
20	Ability to use compensatory time for exempt employees - sometimes paid, sometimes time-off	H			
21	Ability to prompt, via inquiry or reports, when an employee is eligible for a raise or merit increase based on longevity for a seasonal or part time employees	C			
22	Ability to report on the number of total pay periods worked for seasonal / part time / intermittent employees since their last pay increase dated who do not have consecutive pay periods	C			
23	Ability to report on the number of total pay periods worked for seasonal / part time / intermittent employees who do not have consecutive pay periods	C			
24	<u>Personnel Administration</u>	-			
25	System provides field level security for employee information	H			
26	System has the ability to automate change of status process and provides functionality to route for approvals, providing an audit trail and tracking of approvals	H			
27	System performs appropriate validations of established system codes and rules and allows authorized users to override	H			
28	System auto-populates change request based on "current status"	H			
29	System has ability to generate employee confirmations when changes performed	H			
30	Ability to track post-offer / pre-employment process status (e.g. drug test complete, background checks, reference checks, physical, others (user definable by position), all forms complete)	H			
31	Ability to calculate average wage over specified period	H			
32	Ability to perform mass updating of salary schedules by user defined criteria	H			
33	Ability to perform mass updating of salary schedules with future effective dates	C			
34	Ability to allow entry of essentials fields only--all derived fields should be done by the system (example: entering Grade and Step, whether the employee is hourly or salaried would provide all the information necessary for the derived data, such as salary rate)	C			
35	Ability to set up employees with regular and special work hour schedules	H			
36	Ability to track the same information for employees, regardless of temporary or regular status	H			
37	Ability to submit future personnel/payroll actions, e.g., be able to submit April, May, June actions at the time the actions are known rather than waiting until effective date	H			
38	Ability to enter/key more than one personnel action at a time (e.g. a supervisor sends a list of all their employee's salary increases - system has a panel where all can be entered at once)	H			
39	Ability to track multiple hire dates including original hire, position hire and benefit date	H			
40	Ability to track disciplinary actions including written reprimand, demotion, dismissal and suspension	H			
41	Ability to track reemployment eligibility for laid off employees	H			
42	Ability to track Pre-employment drug testing	H			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.08	<u>Personnel</u>				
43	Ability to identify and track employees in multiple safety sensitive positions and produce separate lists for each category for random drug testing and results (by department/employee)	H			
44	Ability to automatically produce review notices and personnel action forms based on user defined rules	H			
45	Ability for system to automatically assign employee identification number which does not incorporate the employee's social security number	H			
46	Ability to assign only one employee identification number per employee regardless of the number of positions held	H			
47	Ability to enter one employee in multiple positions with multiple job titles, pay rates, classifications, cost centers, etc. during the same pay cycle without the need for manual journal entries; show cross reference in payroll register	H			
48	Ability to enter a list of valid supervisors and have the system validate against this table when entering the supervisor on an individual employee's record	H			
49	Ability to attach employee picture to employee record	C			
50	Ability to enter dependents and beneficiaries in one table and then tie the appropriate records from that table to all applicable benefits (Avoiding entering the same dep/ben data multiple times)	H			
51	Ability to flag terminated employees who are ineligible for rehire	H			
52	<u>Compensation</u>	-			
53	Ability to interface with budget system for salary planning	C			
54	Ability to perform modeling / "what if" on benefit changes and compensation adjustments	H			
55	Ability to perform a broad based compensation market adjustment across specific or multiple employee groups	H			
56	Ability to set-up grades and steps for a specific group of positions	H			
57	Ability to associate compensation and classification positions and then associate employees with positions	H			
58	Ability to enter mass changes to all employees in a specific grade or step, or group	H			
59	Ability to notify employees of final rate changes	H			
60	Ability to flexibly enter salary ranges for a specific group of employees, including salary bands, sub-bands, quartiles, etc.	H			
61	Ability to flexibly enter salary ranges for a specific employee, including salary bands, sub-bands, quartiles, etc.	H			
62	Ability to assign and track awards (e.g. quality of service)	H			
63	Ability to assign and track performance based bonuses, which add to total compensation for reporting purposes	H			
64	Ability to assign and track either one-time or recurring (with expiration) add-pay allowances (e.g. tech)	H			
65	Ability to enter future dated grades/steps or ranges which will not be referenced until the future date	H			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.08	<u>Personnel</u>				
66	<u>Benefits</u>	-			
67	Ability to determine benefit eligibility based on a combination of employee class and FTE	H			
68	Ability to manually override benefits assigned based on above rules	H			
69	Ability to perform online update of employees benefit enrollment status for each benefit plan	H			
70	Ability to support multiple carriers for each benefit plan	H			
71	Ability to automatically flag for FMLA leave eligibility after 12 continuous months of employment if 1250 hours are worked	H			
72	Ability to accommodate and identify multiple types of benefit plans (e.g., health, dental, life insurance, etc.) that are employee and/or employer paid with multiple premium amounts per plan (individual, individual+1, family)?	H			
73	Ability to accommodate varying employer benefit contribution amounts by employee group? Need for Police and Civilian	C			
74	Ability to track separation allowance (specific to North Carolina)	H			
75	Ability to set and calculate variable employee and employer contribution amounts on employee benefit deduction records based on the following input transaction fields:	-			
76	Effective date	H			
77	Benefit plan	H			
78	Dependent coverage (individual +1, family)	H			
79	Employee group	H			
80	Eligibility	H			
81	Combination of the above fields	H			
82	Ability to handle benefits paid one month in advance (e.g., if medical rates change 1/1/08, the actual rate change on the employee's check should take place 12/1/07 since the premiums are paid one month in advance)	D			
83	Ability to automatically assign end dates for benefits when employee is terminated	H			
84	Ability to handle a "true" cafeteria plan by allowing employees to select benefits with certain dollars	H			
85	Dependent care	D			
86	Medical expense reimbursement	D			
87	Medical premiums	D			
88	Dental premiums	D			
89	Vision premiums	D			
90	Life insurance	D			
91	Short-term disability	D			
92	Long-term disability	D			
93	Ability to handle employees with multiple retirement programs based on employee group. Police and Civilian, several different options in each plan	C			
94	Ability to automatically create GL entries to central fund account for employer contributed benefits	H			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.08	<u>Personnel</u>				
95	Ability to select specific enrollment information and define the format for interfaces to outside carriers including medical, dental, vision and life	H			
96	Ability to deploy a web-based open enrollment process, including the following functions:	H			
97	Allows for visibility of elections and deductions prior to finalizing	H			
98	Enables benefits enrollment for new hires at orientation and during the year	H			
99	Need confirmation of enrollment prior to finalizing	C			
100	Needs customizable messaging prior to finalizing	C			
101	Need administration tools for HR overrides	H			
102	Reporting on compliance of enrollment (who didn't enroll)	H			
103	Need functionality for overrides by HR on elections	H			
104	Ability to configure the open enrollment functions of the system to utilize position control and allow appropriate benefits	C			
105	Ability to configure the system to utilize open enrollment functions during the new hire process	C			
106	Ability to automatically calculate service for benefit eligibility, i.e. eligible the first of the month after 30 days of employment	H			
107	Ability to calculate time in medical plan for employee and dependents (history)	H			
108	Ability to calculate service by:				
109	Hours (e.g. FMLA eligibility of 1250 hours)	H			
110	Elapsed time	H			
111	Elapsed time with multiple breaks in service	H			
112	Ability to calculate the cost of lost work time due to an accident or illness	H			
113	Ability to track employer contribution to 457 plans	C			
114	Ability to check and flag dependents who no longer qualify for insurance benefits (age 23 or 27)	H			
115	Ability to record the following data for dependents enrolled in health and dental insurance programs:	-			
116	Name	H			
117	Birth Date	H			
118	Social Security Number	H			
119	Coverage Start Date	H			
120	Full-time Student	H			
121	Gender	H			
122	Coverage Ending Date	H			
123	Separate Address for Dependents, such as college students	C			
124	Plan type	H			
125	Ability to retain dependent data for a user-specified period of time after the dependent is no longer covered on the employee's insurance	H			
126	Ability to track and report on all benefit enrollment history including employee and dependents	D			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.08	Personnel				
127	Ability to identify all COBRA eligible actions and flag employees/dependents as they become COBRA eligible	H			
128	Ability to calculate and deduct life insurance, short-term and long-term disability premiums each month for all employees based on gross wages and employee age	H			
129	Ability to move from Active employee to retiree	H			
130	Ability to move from Active employee to Cobra participant	H			
131	Ability to electronically view documents such as enrollment info, retirement applications etc.	H			
132	Ability to bill employees on leave or retirees with insufficient benefit for coverage	H			
133	Ability to bill retirees for insurance - system intgrates to central billing and receivables management modules	C			
134	Ability to automatically update all master files when certain insurance master file data is updated	H			
135	Ability to store salary and other employee information for a user-defined time interval	H			
136	Ability to allow only authorized users to modify/adjust pay rates	H			
137	Ability to view accumulated balances for vacation, sick, and comp on the same screen when entering usage/accruals (vacation, sick, etc.)	H			
138	Ability to record and summarize benefits by any employee group level	C			
139	Ability to pool hours for catastrophic leave, allowing employees to donate sick and vacation time to the pool from their accrued balances (participation restricted by leave plan)	H			
140	Ability to provide configurable file exports to each benefit provider, allowing for export of employee benefit elections / changes	H			
141	Ability to track information on each employee (including deductibles, coverage's, and co-pays of health benefits), by type, including:	-			
142	Beneficiaries				
143	Name(s)	H			
144	Date(s) of birth	H			
145	Relationship(s)	H			
146	Social Security Number(s)	H			
147	Sex(es)	H			
148	Percentage Designation(s)	H			
149	ID numbers of plans and employees	C			
150	Drivers License Number / Expiration	D			
151	Employee Auto Insurance coverage expiration dates	D			
152	Status codes (Active, retired)	H			
153	Life, dependent life; short-term disability, long-term disability, travel/accident, accounts, accidental death and dismemberment	C			
154	Calculates benefit coverage, premiums, eligibility dates	C			
155	Handles multiple providers for each plan	C			
156	Coverage options (single, family, etc.) under each plan	C			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.08	<u>Personnel</u>				
157	Allows pre-enrollment posting	C			
158	Tracks benefit change history	C			
159	Sec 125 Benefit/Ins	H			
160	Unlimited user defined fields	C			
161	<u>Training Administration</u>	-			
162	Ability to enter courses in a table which can be associated with employee records	D			
163	System provides a training enrollment module, that includes the following functicons:	D			
164	Classes are centrally managed (schedule, trainer options, resources)	D			
165	Departmental approval of training requests (with alternate approver functionality)	D			
166	Manage attendance (with reporting)	D			
167	Attendance reporting on a class or on a class session	D			
168	Scheduling and reminders	D			
169	Allows for attachment of class materials / agenda	D			
170	Waiting list on classes	D			
171	System issues certificate of attendance	D			
172	Employee training record is updated automatically	D			
173	Waiting lists for "not yet scheduled" training classes	D			
174	Resource trainer list tracking (trainer, facilities, equipment, etc.)	D			
175	Certification expiration reminders	D			
176	Goal and progress tracking toward skills	D			
177	Integrates to succession planning function	D			
178	Class evaluation tracking	D			
179	Options for associating training to performance management	D			
180	Hire process schedules (or wait lists) a new employee for mandated City training	D			
181	Ability to enter courses a trainer is eligible to teach	D			
182	Ability to enter trainer's certifications	D			
183	Ability to flag CDL employees and CDL supervisors who have not taken their annual training	D			
184	Ability to automatically update employee records for attendance in a class	H			
185	Ability to notify the supervisor if employee did not attend class	D			
186	Ability to perform lottery spin based on user defined rules (e.g. all employees sign up for three classes - lottery to choose who gets enrolled in which class and all employees must get enrolled in at least one of their choices)	D			
187	Ability to provide edits/warnings if employee tries to enroll in a class already taken	D			
188	<u>Data Elements - Personnel</u>	-			
189	Ability to enter SSN and automatically assign a random Employee Identification Number (EIN) - 6 digits	H			
190	Ability to maintain the following data elements:				
191	Employee name	H			
192	Preferred name	D			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.08	Personnel				
193	Other Aliases	C			
194	Home and business addresses	H			
195	Home phone number	H			
196	Social Security number	H			
197	Current job classification and grade	H			
198	Job title	H			
199	Position number	H			
200	Original hire date	H			
201	Position hire date	H			
202	Benefits date	H			
203	Separation date	H			
204	Date appointed to present position	H			
205	Current department	H			
206	Base, range and current salary	H			
207	Last performance review date	H			
208	Scheduled performance review date	H			
209	Gender	H			
210	Date of birth	H			
211	Ethnicity	H			
212	Handicap status	H			
213	Veteran status	C			
214	Visa type	C			
215	Visa expiration date	C			
216	Work location	C			
217	Probationary status	H			
218	Termination date for temporary employees	H			
219	Employment status	H			
220	Net credited service	H			
221	Maiden/former name	C			
222	Emergency information i.e. contact name (minimum of 2), phone, address, doctor preference and medical alert)	H			
223	Children's information	C			
224	Spouse's name	C			
225	Employee status (dates)	H			
226	EEO job category	H			
227	Workers Compensation code	H			
228	Allowance amounts	H			
229	Job change and termination codes	H			
230	Driver's License number	D			
231	CDL, date	H			
232	Certifications, expiration date	H			
233	Safety sensitive position	H			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.08	<u>Personnel</u>				
234	Supervisor of safety sensitive employees	H			
235	Prior employment history with City	D			
236	General increase date, type	H			
237	Marital status	H			
238	Pay range, step	H			
239	Step increase date	H			
240	Supervisor's name	H			
241	Leave of absence start and stop dates, type of leave, hours, remarks	H			
242	Driving primary function of job	C			
243	Minimum of three fields for tracking special abilities/services	D			
244	Email address	H			
245	Unique position identifier	H			
246	Position flag for future study	H			
247	Supervisor's phone number	H			
248	Cell phone or pager number	C			
249	Employee Identification Number (EIN)	H			
250	EEO function category	H			
251	Last date worked	H			
252	Email access - flag to know if employee has email	H			
253	Date of last classification review	H			
254	Outcome of last classification review	H			
255	Immunizations	C			
256	Past Work experience (City and prior employers)	H			
257	Training History (City and prior employers)	H			
258	Ability to image/scan, store and retrieve documents associated with employee files	D			
259	Ability to grant review rights and set security levels on active/terminated/ retired employee history	H			
260	Ability to set security for departmental access for retired employees and ability to flag whether retiree wants to receive notifications of events from City	D			
261	Ability to search through employee database for valid driver's licenses based on driver's license number or partial drivers license number	C			
262	<u>Data Elements - Training</u>	-			
263	Ability to maintain the following data elements:	-			
264	Course Number	H			
265	Course Description	H			
266	Course Hours	H			
267	Date	H			
268	Location	H			
269	Instructor	H			
270	Cost of Materials	C			
271	Hardware	C			
272	Software	C			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.08	<u>Personnel</u>				
273	Min/Max number of Employees	H			
274	Feedback	C			
275	Course Name	H			
276	Class Time	H			
277	Number of Sessions	H			
278	Ability to categorize training by various job categories (i.e. , management, supervisory, professional, technical, clerical, skilled, semiskilled and service related)	H			
279	Ability to subcategorize training with in job categories by required, strongly encouraged and optional	C			
280	Ability to track licensure and certification requirements	H			
281	Ability for individual-level tracking for employees	H			
282	Ability to flag a class as a requirement for ESDP or ICMA certificate program	H			
283	Ability to put employees on wait list when maximum capacity of class has been reached	H			
284	Ability to automatically fill a class from wait list	H			
285	Ability to record yearly training requirements as needed to keep professional licenses	H			
286	Ability to track, analyze, report, and chart code enforcement training from time according to ISO requirements	C			
287	Ability to record training time completed during night and weekend courses, classes, and seminars	D			
288	<u>Data Elements - Compliance</u>	-			
289	Ability to track all necessary elements for compliance with the following laws:	-			
290	Equal Employment Opportunity (EEO) - all categories including ADEA (Age Discrimination and Employment Act)	H			
291	COBRA	H			
292	INS - immigration laws including fields for tracking I-9 documents verified	H			
293	Veterans	H			
294	Disabilities (ADA), inclidng accomodations given	H			
295	Accommodations - free form text field for accomodations provided	C			
296	Fair Labor Standards (FLSA) status by position for all positions	H			
297	Approved exceptions to Fair Labor Standards (FLSA) status for all positions.	H			
298	<u>Data Elements - Performance and Salary Review</u>	-			
299	Ability to maintain the following data elements:	-			
300	Date of performance and salary review, date completed	H			
301	Date of next performance and salary review	H			
302	Job performing at time of review	H			
303	Prior positions or career history	H			
304	Job-specific Yes / No	C			
305	Org Wide Yes / No	C			
306	Performance Rating	H			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.08	<u>Personnel</u>				
307	Intended merit increase	C			
308	Actual merit increase	H			
309	Rater	C			
310	Reason for compensation adjustment	C			
311	Auto-populate goals from previous year	C			
312	Position history	H			
313	<u>Data Elements - Benefits - Employment Level</u>	-			
314	Ability to maintain the following data elements:	-			
315	Employee Identification Number	H			
316	Plan year	C			
317	Benefit program	H			
318	Eligibility number for provider (subject to change)	H			
319	Type of benefit	H			
320	Date of enrollment	H			
321	Effective date	H			
322	Type of enrollment (single, family, employee + 1)	H			
323	Employee deduction amount	H			
324	Minimum of five (5) beneficiaries available	H			
325	% or \$ amount specific to each beneficiary	C			
326	Primary/secondary beneficiary designation	C			
327	Minimum of eight (8) dependents	H			
328	COBRA benefit code	H			
329	History of changes	H			
330	Comments field	C			
331	Ability to handle several types of classifications, including:	-			
332	Part-time	H			
333	Full-time	H			
334	Temporary Full-time	H			
335	Temporary Part-time	H			
336	Seasonal	H			
337	User Defined Other	H			
338	Elected	H			
339	<u>Data Elements - Benefits - Benefit Plan</u>	-			
340	Ability to maintain the following data elements:	-			
341	Type of coverage and amount	H			
342	Type of plan	H			
343	User defined waiting periods	H			
344	Eligibility requirements (for retirees)	C			
345	Employee deduction amount	H			
346	Employer contribution amount	H			
347	Amount paid to carrier (different from the total of employee and employer)	C			
348	<u>Data Elements - Flex Plan</u>	-			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.08	<u>Personnel</u>				
349	Ability to maintain the following data elements:	-			
350	Deduction amounts	H			
351	Reimbursements (on payroll side, not in A/P)	H			
352	Contribution adjustments	H			
353	Health care coverage history	D			
354	Waive check minimum	D			
355	Print quarterly statements	H			
356	Reports: payment register, contribution detail posting control, account balance detail activity, payment processing, forfeitures, error reports	D			
357	Direct deposit of flexible spending plan checks	D			
358	System provides functionality to periodically electronically send acknowledgements to employees of flex benefits balances	H			
359	Software vendor has experience interfacing flex benefits functionality with 3rd party flexible benefit service providers	D			
360	System provides functionality to establish and manage flex spending accounts on a 12 month fiscal year (not calendar year) basis and provides the ability to define start and end dates	H			
361	<u>Reporting</u>	-			
362	Ability to inquire on and track types (reason) of leave without pay	H			
363	Ability to inquire on employees with a specific organization or department	H			
364	Ability to report by Employees with a specific benefit deduction	C			
365	Ability to create a report on Benefit deduction requirements	C			
366	Ability to perform online inquiry for data sets previously listed	H			
367	Ability to print envelopes as a reporting feature	D			
368	Ability to create an Overtime report - report on any code	H			
369	Ability to create an Employee master alpha file listing	H			
370	Ability to query the Personnel directory	H			
371	Ability to track and report on when an employee has reached their max pre-tax deferral amount	H			
372	Ability to view/print attendance reports for active, full-time, part-time on-call, seasonal, temporary and exception employees by pay period and annual totals (calendar and rolling calendar)	H			
373	Ability to create a list of active employees not paid during the last twelve months	H			
374	Ability to create a list of active employees not paid each pay period	H			
375	Ability to create organizational chart based on supervisor field, tracking position, and position number	H			
376	Ability to view/print a history of ratings showing rating dates and promotions, reclassification, etc.	H			
377	Ability to view/print a list of employees with automatic eligibility for promotion and eligibility date	H			
378	Ability to view/print a report indicating date of hire, department, rank and step history, and current salary for an employee or position	H			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.08	<u>Personnel</u>				
379	Ability to view/print a report which identifies early retirement employees (different types of eligibility)	H			
380	Ability to view/print advance notifications to department heads of who is approaching retirement qualification dates (reflect multiple retirement systems and multiple requirements of those systems)	H			
381	Ability to view/print an employee history including all positions held throughout a career including retirement	H			
382	Ability to view/print monthly list of all employees planning separation during the current pay period	C			
383	Ability to view/print start and retirement dates by employee and position	H			
384	Ability to view/print total hours worked for a historical period by individual and by summary	H			
385	Ability to produce reports by department, work location and responsible supervisor on performance evaluations for all probationary, part-time, temporary and permanent employees	H			
386	Ability to produce reports by department, work location and responsible supervisor on performance evaluations scheduled, completed and not completed on a monthly, quarterly and annual basis	H			
387	Ability to provide standardized attendance forms for reporting time and attendance data. Attendance forms contain basic printed payroll information. (The personnel records will continue to be the source of information for Payroll processing)	H			
388	Ability to report as of a 'point in time'	H			
389	Ability to report on all past and current employee positions and appointments of an individual including start and end dates - comprehensive employee history	C			
390	Ability to create monthly notifications to supervisors of subordinates who are due performance evaluations/merit increases	H			
391	Ability to create a leave without pay and management leave balance report	H			
392	Ability to create monthly lists of employees in safety sensitive positions for random drug testing including ability to run lists for different groups of employees such as fire, police and CDL	H			
393	Ability to report on probationary employees and scheduled end date	H			
394	Ability to report on retiree data, including name, address, age, insurance coverage, dependents and retirement date	C			
395	Ability to create retroactive pay calculations and net credited service dates of all employees	H			
396	Ability to create summary reports of all service awards, licenses, certificates, and credentials earned by each employee	C			
397	Ability to report on temporarily promoted employees and scheduled end date (Temporary Assignment Pay)	H			
398	Ability to report on temporary and part-time and employees and interns by department - get info as needed	H			
399	Ability to report work location on all employees	H			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.08	<u>Personnel</u>				
400	Ability grant access to authorized users to track / view online grievances, by:				
401	Department	H			
402	Employee	H			
403	Status	H			
404	Resoultion	H			
405	Timeline	H			
406	Type/Classification	H			
407	Ability to perform grievance reporting and trend analysis. Reporting and inquiry is secured to authorized users	H			
408	Ability to create an Employee Personnel History Data Report	H			
409	Ability to create a Promotion/Demotion/Transfer Report, by EEOC classification and department.	H			
410	Ability to create a Seniority Listing Report including:	-			
411	Continuous service date	H			
412	Review date	H			
413	Birth date	H			
414	Department	H			
415	Job classification	H			
416	Bargaining unit	H			
417	Ability to maintain the current status and chronological history of all employees and allow comprehensive searching/sorting/reporting on the following information:	-			
418	Photograph of employee	D			
419	Employee name/address/phone number	H			
420	Up to two additional addresses	H			
421	Up to two additional phone numbers	H			
422	Budget code	H			
423	Department	H			
424	Classification and reclassifications	H			
425	Marital status	C			
426	Social Security number	H			
427	Dependents (names, ages)	D			
428	Dependents' social security numbers	D			
429	Sex	H			
430	Education/training received (degrees, majors/minors/training)	D			
431	Hiring dates/termination dates (cumulative employment history)	C			
432	Bargaining Unit name and number	D			
433	Department	H			
434	Promotions/demotions and dates	C			
435	Discipline records	C			
436	Salary/wage history/merit increases	H			
437	Hours worked history by category	H			
438	Transfers	H			

H - Highly Critical
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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.08	<u>Personnel</u>				
439	Shift transfers	H			
440	Performance evaluations and dates	H			
441	Seniority adjustments	H			
442	Certifications/licenses (license number, expiration date(s), endorsements)	C			
443	Layoff/leave of absence/recall/return dates	H			
444	Tardiness/absenteeism, and accrual usage history	H			
445	Disciplinary actions	C			
446	Military background	H			
447	Probation dates	H			
448	Retirement effective date and number	H			
449	Adjustment effective date	H			
450	Estimated or final checks	H			
451	Date of death	H			
452	History of multiple retirement plan participation	H			
453	Multiplier used on retirement plans	H			
454	Years remaining to earliest possible retirement date	H			
455	Leave accrual	H			
456	Education/training received (degrees, majors/minors/training)	C			
457	Anniversary date	H			
458	Auto insurance	D			
459	FMLA	H			
460	Ethnic background/EEOC classification	H			
461	Citizenship	H			
462	Age/date of birth	H			
463	Emergency contact/phone	H			
464	Merit increases/denials by dates	H			
465	Other/user-defined	H			
466	Employee identification number	H			
467	Former/maiden name	H			
468	Ability to create an EEOC report	H			
469	Ability to create a system generated standard quarterly unemployment report	H			
470	Ability to view/print a report of employees by department who have used FMLA in the past 12 months	H			
471	Ability to view/print a report of employees near max of FMLA hours	H			
472	Ability to provide multiple free form fields for inquiries at department level	H			
473	<u>Reporting - Ad Hoc</u>	-			
474	Ability to have Ad hoc report capability with user defined sort on all City employees indicating any data maintained in system data elements	H			
475	Ability to create Pay Plan job class lists	H			
476	Ability to create Job classification reports (by Class Code Number)	H			
477	<u>Reporting - Labels</u>	-			
478	Ability to print mailing labels for employees based on:	-			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.08	<u>Personnel</u>				
479	Department	H			
480	Division	H			
481	Job Classification	H			
482	Job Titles	H			
483	Range of Separation Dates	H			
484	Range of Hire Dates	H			
485	Benefit Category	H			
486	Age	H			
487	Employment Status	H			
488	Address - City	H			
489	Ability to print labels as an integral part of text (mail merge)	C			
490	Ability to sort labels by zip code, internal mail code, department, alphabetically and job classification	C			
491	<u>Reporting - Training</u>	-			
492	Ability to view/print a list of City training courses	H			
493	Ability to view/print training by school, department, employee and job category	H			
494	Ability to view/print a report indicating those employees who have received training and those scheduled for future training classes	H			
495	Ability to have training reports with the following information:	-			
496	Course Name	H			
497	Class Location	H			
498	Individuals attending	H			
499	Individual Results	H			
500	FTE Status	H			
501	Dates Presented	H			
502	Agency/Trainer conducting the training classes	H			
503	Individual assessments of class materials, classroom conditions and instructors	C			
504	Ability to list outside (not internal program) courses identified as effective in meeting specific training needs	H			
505	Ability to select specific employees and view/print individual training profiles	H			
506	Ability to view/print a report showing cost per attendee for all courses offered	H			
507	Ability to view/print a full-year or monthly training calendar by course name and job category	H			
508	Ability to view/print number of training hours completed annually by individual, by department and by division	H			
509	Ability to view/print a roster of class attendees	H			
510	Ability to automatically notify or print confirmations/reminders of training prior to class start date	H			
511	Ability to view/print a list of available City training programs and prerequisites to the individual programs	H			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.08	<u>Personnel</u>				
512	Ability to view/print a report to conduct employee program review, curriculum development, new discipline candidates, and skills and general program development	H			
513	Ability to view/print a list of employees who have not taken a specific class based on additional user defined criteria	H			
514	Ability to view/print wait list for class	H			
515	Ability to view/print summary by specified parameter (department, class, person, etc.)	H			
516	Ability to view/print ESDP and ICMA certificate holders	H			
517	Ability to view/print list of employees who have taken 1 or more ESDP or ICMA classes but have not completed program, and identify the classes taken	H			
518	Ability for participants to evaluate classes	C			
519	Ability to track completion of ESDP or ICMA certificate	H			
520	Ability to view/print employee transcript	H			
521	<u>Reporting - Retirement</u>	-			
522	Ability to report the following individual retirement deduction information in each retirement system's prescribed format:	-			
523	Employee identification	H			
524	Retirement plan identification	H			
525	Employee earnings information	H			
526	Employee contribution information	H			
527	Employee contribution information	H			
528	Employer contribution information	H			
529	Employer identification	H			
530	Total member contribution information	H			
531	Total employer contribution information within each retirement plan	H			
532	Ability to produce deduction statistical reports which provide extensive detail and summary totals of deductions withheld	H			
533	Ability to track total employer/employee contribution information by plan	H			
534	Ability to track total voluntary contributions by individual and total by plan	H			
535	Ability to report on the following data fields: Emp name, no., SSN, Address, Age, Hire Date, Birth Date, Gross Pay	H			
536	Ability to track % of employer and employee mandatory contribution designated for 457 based on individual %'s	D			
537	Ability to create a list of employees retiring in specific month	H			
538	Ability to create a list of who retired, date, amount	H			
539	Ability to perform exit interview for employee terminations, inclindg tracking of supervisor feedback, reason for termination, interest in future opportunites	C			
540	Ability to enable the termination process by providing a "seperation checklist" of items to collect from employee, by integrating to other system modules, including Fixed Assets (for non-depreciable assets such as keys, security cards, weapons) and Fleet / Equipment	C			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.08	<u>Personnel</u>				
541	<u>Reporting - Benefits</u>	-			
542	Ability to produce letter for COBRA and HIPAA that include all necessary data	H			
543	Ability to view/print deduction reports to document the sources and amounts of the employee and employer contributions by:	-			
544	Payee	H			
545	Deduction type	H			
546	Fund	H			
547	Department	H			
548	Division	H			
549	Ability to produce electronic file of any deduction report	H			
550	Ability to view/print a list of employees contributing to charitable organizations and amount contributed	C			
551	Ability to view/print a list of all employees receiving medical/dental/vision insurance benefits, listing deductions - monthly	H			
552	Ability to create a leave activity report	H			
553	Ability to create a leave balance report	H			
554	Ability to create annual health insurance benefits summaries by carrier, employee or other user sort	H			
555	Ability to view/print benefit enrollment by benefit or by employee	H			
556	Ability to view/print an annual statement on leave balances carried over to new fiscal year by type (for Police)	H			
557	Ability to view/print reports indicating vacation balances in excess of maximum allowable	H			
558	Ability to view/print semiannual notices to all employees concerning leave bank and comp time balances	H			
559	Ability to report on and export a file that meets 834 Benefit Enrollment national standard format, providing benefit enrollment information to benefit providers	H			
560	Ability to create an employee statement of current benefits	H			
561	Ability to create an employee confirmation statement	H			
562	Ability to produce a 'total compensation' statement annually	H			
563	Ability to create an employee benefit report that details insurance benefits and costs for each employee	H			
564	Ability to produce a notice of benefit changes whenever any of the following conditions is encountered:	-			
565	Employee's name changes	H			
566	Employee's social security number changes	H			
567	Employee terminates City employment	H			
568	Employee moves to a non-pay status	H			
569	Employee's deduction is administratively canceled	H			
570	Employee and/or the employer contribution amount is administratively changed	H			
571	On demand	H			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.08	<u>Personnel</u>				
572	Ability to report on sick leave taken for a historical period and sort by employee enrollment/not enrolled in wellness program	H			
573	Ability to view/print benefit enrollment worksheets	H			
574	Ability to view/print benefit confirmation statements	H			
575	Ability to view/print a report to document deductions not taken even though scheduled	H			
576	Ability to view/print a report or flag employee when move from FT benefit eligible to less than FT benefit eligible.	H			
577	<u>Workflow</u>	-			
578	Ability to electronically route personnel action forms to multiple individuals for approvals	H			
579	Ability to administer performance appraisal process including notice to manager 45 days prior to performance review, second notice if not completed and notice to the manager's boss or HR if still not completed after effective date	H			
580	Ability to electronically route and approve time and attendance data for at least six levels (employee, supervisor, department payroll clerk, department director, Personnel, Fiscal/Payroll)	H			
581	Ability to route training reminders to employee and supervisor	H			
582	Ability to route wellness enrollment reminders annually based on employee anniversary date	D			
583	Ability to create and route job requisitions for approvals (includes alternate approver functionality)	H			
584	Ability to route notices to all appropriate departments (benefits, payroll, IT, etc.) when an employee is terminated in the system?	H			
585	Ability to route pending job reclassification notifications including ability for supervisor to respond with approval	H			
586	Ability to create and route automated notices to supervisors every September of individuals who have not reached their minimum leave taken (Police)	C			
587	Ability to create and route automated notices to supervisors every September of individuals who have not reached their minimum annual training hours (Police)	C			
588	Automated notice to human resources of employees who have been paid under a leave code for more than two weeks (Police)	C			
589	Ability to see where routed forms are in the queue (whose inbox the forms are in and how long they have been there)	H			
590	Ability to create workflows for employee requests for leave (OT, leave, On-call) including type, total hours, purpose and approvals.	C			
591	Ability to automatically create a Performance Appraisal workflow based on employee anniversary date	H			
592	<u>Self-Service</u>	-			
593	Ability for employee to change their own address	H			
594	Ability to change emergency contact info, direct deposit information, etc.	H			
595	Ability for employee to enroll in benefits	H			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.08	<u>Personnel</u>				
596	Ability for employee to enter family status changes and change beneficiaries	H			
597	Ability for employee to view pay stub/advice	H			
598	Ability for manager to view their employees including pay rate in bi-weekly / hourly / monthly figures, range, job title, next review date, original hire date, position hire date, general leave balances including holiday, comp time earned/taken, and training hours YTD, merit date, retirement participation date, history of earnings for 10 years, working title. Employee's view same info. Have appropriate security.	H			
599	Ability for multiple manager's to view the same employees (for employees in more than one position, with multiple managers) view direct reports	H			
600	Ability for designated personnel to enter status changes for employees with no self-service.	D			
601	Ability for employees to enroll in City training classes	H			
602	Ability for employees to request leave and check leave balances	H			
603	Ability for managers to access a screen which will allow cash value calculation of general leave balances based on balance, rate of pay and available unused vacation	D			
604	<u>Applicant Tracking</u>	-			
605	Ability to enter applicants including the following data items:	-			
606	Referral Source	H			
607	Date	H			
608	Position Applied For	H			
609	Eligible for Hire	H			
610	Phone Number	H			
611	Rehire eligibility for previously employed individuals	H			
612	Test results	H			
613	Certifications	H			
614	Ability to perform 'hire' action which will pull over any information on the applicant in to the HR module including:	H			
615	Demographics	H			
616	Recruiting cycle status	H			
617	Applicant Flow analysis	H			
618	Source info analysis	H			
619	Recruitment Cost - track advertisement cost	D			
620	Ability to create, route approve requisition online	H			
621	Ability to track and capture all requisition activities, status and progress	H			
622	Ability to create and post job announcements	H			
623	Ability to generate hard copy of Job Announcements	H			
624	Ability for announcements to auto-expire after their closing date and automatically be removed from the website	H			
625	Ability to define minimum qualifcaitons for a position	H			
626	Ability to define prefered qualifcaitons for a position	H			
627	Ability to post job specification to the City website	H			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.08	<u>Personnel</u>				
628	Ability to attach and accept supplemental documents to online application	C			
629	Ability to allow applicants to apply online by filling out online application and attaching additional documents.	H			
630	Ability for an applicant to apply for multiple positions at the same time	H			
631	Ability to assist with ranking candidates	H			
632	Allows for preliminary recruiter screening	C			
633	Allows for departmental candidate review of pre-qualified candidates	C			
634	Ability for the applicant to respond to job specific questions developed from each vacancy in a job-specific questionnaire	C			
635	Ability for the applicant to apply using alternative approaches including a "hard copy" application. There must be efficient means to track these applicants, which may include the ability for applicant profiles to be entered manually by authorized staff.	C			
636	Ability for the applicant to complete an online application and later retrieve the application for viewing, modification or conversion to applications for another position	H			
637	Ability to provide security such that the applicant can view and modify only their data	H			
638	Ability to send an automatic notification to the applicant acknowledging receipt of an application both on the screen and by email. If the applicant does not have an email address, the system must have the ability to print a hard copy for regular mail.	H			
639	Ability to send automatic notifications to the applicants of the disposition of the application via email. If the applicant does not have an email address, the system must have the ability to print a hard copy for regular mail.	H			
640	Ability to allow processing of each application and any attachments as a single complete document	H			
641	Ability to track advertising costs for Recruitment and department	C			
642	Ability to track recruitment plan tasks and notes of all activities	D			
643	Ability to centralize recruitment/examination plan (maintain the entire history of recruitment and exam plans within one central repository (i.e. job posting, applicants, hurdles, written/oral exam questions, advertisements, notes, etc.)	H			
644	Ability to customize date entry screens	H			
645	Ability to provide different levels of access for different types of users	H			
646	Ability to create a database of questions	H			
647	Ability of full-feature reporting capability with an SQL type query tool	H			
648	Ability to optionally collect "EEO" fields and provides security protected reporting of qualified candidates	H			
649	Ability to track, analyze and report on key hiring metrics	H			
650	Ability to allow each vacancy announcement to include a set of questions that will be generated using a database maintained in the system	H			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.08	<u>Personnel</u>				
651	Ability to allow multiple hurdles scoring of applicants such as on minimum qualifications plus desirables	H			
652	Ability to allow automatic entry and integration of applicant scores on City generated supplemental exams such as interviews, tests, etc.	H			
653	Ability to score, rank and refer applicants	H			
654	Ability to track applicant skills	H			
655	Ability for online access to all hardcopy material (allow authorized users access to scanned information)	H			
656	Ability to attract "passive" applicants (e.g. wait lists) with automatic job interest cards	D			
657	Ability to refer certified applicants electronically (refer certified candidates including scanned hardcopy materials to hiring managers online)	C			
658	Ability to request additional reference names online	D			
659	Ability to establish and maintain eligible and certified lists	C			
660	Applicant / recruiting functionality is directly integrated with HR functions, generating position-specific offer letters, at hire process	H			
661	Ability to prompt for attaching applicant to specific position during hire process	H			
662	Employee hire process should prompt for verification / completion of EEO classification information	H			
663	<u>Job Requisition</u>	-			
664	Ability to track job requisitions	H			
665	Ability to record Req Status	H			
666	Ability to integrate with Budget	H			
667	Ability to track length of time (by date) positions have been vacant	H			
668	Ability to place positions on pre-defined coding for specific status (hold, vacant, unavailable)	H			
669	Ability to maintain an online database of an unlimited number of bargaining unit contract's details and rates and accommodates multiple contracts and fiscal years	C			
670	<u>Position Control</u>	-			
671	Ability to create Head Count Reports	H			
672	Ability to calculate and monitor employee turnover rates by job classification, department, and other user-defined criteria	H			
673	<u>Labor Relations</u>	-			
674	Ability to perform grievance control/status	C			
675	<u>Tuition Reimbursement</u>	-			
676	Ability to set tuition reimbursement thresholds/max	H			
677	Ability to monitor compliance with process, maintain rules, polices, and tables (before and after course is taken)	C			
678	Ability to include approval process	C			
679	Ability to calculate reimbursement amount based on grade received and graduate or undergraduate level	H			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.08	<u>Personnel</u>				
680	Ability to report number of classes taken by department, graduate or undergraduate level, grades, etc.	C			
681	Ability to track graduation & promotions received since graduation	C			
682	Ability to track related certificaitions	C			
683	Ability to track course completions, drops, grades, etc.	C			
684	<u>Performance Management</u>	-			
685	Ability to perform online evaluations and track ratings - flexible tool with multiple formats	H			
686	Ability to notify employees of final rate changes	D			
687	Ability to maintain Performance measurements online	H			
688	Ability to support 360 degree performance reviews	D			
689	Ability to identify dept with potential problems	D			
690	<u>Skills Tracking</u>	-			
691	Skills can be linked to:	-			
692	Positions	C			
693	Employees	C			
694	Core competencies	C			
695	Dept objectives	C			
696	<u>Succession and Career Planning</u>	-			
697	Ability to maintain Internal/external job management	D			
698	Ability to maintain career Development	D			
699	Ability to create career Profiles	D			
700	Ability to perform replacement planning - domino effect	D			
701	Ability to over-hire on a position for succession planning purposes and for military leave	H			
702	Ability to compare changes over time in regards to transfers, terms, and retirement rates	C			
703	<u>Position Tracking</u>	-			
704	Ability to have unique identifier for each position (like current Org Chart Number. Used to Identify Position Description or summary form)	H			
705	Ability to have history of a position's changes by cost center, reclassifications	H			
706	Ability to have ad hoc reports by establishment, transfer, reclassification	C			
707	Ability to view Position Summaries, PDQs (imaging)	C			
708	Ability to add position establishment date to system	H			
709	<u>Position Classification</u>	-			
710	Ability to create online Position Summaries	H			
711	Ability to maintain position establishment information	H			
712	Ability to perform online Position Summary approvals	C			
713	<u>Job Classification Control</u>	-			
714	Ability to maintain history of creations, changes and abolishments - to coding, title, pay range assignments, definitions, minimum qualifications	H			
715	Ability to maintain Online Job Class Summaries	C			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.08	<u>Personnel</u>				
716	<u>Integration</u>	-			
717	Ability to automatically "transfer" employees' records when they change departments	H			
718	Ability to integrate with Accounts Payable to automatically process payments to insurance/benefits providers	H			
719	Ability to integrate employee time tracking devices (e.g., time clocks, bar coded badges, etc.) to Payroll module	H			
720	<u>Risk Management / Workers Compensation / OSHA</u>	-			
721	System enables tracking of workers compensation claims for City who is self-insured	H			
722	System enables tracking of workers compensation claim forms and their status, high level claim type information and provides operational reporting on claim detail	H			
723	System enables tracking of various aspects of OSHA incidents, including:	H			
724	Employee	C			
725	Injury	C			
726	Date of Injury	C			
727	Number of Days missed	C			
728	Date returned to work	C			
729	Limited Duty	C			
730	Department	C			
731	Division	C			
732	System provides OSHA reporting	H			
733	System provides functionality to define and use workers compensation categories	H			
734	System provides configurable reporting (with claim totals) of workers comp claims by category	H			
735	System provides madated workers compensation reporting to the State of North Carolina	H			
736	System provides security features to limit access / edit rights to workers compensation information to authorized users	H			
737	System provides management level reporting on workers compensation summary information and trends	C			
738	Ability to integrate to a Health Division management software system and receive employee status information for "safety sensitive" employees	D			
739	System provides tracking and reporting for citizen liability claims (non-employees)	C			
740	System provides ability to track claim activity	C			
741	System provides ability to track significant additional claim details (attachments / notes) to each claim	C			
742	System provides ability to approve claims and integratres to AP module for claim payment	C			
743	System provides ability to make internal notation on each claim	C			
744	<u>Other Functionality</u>	-			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.08	<u>Personnel</u>				
745	Ability to establish and adminster an employee wellness program, includingL	C			
746	Employee enrollment	C			
747	Activity tracking	D			
748	Compliance tracking	C			
749	Reporting of specific pay addions (e.g. gym membership) to check compliance	C			
750	Ability to track and report on unemployment claims	D			
751	Claim date	D			
752	Person	D			
753	Tracking of activity	D			
754	Includes reporting by date range	D			
755	Includes statistical reporting	D			
756	Ability to establish and adminster an Youth Academy program	D			
757	Tracking of academy participants	D			
758	Tracking of community projects for participants	D			
759	Tracking of college attendance, and completion	D			
760	Establish participants up as their own classification of employees	D			
761	<u>System Processes</u>	-			
762	Ability to provide for multiple methods to calculate salary and fringe benefit budgets	H			
763	Ability to allow authorized personnel to maintain files or tables	H			
764	Ability to comply with state and federal requirements	H			
765	Ability to perform both payroll and personnel functions from a single database with automatic update of information in both systems from a single transaction	H			
766	Ability for supervisors to monitor attendance (i.e. PTO days taken by day of week, scheduled vs. unscheduled PTO)	D			
767	Ability to define Layoff/Bump, Seniority tracking at user level	C			
768	Ability to track employment time in temporary/on-call/seasonal/intermittent positions	C			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.09	Miscellaneous Billing & Accounts Receivable				
	Objective: To provide for fully integrated billing and collection of all miscellaneous and merchandise receivables.				
	System Requirements				
1	Be able to generate miscellaneous bills at any time.	D			
2	Ability to calculate the penalty date on a bill based on the billing date.	D			
3	For a particular bill code, be able to tie that bill to a parcel number versus a customer number	D			
4	Be able to maintain the following information associated with a particular bill code:	-			
5	Interest codes	D			
6	Interest %	D			
7	Associated accounts	D			
8	Revenue and receivable accounts	H			
9	Related department	D			
10	Be able to have various modules produce user-defined bills based on activity to date (e.g., monthly permits and inspections bill based on monthly account activity).	H			
11	Be able to generate miscellaneous bills that can include the following types of bill situations:	-			
12	Overtime charged to other police agencies and outside entities	D			
13	Special events	D			
14	Weed cutting	D			
15	Permits and inspections	H			
16	Parks and rec use	H			
17	Property rental	H			
18	False alarms	D			
19	Trash violations	H			
20	Allow the user to determine the format of the printed bill based on bill code without programming intervention required.	H			
21	Ability to interface and download information from Excel and Access.	D			
22	The system provides an Accounts Receivable aging report that details transaction agings. The aging report should provide information specific to each department and can be run with an "as of" date.	H			
23	The system has the ability to generate statements on a periodic basis.	C			
24	Provide full invoicing, receivables tracking and reporting functionality.	H			
25	As bills are paid and fees are collected, the system will update each of the other application modules by indicating if paid-in-full or if partial payment remains.	H			
26	The system can be configured to allow Finance department review of any and all remotely entered information for accuracy <i>before</i> final posting to the General Ledger.	D			
27	The system tracks each transaction, by terminal, and can provide a detailed payment transaction report.	H			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.09	Miscellaneous Billing & Accounts Receivable				
28	Ability to print water and sewer certificates that can be redeemed later like cash.	H			
29	Capability to process credit memos.	H			
30	Customer number ranges or Customer number format "masks" can be associated to a department or user.	D			
31	Allows user input of comments regarding account status, collection activities, etc.	H			
32	Maintains the following on-line customer information:	-			
33	Customer Number	H			
34	Name of Customer	H			
35	Billing address	H			
36	Affected parcel address(s)	H			
37	Bank Account Number	D			
38	Nine Digit Zip Code	H			
39	Telephone - Home	H			
40	Telephone - Work	H			
41	FAX Number	C			
42	Customer of Business Type/Activity	H			
43	Number of Insufficient Fund Checks Received	H			
44	Date of Last Insufficient Fund Check Received	H			
45	Comment	H			
46	Plus Additional 5 User-Defined Fields	C			
47	Email address	H			
48	The user can review a customer's billing/transaction history at a summary level and be able to scan down the screen and select a bill or transaction item to view in detail.	H			
49	Allows customer inquiries by account name; account number; and invoice number, amount due, or any other invoice or customer field.	H			
50	Automatically roll particular receivables to a delinquent stage based on invoice due date and bill code.	H			
51	Tracks delinquent accounts and prints late payment notices for mailing at 30, 60, 90 and 120 days, or any other user-defined time periods.	H			
52	Automatically calculates interest or penalty charges and applies them to the delinquent accounts, by type of bill, and by length of delinquency period.	D			
53	Allows for compilation of delinquent receivables for:	-			
54	Transfer to a collection agency	D			
55	Write-off the balance	D			
56	Adjustment of the balance	D			
57	Cancellation	D			
58	Export of file containing delinquents to the State	H			
59	Accepts overpayments and stores a credit balance in the appropriate account/customer record.	C			
60	The system automatically assigns invoice alphanumeric numbers.	H			

H - Highly Critical
C - Critical
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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.09	Miscellaneous Billing & Accounts Receivable				
61	Invoice number ranges or invoice format "masks" can be associated to a department or user.	H			
62	Allows the user to customize any correspondence to be mailed, such as Late Payment notices and bills.	C			
63	Ability for multiple revenue lines (types) to be credited on a single bill.	H			
64	Ability to create and print invoices/bills showing the account and bill number, amount due, date due, and the customer's name and address and line item description <u>on-demand</u> .	H			
65	Allows the user to specify due dates for bills, based on type of bill or billing frequency, such as 30 days from the printing or mailing date or other user-defined criteria.	H			
66	Allows <i>one</i> bill to be generated for each customer with <u>all</u> open receivables included.	D			
67	Capability to reprint billings.	H			
68	Capability to input billing information at the departmental level.	H			
69	Ability to generate monthly billing statements to all accounts with either current period activity and/or carry forward balances.	D			
70	Capability to create and track installment billings that span a multi-year time frame.	D			
71	Maintains billing history, including the above information and the following:	-			
72	Type of Bill (bill code)	C			
73	Status of Bill	H			
74	Bill Number	H			
75	Check Number	H			
76	Billing Cycle	C			
77	Amount Due	H			
78	Date Charged, Billed, Due and Paid	H			
79	Balance Due Date	H			
80	Last Payment Date	C			
81	Last Payment Amount	C			
82	Installments (quantity in total and remaining)	C			
83	Installment Amounts	C			
84	Late Payment Notices Set by Date	C			
85	Next Billing Date	C			
86	Last Billing Date	C			
87	MTD Billing Amounts	C			
88	YTD Billing Amounts	C			
89	Paid-to-Date	H			
90	Adjustments/Write-offs	H			
91	Interest and Penalty Charges	H			
92	Total Balance	H			
93	Amount/Date Sent to Collection Agency	C			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.09	Miscellaneous Billing & Accounts Receivable				
94	Collection Agency Status	C			
95	Customer number	H			
96	Mailing information (name, address)	H			
97	Relevant parcel number	H			
98	Affected address where work is being performed	H			
99	Miscellaneous notes.	H			
100	Miscellaneous user-definable receivables are allowed.	H			
101	Provides a menu of receivable types for quick accessing when accepting payments over-the-counter.	C			
102	Accommodates mail-in payments via multiple batch entry (i.e. – retiree health insurance contributions).	H			
103	Allows adjustments to account balances for checks returned with insufficient funds.	H			
104	Allows generation of notices for mailing to customers when a check with insufficient funds is received.	H			
105	Ability to ACH receivables.	D			
106	The system accepts grant/bond revenues for distribution to appropriate accounts.	H			
107	Receipts, applies, and refunds performance and other types of bonds.	C			
108	Capability to accept partial payments to reduce receivable amounts.	H			
109	Capability to establish user-defined receivable <i>types</i> using code tables and to track them separately.	H			
110	Capability to write-off remaining balances and clear the receivable by journal entry (with appropriate security authorizations).	H			
111	Accommodates over-the-counter cash register (i.e., point-of-sale-terminal) from the City.	H			
112	Receipts can be printed upon request at any point in time.	H			
113	Invoices may reflect multiple pages of detail while others may summarize the charges into one line with an attachment.	H			
114	Retains and displays five years of billing and collection history on-line.	H			
115	Capability to create and track installment billings that span a multi-year period.	D			
116	Capability to bill multiple items on a single invoice.	H			
117	Provides the ability to carry separate bill-to and usage addresses on the customer master file.	H			
118	Ability to apply customer deposits to an invoice and generate the proper GL transactions.	D			
119	Ability to waive interest for an individual customer or invoice.	C			
120	Accommodates various bill calculation method (flat rate, unit charge, etc.).	H			
121	System provides functionality for servicing loans, including managing, recipient, interest, payment schedules, reporting, defaults, etc.	C			
122	System provides functionality for tracking Police asset forfeiture funds, including separate fund tracking, interest accrual, transfer between accounts, etc.	C			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.09	Miscellaneous Billing & Accounts Receivable				
123	Ability to see all liens and outstanding receivables on a customer account.	H			
124	Principal Reports	-			
125	Be able to view invoice detail on-line even for those bills that have been entered but not yet processed for sending.	H			
126	Credit Report showing any customer credits due.	C			
127	Be able to generate billing reports based on bill code, date range and bill number range.	H			
128	Account Detail Report , showing all transactions posted to an account in the General Ledger, including:	-			
129	Bill Number	H			
130	Check Number	H			
131	Amounts	H			
132	Balance	H			
133	Adjustments	H			
134	Billing Register , produced at the end of each billing cycle sorted on user-defined criteria. Report includes name, location address, current period charges by service, date billed, due date, readings, etc.	D			
135	Account Master File Listing	C			
136	Accumulates and prints an Aged Receivable Report for all past-due accounts of 30, 60, 90, 120, 120+ days as of a user-specified date. The detailed information on customer number, type of bill, and the unpaid amounts will be printed. The report can be printed by bill code, due date, invoice number, block of invoices, customer number or customer name.	H			
137	Delinquency Report listing all delinquent accounts, amounts past due, and penalty/interest charges.	H			
138	Mailing List/Labels for sending correspondence, such as Late Payment notices.	H			
139	Customer Bills , sequenced by type, date, receipted amount, and partial or entire account number.	H			
140	Bills and Transactions Purged for all types, or for specific types of bills, with a zero balance; the date paid, canceled, etc., must be included. The report can be generated for a user-specified date range.	D			
141	Invoice Register . Listing details on each invoice generated, by user or department, with options for specifying an output sequence, bill type, date range, etc.	H			
142	Credit Balance Report	D			
143	Daily Cash Receipts and Adjustments Journal , including General Ledger account totals and billing/cash receipts code totals.	C			
144	Billing Register (by dept ,bill code/category, acct., name, etc.)	H			
145	Accounts Receivable (by dept, bill code/category, acct., name, etc.)	C			
146	Account activity by date range	C			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.09	Miscellaneous Billing & Accounts Receivable				
147	Daily Recap	C			
148	Monthly Recap	C			
149	Interest calculation report	C			
150	User Report Writer Capability	H			
151	System can show remaining balances on a central, integrated customer account.	C			
152	Ability to enter customer data once and then have it available to other modules and departments.	D			
153	Account history report with payment details is available	H			
154	Auto-generate letters to customers when partial payments are made	D			
155	Auto-notification of past due including system checking for possible payments from online payments made overnight prior to shutoff or automobile boots	C			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.10	Utility Billing and Management				
	Objective: To streamline the utility billing and collection processes and to ensure accurate bill generation, to minimize clerical effort in customer service processes, editing data, preparing bills, etc. Provide enhanced capability in reconciliation of revenues and receivables, and to provide metrics in the analysis of usage patterns.				
	System Requirements	-			
1	System provides the ability to schedule various processes (reports, billing, etc) for after work hours.	C			
2	Account Set-Up	-			
3	Maintains utility account master file information in a relational database, including:	-			
4	- User Defined Account Number (15 alphanumeric characters minimum)	H			
5	- Contact Phone Numbers	H			
6	- E-mail address	H			
7	- Cycle/book number (at least four digits in length)	H			
8	- Lot number	H			
9	- Meter Reading Sequence Number (5 digits numeric minimum)	H			
10	- Account status (active, inactive, being finalled, write-off, etc.)	H			
11	- Services (water, capital charge based upon meter size, sewer based on water consumption, sewer flat rate, fireline flat based upon meter size, trash container, storm water, recycling flat rate)	H			
12	- Number of Units (stores, apts., etc.)	D			
13	- Final notice override	H			
14	- Final bill indicator	H			
15	- Tap date	H			
16	- Tap size	H			
17	- Customer Initiation Date	H			
18	- Service Initiation Date (when individual service on an account was started)	H			
19	- Customer type (residential, commercial, church, school, hospital, wholesale, government, or others user configurable, etc.)	H			
20	- Billing/Consumption/Usage/Adjustment/Collection History	H			
21	- Name and Address (both service and billing) follow USPS standard	H			
22	- EFT Bank Account & ABA Routing Number	H			
23	- EFT Start/Stop Dates	H			
24	- EFT Bank Account Type	H			
25	- Affidavit for Tenancy has been filed indicator	H			
26	- Tax ID/Parcel Number	H			
27	- Amount Due/Received	H			
28	- Comments/Notes (unlimited)	H			
29	- Meter size	H			
30	- Meter type	H			
31	- Meter Reader Instructions (32 characters minimum)	H			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.10	Utility Billing and Management				
32	- Meter Number (with ability to assign multiple meters per account)	H			
33	- Remote Location Description (unlimited)	D			
34	- Meter/Remote ID Number	H			
35	- Meter number of dials	H			
36	- Rate Codes	H			
37	- Billing specific comments and notes	H			
38	- Alternate and/or seasonal addresses	H			
39	Accommodates unlimited user-defined utility types/services and associated charges. Establishes required services and adds new services, as necessary, without additional programming. Includes, but is not limited to, utility types/services such as:	H			
40	- User Defined Automatic Bill Payment (i.e. 35 cents per bill for those using ACH service)	H			
41	- User Defined NSF Fee (i.e. \$25 fee)	H			
42	- Fire Suppression Systems or Meters	H			
43	- Late Payment Penalty	H			
44	- Storm Water based on equivalent runoff units	H			
45	- Domestic Meter Capital Charge	H			
46	- Inspection Fee	H			
47	- Trash Collection	H			
48	- Construction Water	H			
49	- Irrigation Metering	H			
50	- Backflow Preventer	D			
51	- Detector Check Meter	D			
52	- Capital Charge	H			
53	- Sewer Privilege Capital Charge	H			
54	- Inspection Fee for Service From House to Riser	H			
55	Ability to enter new customer information into the system and pre-print out the application form with entered information for the customer to sign that includes all associated charges.	D			
56	Provides multiple rate schedules based upon service type and customer class.	H			
57	Allows for different charge methods for each user-defined service charge type:	H			
58	- Flat charge	H			
59	- Multiplier based on meter definition or user defined multiplier	H			
60	- Multi-tiered based on user defined values	C			
61	- Based on consumption, measured by meter	H			
62	- Recurring Charges for contracts				
63	Ability to have multiple meters accounts associated with the same address.	H			
64	Provides for mass changes to accounts due to the deletion of a cycle, the merging of existing cycles, or moving a sub-segment of a cycle to another.	C			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.10	Utility Billing and Management				
65	Ability to add, delete, or suspend (for a user-defined time period) and itemize service charges and/or any miscellaneous fees to utility bill.	H			
66	Ability to create, edit and revise rate tables, tracking history of prior rate tables.	H			
67	Ability to create / update Meter numbers.	H			
68	System tracks the following for installed meters	H			
69	- active / inactive / retired / in stock	H			
70	- age / installed date	H			
71	- automated meter reading device attached?	H			
72	Capability to support compound water meters.	H			
73	Ability to sum multiple meters consumption and produce one bill	H			
74	Ability to reinstate an inactive account.	H			
75	Ability to maintain inactive accounts on-line for a user-defined period of time before purging from the system.	H			
76	Ability to retain inactive account information, including Meter Box location.	H			
77	Ability to change account status to 'off' or inactive, but with past due amount.	H			
78	Allows the addition and reassignment of cycles and routes without affecting the customer or location identification numbers.	H			
79	System must accommodate and identify the following read types:	H			
80	a) Capability to interface with any electronic meter reading system	H			
81	b) Ability for a user to enter a manual estimate.	H			
82	d) Ability for system to estimate read based on average or the same period of the prior year - "Estimate" is displayed on customer bill	H			
83	System has ability to enter customer account information and identify the related necessary service order activities	H			
84	- and take a deposit	H			
85	- and take additional fees for creating a new account	H			
86	- and interface with the Work Order system for completion of work	H			
87	Ability to update G/L with journal entries made in utility billing after proper approvals.	H			
88	Ability to export a file of utility bills to an external bill printing organization.	H			
89	Uses Zip+4 software for sorting of utility bills by zip code to obtain the best postal rate possible.	C			
90	Interfaces with General Ledger, Accounts Receivable, Inventory, Cash Receipting/P.O.S and an office automation suite.	H			
91	Capability to interface with a Datamatic Route Management system to download routes to the PC and upload meter readings to the utility billing system.	H			
92	Ability to interface with point-of-sale terminals and PC's with OCR or bar code reading devices, including hand held scanners.	H			
93	System integrates with an integrated voice response system to allow customers to be able to inquire on account and bill information via phone.	D			
94	System integrates with the City's web site to provide online functionality where customers can access information related to their account. Including:	H			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.10	Utility Billing and Management				
95	- Consumption History	H			
96	- Payment History	H			
97	- Current Bill	H			
98	- Ability to pay online	H			
99	- General Account information	H			
100	System provides the ability to apply security deposits to accounts, either after meeting criteria, or when the customer is inactivated from an account.	H			
101	System will calculate interest on customer utility bill deposits at a rate the City determines.	D			
102	System will print a detailed receipt for all customer deposits.	D			
103	System will allow customer deposits to default to a City determined rate, which can be over-ridden when the deposit is taken	C			
104	Ability to view a "Change History" of records changed by internal staff.	C			
105	Billing	-			
106	Capability to prompt meter reading entry by displaying customer accounts in meter reading sequence.	H			
107	System provides the ability to establish billing cycle records with month / year; bill distribution date; bill due date and final due date.	H			
108	System has the ability to calculate new bills.	H			
109	Estimates a utility bill based on criteria stablished by the City (i.e.: on the average consumption over a user defined number of months or cycles, or using last year's actual for the same period) and shows "Estimate" on the customer's bill.	H			
110	Capability of automatically applying certain misc. charges of varying amounts against selected accounts based upon meter size.	H			
111	Ability to handle meter readings with 3, 4, 5, 6 or 7 significant digits.	H			
112	Ability to calculate a credit when previous estimate was more than the actual consumption.	H			
113	Ability to process seasonal billings.	C			
114	System has the ability to change a read and individually rebill or recalculate the bill. In essence, cancel and rebill accounts.	H			
115	Ability to create surcharge services based on account location.	D			
116	Ability to generate bills capable of being read via Optical Character Recognition OCR A font. Information must include:	H			
117	- Account #	H			
118	- Bill Amount	H			
119	System provides an Odd Bill list that details bills that meet the City's user-defined exception criteria.	D			
120	System provides a Recomp List that details accounts that have an actual read for the current billing cycle and estimated read the prior billing cycle.	C			
121	System provides the ability to post updates to accounts with new billing information before bills are mailed (e.g, amount due, reads, dates, etc.).	H			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.10	Utility Billing and Management				
122	System provides the ability to reprint bills.	H			
123	Delineates tenant-landlord relationship. Allows user to specify who receives the bill and who is responsible for delinquencies.	H			
124	System provides the ability to send final notices to the landlord if a tenant is responsible for the bill, and the landlord would like to be informed of non-payment.	H			
125	Generates final bill, once the date and final read is entered, at any point during the billing cycle.	H			
126	Ability to apply credit and debit adjustments and positive / negative consumption adjustments to accounts anytime during the billing cycle.	H			
127	Adjustments report displays adjustment details including dollar amount, consumption volume (hundred cubic feet) and rate code.	H			
128	Ability to edit reads at any time, before, during, or after billing	H			
129	Ability to prorate charges for partial billing due to initiation or termination of accounts.	C			
130	Provides the ability to enter adjustments to customer accounts (dollar amounts and/or consumption used) and reprint single billing statements reflecting the adjustments made.	H			
131	Capability to print previous period/last year's comparative period consumption and current period consumption on each bill.	D			
132	For accounts that are paying via ACH, still generate a bill with a message indicating that the charge should not be paid.	H			
133	Ability to bill various services at differing frequencies (i.e.: monthly, bimonthly, semi-annually or annually).	H			
134	Ability to provide general system messages and account specific messages for printing on bills with the ability to modify those messages for each bill run.	H			
135	Bills can be based on multiple components (consumption + flat meter charge per meter size per billing cycle prorated for number of days).	H			
136	Ability to calculate and print all bills due in a given month, within a single cycle or for all cycles.	H			
137	Ability to re-calculate bills before posting to accounts.	H			
138	Capability to include total past due on the bills.	H			
139	Reverses payment for bad checks and optionally assesses a user-defined NSF charge.	H			
140	Ability to process user-defined payment arrangements and flag if payments are not being met.	H			
141	System provides ability for the City to either prorate mid-cycle rate increases for existing billable services, or not.	D			
142	Ability to indicate date payment was received and perform an override such that a penalty is not applied to an account.	H			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.10	<u>Utility Billing and Management</u>				
143	Ability to automatically charge a user-defined penalty based on a percentage of an outstanding account balance for a bill past due for a given service type.	H			
144	Ability to override and/or credit penalty.	H			
145	Ability to automatically generate a Final Notice that occurs within a user-defined time period after the bill due date for unpaid bills for both the billing address and occupant address.	H			
146	Optionally, be able to override the generation of the Final Notice/Cutoff notice.	H			
147	System provides tools for flagging accounts for sorting associated printed bills as "Pulled" for review by staff before mailing	H			
148	Differential delinquency ("System is capable of issuing differing fee amounts and per differing past-due times for different services or customer types, or combinations thereof.	H			
149	System provides tools to allow for batch termination of accounts	D			
150	Ability to designate unpaid amounts and penalties on a Final Bill.	H			
151	Ability to support bankruptcy processing that may include writing off an existing balance.	H			
152	Ability to perform write off processing for accounts finalled and uncollectable by final date.	H			
153	<u>Utility Receipting</u>	-			
154	System accommodates the following payment types for utility payments and applications, either via the utility system or a separate Cash Receipting system which is integrated to the utility system:	-			
155	- Cash	H			
156	- Check	H			
157	- EFT	H			
158	- Water certificates (application only)	D			
159	- Credit Card Payments	H			
160	- Credit/Debit Card Payments taken over the Internet or phone.	H			
161	- File import from 3rd party payment organization	H			
162	System provides the ability to generate a receipt with payments for multiple accounts. The printed receipt should show the detail of each account.	C			
163	Capability to accept more than one payment in a single day from a single customer.	H			
164	Ability to apply partial payments and apply those payments by percentage to the total of each charge pro-rated.	H			
165	Performs electronic on demand posting to General Ledger after accounting approval step is performed.	H			
166	Automatically splits total receipted amount to appropriate General Ledger account.	H			
167	System accepts ACH payments from banks.	H			
168	Ability to post cash receipts to utility billing module automatically from multiple terminals without interfering with other utility transactions.	H			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.10	Utility Billing and Management				
169	Ability for a user-defined order of payment to be applied.	H			
170	System provides the capability to set the priority for each type of service in order to automatically pay off arrears first.	H			
171	Ability to automatically distribute receipt of payments against the individual accounts on a "Master Account Bill" when payments are received.	H			
172	Allows for credit balances, but does not apply penalties to such balances.	H			
173	Utility Service Orders	-			
174	Processes Service Orders for:	-			
175	- New Account	H			
176	- Shut offs	H			
177	- Special reads	H			
178	- Change or repair meter	H			
179	- Unusual Consumption check	H			
180	- Final reads	H			
181	Ability to record results of meter inspections into the system.	H			
182	Ability to store meter maintenance information.	H			
183	Provides user-defined work order types.	H			
184	Automatically creates work orders and manages scheduled, in-progress, and completed service orders.	H			
185	Automatically prompts service order generation based on input from meter readers and automated meter reader error codes.	H			
186	Ability to generate a shut-off work order, as defined by user, based on the cutoff report.	H			
187	Accesses and displays work order at any time regardless of status.	H			
188	Automatically produces work orders containing information such as request date, person or department initiating request, job type, due date and comments.	H			
189	Ability to inquire on all outstanding work orders. Provides the flexibility to list information by job type, request date or due date.	H			
190	Principal Reports	-			
191	Ability to view accounts by Customer Identifier.	H			
192	Allows inquiry into account status via name, account number, address, meter number or other user-defined criteria.	H			
193	Retains and displays multiple years (seven plus current) of billing and collection history on-line in 'Live' database.	H			
194	Allows inquiry to meter history by meter number, remote ID number, account number or service address.	H			
195	Meter Size Report that identifies the number of meters by size.	C			
196	Sewer Surcharge Report that provides a listing of all accounts being assessed a sewer surcharge.	C			
197	Arrears Register All Cycles that shows the balances for 30, 60, 90 and 120+ on all accounts.	C			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.10	Utility Billing and Management				
198	Area Maintenance Meter Report that shows the customers and numbers that have irrigation meters.	C			
199	Commercial Customer Report.	C			
200	Flat Rate Sewer Customer Report.	C			
201	Industrial Commercial Report.	C			
202	Inactive Account Report that lists all inactive accounts.	C			
203	Notes Report that shows the individual and groups messages that will be displayed on the bills.	C			
204	Customer Count Report that provides the number of customers by cycle and specific category.	C			
205	Final Bill Listing Report.	C			
206	Cycle Report , details an individual cycle, route and displays high balances.	C			
207	Customer Report , details information regarding customer's account, name, address, account number, meter info, reads, rate codes, transaction history	C			
208	Top 100 Users Report , detailing highest consumption accounts, providing account and usage information	C			
209	Lookback Adjustment Report - detailing account charges identified as Lookback Charges	C			
210	Service Order Report - to show, by specified date, orders to be done	C			
211	Group Bill Report - detailing amounts owed on each individual account	C			
212	Consumption Report , by account, showing utility usage over a user-specified time interval. Flags abnormally high/low usage by user.	C			
213	No Read Report , indicating time since last meter reading for those accounts not read over a user-defined cycle or date range.	C			
214	Payment History , reporting bills and associated payments receipted by account. Shows dates, amounts, arrearages, penalties, account name, consumption, and address. Can be run for one account and allow user to view-on-line.	H			
215	Customer Statistics Report , presenting customer characteristics including number of customers, number of customers by meter size and billing category (customer type), usage and revenue by meter size, usage and revenue by billing type code, date range, district, book, and by a combination of the above.	H			
216	Customer Receivables Aging , presenting aging of user-defined criteria and / or general accounts receivable by customer indicating total amount due and amounts aged by 30, 60, 90 and 120+days, etc.	H			
217	Cash Receipts Listing , reporting all amounts collected against customer accounts. Can be printed on demand with user-defined criteria prior to posting.	C			
218	Shut-Off Report , per cycle, showing accounts with one or more delinquent bills totaling over a user defined amount	C			

H - Highly Critical
C - Critical
D - Desirable

City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.10	Utility Billing and Management				
219	Delinquent Notices to Customers , generated seven days after payment was due, including applicable penalty amounts added.	C			
220	All master file information is accessible by the report writer.	C			
221	Shut off Work Orders.	C			
222	Journal Entry Report , showing all J/E's over a user-defined period.	C			
223	Billing Register , sorted on user-defined criteria, showing name, location address, current period charges by service, date billed, due date, readings, etc.	C			
224	Monthly Customer Report	C			
225	Monthly Adjustment Report	C			
226	Outstanding Water Order Report , showing flags based on user-defined criteria	C			
227	Billing Statistics (Rate Codes, Consumption Amt, Dollar Amt, Consumption & Demand charges broken out)	C			
228	Account Adjustment Detail (Rate Codes, Consumption Amt, Dollar Amt, Consumption charges broken out)	C			
229	Payment Detail (identify fund/account payment applied to)	C			
230	Bill Calc (error report of accounts to be billed)	C			
231	Billing Register (dollar and consumption detail of accounts to be billed)	C			
232	Flat Rate Billing Report	C			
233	Account Write Off Report	C			
234	Aging Report	C			
235	Transaction Listing/Recap (for selected or all accounts for given date(s), and/or by transaction type).	C			
236	General Ledger Entry detail (for all UB processes)	C			
237	Detail of # of accts in Water by customer type, identifying consumption & dollars billed for given time period.	C			
238	Security Deposit Detail	C			
239	Security Deposits Refunded/Applied	C			
240	Security Deposit – all changes for time period	C			
241	Surcharge billing & collection report	C			
242	Debt Service Status Report	C			
243	System automatically generates an exception edit list when reads are applied to customer accounts (Meter Not Read Report).	C			
244	Table Report (detail on services, rate codes, etc) for given field	C			
245	Trial Balance Report	H			
246	Audit Trail reports for all update processes	H			
247	Other Functionality	-			
248	System is able to accommodate multi-agency billing to address the City's need to bill and collect for Metropolitan Sewerage District (we bill and collect for them).	H			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.10	Utility Billing and Management				
249	System provides functionality to define proration of partial payments against various charge types.	H			
250	System must integrate with lockbox / remittance process for collection of utility payments	H			
251	System provides ability to upload/download of meter read information to handhelds	H			
252	System provides ability to upload/download utility account information and changes to it (including directions, notes, description, meter location, route sequence)	H			
253	System provides ability to print out and manage a "locator book" for meter routes, that details the meter sequence per route and includes location account information	H			
254	Ability to perform and report on meter estimates	H			
255	System provides an integrated utility service order function that integrates to the utility customer account for customer service and charge/billing purposes	H			
256	System tracks utility read routes / sequences, including tracking of directions and meter location	H			
257	System provides functionality to integrate with AMR systems	H			
258	System provides exception detection on customer accounts, for example excessive water usage, with pre-defined rules and warning messages to stop or do an override on an account.	H			
259	System provides reports by service: no bill, unbilled, rules to flag and identify, validation	H			
260	System provides automated bill runs based on pre-defined billing date and allows for ability to generate a bill on demand	H			
261	System provides ability to perform "what if" billing calculations scenarios	H			
262	System supports component billing capable of supporting multiple charge types, each with a different rate	H			
263	System provides functionality to manage utility service orders associated with the utility customer account	H			
264	Credit card and draft debit – auto draft available for all city services	H			
265	Print bill – receipt details	H			
266	System provides e-payment and web account tools	H			
267	System supports production of and receipting of utility bills using bar code scanning	H			
268	System provides graphic display of usage history per account	H			
269	System provides ability to combine meters for consolidated billing	H			
270	System provides ability to bill stormwater services separately for owner versus renter at same location (separate bills).	H			
271	System allows for creation of a customizable utility bill format that includes graphics	H			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.10	Utility Billing and Management				
272	System provides functions to research account details and perform account adjustments	H			
273	System allows for search of accounts by parcel ID (PIN)	H			
274	System integrates to a central geobase for Location ID/Address storage and lookup	H			
275	System provides tools to allow for batch creation of accounts	H			
276	System provides tools to allow for batch edits to accounts	H			
277	System provides utility account search with wildcards	H			
278	System provides ability to associate a landlord account with every account and provides tools to perform an automated rollback if a renter finals.	H			
279	System provides tools to integrate UB system to the City's GIS, specifically between account owner and address changes	H			
280	System accommodates multiple customer accounts at a single location and allows for creation of multiple accounts at a single time (e.g. contractor's new construction)	H			
281	System provides a central utility accounts with work order workflow to various City staff based on customer's services	H			
282	System provides tracking of utility customer history	H			
283	System provides a customer master screen, with the ability to display multiple utility accounts and multiple addresses per customer account.	H			
284	System accommodates multiple due dates per customer bill	D			
285	System provides tools to assess late charges and provides the related customer notices	H			
286	System provides the ability to fix accounts and adjust accounts by allowing for transfer of payments between accounts.	H			
287	Ability to export all information associated with active or inactive accounts to standard RDBMS table format, including current account balances, etc.	H			
288	System provides a customer overview screen displaying all customer information, including upcoming activity	H			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.11	Cash Receipting				
	Objective: Upgrading and centralizing the cash receipting and point-of-sale system to streamline the processing of revenues collected from the federal, state, individual citizens, and local businesses.				
	System Requirements	-			
	Integration	-			
1	System has a lockbox interface.	H			
2	Point-of-Sale (POS)	-			
3	System is capable of handling transactions from multiple POS locations.	H			
4	System provides users the ability to view each POS locations transaction separately on screen.	C			
5	System provides drill downs to transaction details.	C			
6	System allows users the ability to sort POS transactions by:	-			
7	Division/Department.	H			
8	Date (or date range).	H			
9	Time (or time range).	D			
10	Transaction Type.	C			
11	Transaction Amount.	H			
12	Ability of the system to distinguish among cash, check or credit card payment and to provide separate totals at days end to assist in balancing the drawer.	H			
13	Allows extensive on-line inquiry (via the P.O.S. terminal) and printout of customer account history and current balances.	D			
14	Ability to have multiple users operating on the same terminal at the same time.	C			
15	Depositing	-			
16	System can process direct deposits and match them with the relevant customer invoice.	C			
17	System has the ability to cancel any direct deposit payment.	C			
18	System has a field to enter a reason code to enter a reason for canceling the direct deposit payment.	C			
19	Lockbox Interface	-			
20	The system will automatically match lockbox transactions with the correct invoice and update the customer file.	C			
21	On-Line Payment Processing	-			
22	System has the ability to process on-line payments made via:	-			
23	Credit Cards / Debit Cards	H			
24	Electronic Funds Transfer (EFT)	H			
25	Electronic Checks	H			
26	System is capable of processing recurring on-line payments.	C			
27	System has the ability to recognize and accept pre-payments or deposits for City services.	C			
28	System has the ability to handle Non Sufficient Funds (NSF) checks.	H			
29	Receipting	-			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.11	Cash Receipting				
30	Ability to close registers at the end of the day to a holding area until they are later approved and posted. Summary information is posted to the G/L with detail receipt information posted to the individual modules.	H			
31	Ability to see the full account description when processing a receipt.	H			
32	Ability to automatically display the GL account when receipting based on the receipt type with the ability to override with a valid GL account.	H			
33	Ability to specify the order in which receipts are processed against outstanding receivables with the option of overriding the order. This would include outstanding receivables across all modules.	D			
34	Ability to display the cashier on the receipt when having multiple registers open on the same cash drawer.	H			
35	Ability to generate a two-part pay-in receipt.	H			
36	Electronic workflow routing cash receipt information to a user performing central treasury function	H			
37	Ability to:	-			
38	a.Endorse/validate multiple checks, bills, and documents within a single transaction.	H			
39	b.Print account number and transaction number on checks receipted	H			
40	c.Print magnetic inscription of amount receipted on checks	H			
41	Ability to summarize and post daily cash receipts by validated General Ledger account.	H			
42	Ability to customize detailed customer receipts, including but not limited to amount owed and received, type of payment, check number, account number, and transaction number.	H			
43	Ability to designate whether a transaction was post-marked on-time to remove potential interest that may be applied to the bill associated with that payment.	H			
44	Ability to enter an unlimited number of different accounts on a single pay-in.	H			
45	Ability to process overpayments with an interface to Accounts Payable to generate a check for the difference between what was due and what was paid.	H			
46	Ability to search on historical cash receipts by any field captured within the receipt.	H			
47	Ability to reprint cash receipt.	H			
48	Receipt number ranges or receipt number format "masks" can be associated to a department or user.	H			
49	Ability to print customer name, customer address and operator on receipts as well as allow a authorized signature.	H			
50	Accommodates cash receipt type codes with default account distributions for each. User can override default distributions, if necessary.	H			
51	Information must be completed before a remittance advice can be forwarded to the Treasurer.	H			
52	Provides user-friendly prompts or menus to guide cashier through transaction.	H			
53	Receipt Processing	-			
54	Ability to put more than one item on a receipt.	H			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.11	Cash Receipting				
55	Ability to use Optical Character Recognition (OCR) or laser bar code readers for scanning receipted bills.	H			
56	Ability to balance cash drawers at any point in time.	H			
57	Ability to edit previous pay-in entries for items already entered until day-end processing occurs.	H			
58	Ability to have the credit-card reader integrated with the cash register.	D			
59	Provide check validator/verification capability.	D			
60	Ability to track deposits to multiple banks and accounts.	H			
61	Calculates amount of change due back from amount tendered.	H			
62	Provides bank reconciliation functionality.	H			
63	Ability to override who is making the payment versus the name on the account when processing a payment.	H			
64	Ability to automatically allocate receipts to several accounts.	H			
65	Ability to post receipts to multiple outstanding bills.	H			
66	When receiving payments from a customer provide the ability to display various status flags on the account (e.g., customer notes, NSF status, etc.).	H			
67	Have the capability of imaging checks and associated attachments.	H			
68	Ability to track and search receipts by any field.	D			
69	Ability to prepare online remittance advices for departments without a point of sale terminal.	H			
70	Online entry of remittance information by the department as payment is received, including account distribution.	H			
71	Principal Reports	-			
72	Daily Cash Receipt Listing , by department and deposit number.	H			
73	Cash Balances Report , By fund lists account number, beginning balance, debit, credit, and ending balance.	H			
74	Transaction Report , listing details on each payment collected by terminal, with options for specifying an output sequence, bill type, date range, and/or transaction type.	H			
75	Daily Register Receipt Report including distribution showing account number, account description and total dollars, categorized by payment method.	H			
76	Ability to generate a report showing all receipts associated with a customer name, parcel number, account number, address, etc.	H			
77	Ability to inquire on a specific check.	H			
78	Daily Close-Out Report summarizing daily receipt transactions by module (utility billing, Metro, etc.).	H			
79	User/P.O.S. Terminal Productivity Report , showing number of transactions processed per day, by operator, by P.O.S. terminal, and by transaction type. Shows average time to process a transaction.	D			
80	Bank Reconciliation Report , listing amounts deposited into each account, and total deposits compared with cash receipts for that date.	H			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.11	Cash Receipting				
81	Bank Totals Report , Showing Bank Code, Bank Number, Bank Name and Address, and Deposit Amount	C			
82	Detailed Receipt Report , Showing Receipt number, entry date, user name, notes, receipt type, payment method. Within receipt type, the report shows the GL Note, GL number, bank code, and amount. Run by department, name, account number, receipt number, parcel number, etc.	H			
83	Revenue Report , by source, bank, type, payment type, account, department, P.O.S. terminal, and operator for mail and counter receipts. Shows unreceipted balance by account, department, or type of bill over a user-specified time period. Shows bank deposits for each account.	H			
84	Audit Trail of all receipts and postings for a user-specified time period. Includes transaction number of each receipt and G/L transaction.	H			
85	Daily Station Report	H			
86	Station/Cashier Listing Report	H			
87	General Ledger Distribution Report	H			
88	Transaction Listing Report	H			
89	Daily Recap	H			
90	Station Recap	H			
91	Transaction/Tender Recap	H			
92	Duplicate Receipting Capabilities	H			
93	System provides function to receive credit card payments online	H			
94	Auto-generate letters to customers when partial payments are made	H			
95	Auto-notification of past due including system checking for possible payments from online payments made overnight prior to shutoff or automobile boots	H			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.12	Purchasing & Requisitions				
	Objective: To coordinate purchase orders vendor information, and performance throughout all departments, as well as to better manage cash flow.				
	System Requirements	-			
1	Must support electronic workflow, online electronic multi-level approvals	H			
2	Integration	-			
3	System supports three-way matching of documents.(P.O.,Receiving & Invoice).	C			
4	System supports four-way matching of documents.(P.O.,Receiving, Invoice, and Contract).	H			
5	System provides abiltiy to attach electronic documents to transactions and route them with the transaction though the approval process	D			
6	Vendor Record	-			
7	Ability to create and maintain comprehensive centralized active and inactive vendor master files with the following information:	-			
8	Company Name	H			
9	d.b.a. name (Searchable on both)	H			
10	Tracks name changes/documents remain valid after name change.	H			
11	Multiple (2+) Contact Names	H			
12	Phone Number(s) and Types (Business/Cell/Etc.) table. Link to multiple addresses.	H			
13	Email Addresses	H			
14	Multiple Payment Remit and Order Names and Addresses.	H			
15	Ability to deactivate addresses as of a certain date.	C			
16	Ownership Status (Minority Owned, Women Owner etc.) - with multiple designations possible	H			
17	Ownership Type (Corp, Partnership, etc.)	C			
18	Tax ID Number / Verification per W9)	H			
19	Vendor Number	H			
20	Payment Terms Code w/table and customizing possible (i.e. "X" % "Y" Days early, "Z" days late) Can be overridden in Accounts Payable, by authorized users at payment time.	H			
21	1099 Code	H			
22	System has a process for deactivating vendor addresses	C			
23	System can freeze a vendor and restrict transactions for a stated period of time.	C			
24	The system has the ability to automatically assign vendors an ID number.	H			
25	System provides the ability to classify one-time vendors.	C			
26	System supports tracking of Vendor Performance data based upon receiving data and custom comment fields.	H			
27	System provides functionalitiy to combine multiple vendor records - and maintains the history	C			
28	Integrates with the State "State Office of Historically Under-Utilized Business" for vendor status	D			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.12	Purchasing & Requisitions				
29	Ability to flag user defined fields based on Vendor performance.	C			
30	Requisition Processing	-			
31	System allows both system-generated numbers and user-defined numbers.	H			
32	System prevents duplicate document numbers.	H			
33	Requisition numbers must be different than PO numbers.	H			
34	Ability to create Invitations to Bid from Requisition(s)	C			
35	Ability to provide extended descriptions and include free form text for line items on requisitions and purchase orders with a (254-character limit.)	H			
36	Ability to view the status of the requisition, see where the request is in the process.	H			
37	Ability to identify within the requisition, the accounting period(s) / fiscal year(s) that the requisition is associated with.	H			
38	Ability, when creating a requisition and/or purchase order, to search for the appropriate commodity code related to the good / service being requested on a per line item basis.	H			
39	Ability to save a draft requisition.	H			
40	Data codes, text and requisition information must transfer automatically from requisitions to PO - with the ability to then be edited	H			
41	Ability to identify Req. with associated Buyer, PO, Vendor, etc.	H			
42	Capability to group requisitioned items by vendor or commodity code for volume purchase purposes.	C			
43	Ability to validate proposed vendor on the requisition against existing online vendor file.	H			
44	Provides online, onscreen requisition and purchase order forms for centralized and decentralized entry.	H			
45	Ability to determine which department is requisitioning items and automatically default to information for that department.	H			
46	Tracks requisitions/POs issued <i>by department</i> .	D			
47	Requisitions must pass budget check before proceeding. System provides override functions for authorized users	H			
48	System offers the ability to scale and control (depending on the Division) the number of approvals on electronic requisitions and vouchers.	H			
49	Has multiple lines for multi year transactions on a single requisition.	D			
50	Specifications of items purchased must automatically carry over to the PO	C			
51	System will provide requisition templates that can be retrieved, and will allow copying of information from existing requisitions or P.O.'s	D			
52	System has automatic Buyer assignment by commodity code. Can be overridden by Supervisor(s).	D			
53	System allows for minimum of 20 lines on the Requisition or Purchase Order	H			
54	System allows a work order number to be associated with the requisition.	C			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.12	<u>Purchasing & Requisitions</u>				
55	System provides the ability to inquire, add, cancel, and delete Requisitions online.	H			
56	System provides the ability to prevent entering invalid account codes (department/division, object, and/or project).	H			
57	System has the ability to consolidate purchase requests from various departments.	H			
58	System provides the ability to assign lines of requisitions to multiple purchase orders and to different vendors.	H			
59	<u>Pre-Encumbrance / Encumbrance Accounting</u>	-			
60	System assists year end close process and rolls Pre-Encumbrance / Encumbrances forward as a prior year document.	D			
61	Ability to automatically pre-encumber requisitioned amounts upon approval.	H			
62	System provides the ability to perform budget checking at the pre-encumbrance stage.	H			
63	System provides the ability to perform budget checking at the encumbrance stage.	H			
64	System can query encumbrances and pre-encumbrances by any account	H			
65	<u>Approval Processing</u>	-			
66	Approvals within the requisition and purchase process must be flexible and configurable to change with the City's changing process.	H			
67	System approval functionality is secured by user logins, and provides audit trail reporting, replacing current paper signatures with virtual electronic signature process	H			
68	Ability to establish predetermined authorization levels, with appropriate security measures and multiple authorization levels online for multiple departments.	H			
69	Ability to establish predetermined authorization levels, for purchase transactions that span multiple departments.	C			
70	System provides for alternate approver designation when approvers indicate they are unavailable.	H			
71	System provides audit trail history of approvals (Who approved requisition, who approved payment, etc.).	H			
72	System provides communicaiton to requisitioner on status of their transaction throughout the approval cycle	D			
73	System provides the ability to support multiple workflow approval processes.	C			
74	Ability to set ad hoc approval rule for individual transactions	D			
75	<u>Blanket Orders</u>	-			
76	Ability to track and manage vendors specific to blanket orders.	H			
77	Ability to track what commodity class codes are associated with each blanket order.	H			
78	System allows for the following control parameters specific to blanket orders:	-			
79	Total cost not-to-exceed.	C			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.12	<u>Purchasing & Requisitions</u>				
80	Time period.	C			
81	Estimated or specific quantities.	C			
82	Specific items	C			
83	General category of items.	C			
84	Price list identification number.	C			
85	Discount off of price list.	C			
86	System provides for the ability to create blanket orders for multiple months	C			
87	<u>Purchase Order Processing</u>	-			
88	Ability to attach electronic documents (word processing, spreadsheet, scanned image files) to requisition and purchase order transactions.	D			
89	Requisition and purchase order process should include the following capabilities:	-			
90	Input and store quantity, price and description	H			
91	Calculate and extend price	H			
92	Calculate total price	H			
93	Retrieve vendor information automatically	H			
94	Hold purchase order pending issuance	H			
95	Report unissued purchase orders	H			
96	Support cancellation of unissued purchase orders	H			
97	Print purchase orders	H			
98	Automatically retrieve purchase information online by referencing purchase order or requisition number or requesting department name or other user defined criteria	H			
99	Specify Unit of Measure (Ea, Ft, lb, C, M, etc.)	H			
100	Ability to email purchase orders	D			
101	Ability to pull up specific account code or item when editing, and make appropriate adjustments	H			
102	Ability to correct a distribution error without having to back out of the PO and resubmit it	C			
103	Ability to view multiple line items / descriptions	C			
104	Ability to preview and edit P.O. on screen exactly as printed.	H			
105	Ability to save a draft PO.	H			
106	Ability to enter default and customized comments on purchase orders and requisitions with full text editing features.	H			
107	Assigns requisitions/purchase orders to a buyer, automatically, based on commodity code or requesting department, with an override ability.	D			
108	System provides highly configurable multi-level approval functionality for purchase orders	C			
109	System automatically assigns purchase order and requisition numbers online but allows user, with proper authority, to choose the numbers manually.	H			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.12	<u>Purchasing & Requisitions</u>				
110	Provides for system annual, blanket, normal PO, and confirming purchase orders.	H			
111	Ability to allow for default information for shipping and payment to reduce data entry efforts during ordering.	H			
112	Ability to "duplicate" line item information during data entry to save time.	H			
113	Ability to allocate purchase order and requisition line items to multiple General Ledger accounts and project codes.	H			
114	Ability to charge purchase order line items to multiple departments.	H			
115	Prohibits duplicate purchase order numbers.	H			
116	Upon preparation of the Purchase Order for payment, shipping charges can be allocated to the Purchase Order lines based on user defined criteria.	D			
117	Ability to allow buyers to override either user specified or system-generated vendors and prices.	H			
118	Ability to allow for multiple budgetary accounts to be identified on the purchase order.	H			
119	Electronic/Internet transfer of POs to vendors.	H			
120	Clear identification on PO amendments can be specified (What has changed, what revision number, dates, etc.).	C			
121	Maintain online directory of standard purchasing contract language that will print on all purchase orders	H			
122	Accommodates blanket purchase orders, contracts or purchase agreement documents with a reference/resolution number.	C			
123	Ability to go in to the PO and do a manual change of the particular line items.	H			
124	System automatically attaches documents specific to terms and conditions to the PO.	D			
125	Ability to specify a delivery address in the PO.	H			
126	System allows authorized users to make price changes.	C			
127	System maintains a status field on the purchase order to track its progress.	C			
128	System allows direct input of manual purchase orders.	C			
129	System automatically closes POs after item receipt and final payment.	H			
130	System supports both centralized and decentralized purchasing processes.	H			
131	System allows several requisitions to be consolidated into one purchase order and correctly tracks item quantities and accounting charges.	C			
132	Separate Comment sections for INTERNAL ONLY and TO PRINT ON PO. System clearly and easily distinguishes between internal City comments and comments that must print on PO.	H			
133	<u>Change Order Processing</u>	-			
134	System can support electronic change orders to existing PO's	H			
135	Approval process for Change Orders.	H			
136	System can provide detailed tracking of employees requesting change orders.	C			
137	System can track personnel who authorized a change order.	H			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.12	<u>Purchasing & Requisitions</u>				
138	System gives authorized users the ability to add or remove funds from a PO.	H			
139	The ability to add or remove lines from a PO	H			
140	The ability to cancel a PO.	H			
141	Ability to liquidate PO as final step (different from a change order)	D			
142	<u>Decertification Processing</u>	-			
143	System has the capability to generate a decertification list and have the ability to track all decertification's.	D			
144	System will allow for a user friendly and easy decertification process of PO with multiple lines.	D			
145	System will give the user the option to decertify by each line individually or by all lines in a batch.	D			
146	System will offer the ability to do a partial decertification of a PO	D			
147	<u>Return to Vendor</u>	-			
148	Ability to allow for the recording of goods returned to the vendor.	H			
149	Ability to track and record all Return Merchant Authorization (RMA) numbers.	D			
150	System is able to track quantities of returns by vendor.	D			
151	System allows users the ability to cancel outstanding orders.	H			
152	Closing a purchase order automatically releases the related encumbrance.	H			
153	Ability to automatically reverse accounting and inventory transactions at cancellation of order.	C			
154	<u>Purchase Order Inquiry</u>	-			
155	Ability to search historical purchases by commodity code.	H			
156	Use of NIGP codes within the procurement process. The system should have the ability to link these codes to vendors, requisitions and purchase orders.	H			
157	Ability to track purchases for multiple projects and grants.	H			
158	Ability to track amounts paid and applied to individual line items on purchase orders.	H			
159	System provides the ability to drill down to all supporting transactions within the purchasing system.	C			
160	The system will allow departments to enter their own requisitions online.	H			
161	<u>e-Procurement</u>	-			
162	System must enable and support eProcurement through an interactive web site.	D			
163	Ability to import standard NIGP codes into the system, based on periodic updates by an outside agency.	C			
164	Vendors can apply or register online.	C			
165	Ability to accept credit card for refundable and non-refundable fees such as for plans and specifications.	D			
166	Ability to interact with vendors online, place orders, receive invoices.	D			
167	System supports automation in the RFP (Request for Proposal) process by managing solicitation, proposal responses, criteria, rankings, decisions and communications.	D			

H - Highly Critical
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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.12	<u>Purchasing & Requisitions</u>				
168	Provide for remote access to inquire and obtain copies of bid requests.	D			
169	Obtain bid list application online.	D			
170	Obtain bid summaries online.	D			
171	System includes Vendor Self Service functions, secured with the appropriate security components, allowing the vendor to view their payment history, open transactions, their contact info, etc.	D			
172	Ability for vendors to register online, identify the services they provide (commodity codes)	C			
173	Ability to accept vendor registration fees via credit card	D			
174	Ability to update their contact information	D			
175	Ability to do EDI (Electronic Data Interchange).	D			
176	<u>Other Purchasing Functions</u>	-			
177	System provides search functions and reports/queries to look up a department's Pos that are due to expire given certain parameters.	C			
178	System provides reports listing POs in an open status (that are filterable by requester or to the fund code, org code, and program code) and giving basic info on the PO (e.g., date issued, vendor, original amount, remaining balance, etc.).	H			
179	Users should be able to track all documents in the transaction series, from REQ to final check, and drill down to see all of them.	H			
180	System has the ability to identify prior year encumbrances.	H			
181	System supports approval and tracking of petty cash transactions.	H			
182	Ability to restrict certain transactions from being entered as petty cash transactions (for example food and gas).	C			
183	<u>Procurement Card</u>	-			
184	The system accepts downloads and uploads from bank system.	C			
185	Ability to track assigned cards, sets limits, and track transactions.	C			
186	The system supports procurement card transactions with an approval workflow function.	C			
187	Ability to check and track which employee performed each transaction.	C			
188	Ability to approve or deny individual transactions within the system.	C			
189	Ability to attach scanned original receipts to each transaction.	D			
190	Ability to specify a transaction ceiling by dollar amount.	C			
191	Ability to perform P-card encumbrances as transactions are downloaded from the bank, and liquify the encumbrance as the transactions are processed	C			
192	Ability to capture purchased information from procurement card and integrate it to the Inventory module	C			
193	<u>Reporting</u>	-			
194	System should also include an easy to use report generator, with all tables downloadable to spreadsheet for ad hoc reporting.	H			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.12	Purchasing & Requisitions				
195	Comprehensive document listing report and online inquiries showing complete transaction information, which includes flexible sorting capabilities with detail and summary formats:	-			
196	Voucher	H			
197	Req.	H			
198	Bid	H			
199	PO	H			
200	Amendments and document changes	H			
201	Amount	D			
202	Vendor, commodity code, dept, gl account codes	H			
203	Contract Utilization and History Report detailing historical payments related to original contract amount, retainers, remaining balance, contract changes, etc.	D			
204	Encumbrance Liquidation Register , listing liquidating transactions by type, date, amount, and status.	D			
205	Requisition Register listing open requisitions for selected departments or all departments by vendor or buyer.	C			
206	Purchase Order Register listing open Purchase Orders for selected departments or all departments by Buyer.	H			
207	Vendor Purchase Status Report listing requisitions, bids, and purchase orders in vendor, requisitioning department, purchase order number, or commodity code sequence. Shows elapsed time between status code changes.	H			
208	Departmental Purchasing History Report. Tracking PO history and statistics by user defined time frame.	C			
209	Aged Req. Report; list req.'s not resolved by PO, sorted by Buyer, Dept., Dates, etc.	H			
210	"Documents Awaiting Approval" Report: List of documents awaiting approval by approver, sortable by length of time stuck in queue.	H			
211	Expediting Report listing purchase orders that require follow-up based on predefined delivery date.	D			
212	Request for Quotation/Proposal List, generated automatically based on buyer actions and status codes, showing all products requiring quotation/ bid documents. Includes requisition number and requesting department.	D			
213	Receiving Report , indicating:	-			
214	Date Received	H			
215	Location Received At	C			
216	Quantity Received	H			
217	Items Returned	C			
218	Notes on Damage, Timing, Etc.	C			
219	Discrepancies from Original Purchase Order	D			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.12	<u>Purchasing & Requisitions</u>				
220	Name of Receiver	C			
221	Name of Shipping company	D			
222	Comments field	C			
223	Aged Receiving Report , list PO's pending receiving with balance still unreceived data.	D			
224	Vendor Activity/History Report , showing dollar purchase history of vendor activity, by product, compared with prior years over a user-specified time period.	D			
225	Product Source Report , listing vendor name, contact person, and phone number, for suppliers of user-specified products by product code.	D			
226	MBE/FBE Vendor Report displaying vendor number, name and contact information, historical activity (2 year minimum) with an ability to sort by vendor type, minority status, ownership status, etc.	D			
227	Reports inactive vendors.	C			
228	Vendor Performance Report , presenting performance measures over a user-defined period.	D			
229	Vendor classification reports by commodity.	H			
230	Petty Cash Register , listing all Vouchers approved by Commissioner of Purchases & Supplies	C			
231	Petty Cash Exceptions Report , detailing all petty cash transactions that were rejected.	C			
232	Daily Requisition Register.	C			
233	Returns and Cancellations Report.	C			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.13	<u>Inventory Management</u>				
	Objective: To provide on-line master file information on all equipment and supplies for purchasing, tracking, and disbursement to multiple departments.				
	<u>Critical System Requirements</u>				
1	System can be used to track "non-inventoried" asset / equipment items (i.e.: computer equipment, rebuilt meters, non-licensed vehicles) per department / division for risk management purposes.	H			
2	System has the ability to generate re-order reports based on minimum quantities for items, based on a location basis	H			
3	System supports bar-coding.	H			
4	System has the ability to facilitate reordering	H			
5	Simple user interface.	H			
6	Ability to import and export data from Excel and Access Databases.	H			
7	Ability to have fields automatically fill if keyed information is redundant.	H			
8	User defined reports, easy ability to query the system.	H			
9	Meets all reporting standards for the State of N. Carolina	H			
10	Ability to interface with other applications within the ERP, including:	-			
11	Job Cost/Work Order - for complete job costs, including materials cost and usage	H			
12	Vehicle Maintenance	H			
13	Purchasing - for replenishment & reordering	H			
14	Utility Billing (for meter inventory)	H			
15	Facilities Management - including reordering based on preventative maintenance schedules	H			
16	General Ledger - for inventory transactions, including shrinkage	H			
17	Provides access to vendor master files in Purchasing module.	H			
18	Integrates with the Fleet module. Items (i.e.: oil filters) can be associated with vehicles tracked in the fleet system. When the vehicle is disposed of, notification of related inventory item is given.	H			
19	Integrates with the Fleet Management module, including reordering based on preventative maintenance schedules	H			
20	Accommodation of alpha numerical commodity and sub-commodity codes.	H			
21	Accommodation of manufacturer part number.	H			
22	Ability to process back orders.	H			
23	Ability to prepare on-line requisitions for stock replenishment.	H			
24	Allows user-defined Economic Order Quantities (EOQ) to establish suggested order quantities.	C			
25	Provides on-line parts or materials catalogs for use by the field crews and maintenance supervisors.	D			
26	Provides on-line access to inventory transactions (receipt, issues, and adjustments) and status.	H			
27	Ability to process, on-line, receipts at multiple receiving locations.	H			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.13	Inventory Management				
28	Designation of recommended minimum and maximum stock for every item	H			
29	Ability to handle multiple inventory locations and prioritize them for stock picking purposes.	H			
30	Ability for authorized users to perform inventory level adjustments	H			
31	Ability to remove materials or parts from inventory based on work order requirements. System is updated automatically when completed work orders are entered on-line.	H			
32	Automatically calculates weighted average, FIFO, LIFO, etc. cost of inventory items when stock contains items at multiple prices.	H			
33	Optionally calculates cost of inventory based on last price paid.	D			
34	System validates all data entered for inventory transactions, that relate to other data within other modules and functions within the system	H			
35	System provides a surplus "excess or obsolete" function to withdraw inventory, posting to a separate GL account	H			
36	System validates transaction dates based on valid periods established within the City's fiscal year	H			
37	Ability to apply an overhead rate to the item cost for an inventory item	H			
38	Ability to restrict inventory access to those items / locations the user is authorized for.	C			
39	Provides ability to perform a physical inventory and update actual quantity levels	H			
40	Provides for maintenance of the following data elements for all inventory items. Inquiry and reporting on inventory items can be based on any field:	-			
41	Inventory Item Number & location	H			
42	Vendor Part Number (as cross reference)	H			
43	Item Commodity	H			
44	Item Description	H			
45	Alternate Item Number	H			
46	Units of Measure for Purchase	H			
47	Units of Measure for Issue	H			
48	Ordering Account Number	H			
49	Current Cost (last price paid)	H			
50	Current Cost Date	H			
51	Average Cost	C			
52	Latest Quantity Received	H			
53	Received By	C			
54	Received Date	H			
55	Warehouse Identifier	H			
56	Bin Number/Shelf number	H			
57	Date Item Entered Inventory	C			
58	Date Item Ordered	H			
59	Multiple Vendor Numbers	H			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.13	Inventory Management				
60	Most Recent Purchase Order Number	H			
61	Economic Order Quantity	C			
62	Reorder Point (maximum/minimum) and Replenishment Quantity	H			
63	Month-to-Date Receipts	C			
64	Year-to-Date Receipts	C			
65	Quantity on Hand	H			
66	Total Value of Quantity on Hand	C			
67	Quantity Available	H			
68	Quantity on Order	H			
69	Quantity Reserved	H			
70	Reserved By (multiple departments)	H			
71	Issue Tracking	C			
72	Date Issued	H			
73	Issued To	H			
74	Issued By	C			
75	Charge to Job/Account	H			
76	Classification	H			
77	Custodian	H			
78	Type (each, dozen, etc.)	H			
79	Employee Name and Number Ordering Item(s)	H			
80	General Ledger Code	H			
81	Overhead Rate	H			
82	Multiple additional user defined fields	H			
83	Principal Reports	-			
84	Ability to generate inventory reports on an ad-hoc or systematic basis for maintenance personnel, financial staff, and management.	H			
85	Supports reporting by multiple inventory/warehouse locations.	H			
86	Vendor Activity , by item, date, or value.	H			
87	Price list for each item.	H			
88	Unfilled Issues , by item, date, or department, division, program, or P.O.	D			
89	Recommended Orders , all or user-selected items below reorder point, including:	H			
90	Maximum and Minimum Reorder Points	C			
91	Date of Last Purchase	C			
92	Year-to-Date Issuances	C			
93	Year-to-Date Receipts	H			
94	Spare Parts Reorder Report , lists all the materials or spare parts needed	D			
95	Back Order Status , all items currently on back order.	C			
96	Receiving , item by date or vendor or P.O.#.	H			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.13	Inventory Management				
97	Active Parts Report , lists all materials and parts currently assigned to open work orders.	H			
98	Material Usage Report , value or quantities by account, department, division, vehicle, part number, or program for a specified time period.	H			
99	Employee Material Usage/Requesting Report	H			
100	Inventory Status , summary and detail.	H			
101	Physical Inventory Worksheet , quantities on hand by location and bin number. Subsequently prints Physical Inventory status report.	H			
102	Month End Inventory Listing	H			
103	Year End Variances by Location / Item / Value and/or Quantity	H			
104	Historical Inventory Use and Inventory Value (with "as of" date)	H			
105	Actual inventory usage report (dollar amounts) by department, by period	H			
106	Inventory "inactivity" report	C			
107	Other Functionality	-			
108	System's inventory module is tightly integrated to the Misc. Billing module, allowing for the ability to generate a bill at time of service (inventory sale to external customer)	H			
109	System's inventory module is tightly integrated to the Misc. Billing module, allowing for the ability to collect credit card payments for inventory sales to external customers	H			
110	Extensive inventory reporting and query capabilities are available	H			
111	System supports the development of a catalogue of inventory available to customers	H			
112	Inventory usage analysis report by department and by account code is available	H			
113	Re-order report features are available with automatic notification	H			
114	Cycle count report is generated without freezing inventory	H			
115	System has the ability to specify markup by warehouse	H			
116	Warranty tracking by parts is available as part of the part record in the system.	H			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.14	<u>Contract Management</u>				
	Objective: To create, manage and cancel/deobligate contracts within the City.				
	<u>System Requirements</u>				
	<u>System Processes</u>				
	Ability to enter, track and inquire basic contract information online including:	-			
1	Contract name	H			
2	Contract number	H			
3	Contract amount	H			
4	Contract type (IFB, RFP, RFQ)	H			
5	Contract changes (dollar amount)	H			
6	Audit required	H			
7	Payments against the contract	H			
8	Budget line item	H			
9	Provider name and address	H			
10	Contract balance	H			
11	Contract starting date	H			
12	Contract ending date	H			
13	Contract extensions	H			
14	Contract completion date	H			
15	Additions/Subtractions(deletions) to the contract	H			
16	Department	H			
17	Commodity code(NIGP)	H			
18	Bonds: (Bid, Performance, Payment)	H			
19	Insurance	H			
20	Cooperative contract (yes/no)	H			
21	Maintenance agreements	H			
22	Warranties	H			
23	Date approved by the City council	H			
24	Tax standing	H			
25	Federal debarment	H			
26	State registration status	H			
27	Ordinance Number	H			
28	System must provide the ability to track the following fields for a prime contractor:	-			
29	Contract name	H			
30	Contract number / ID	H			
31	Contractor name	H			
32	Contractor address	H			
33	Contractor contact info (phone, fax, e-mail)	H			
34	Contract dollar amount	H			
35	Contract start date	H			
36	Contract end date	H			
37	Release number	C			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.14	<u>Contract Management</u>				
38	Ordinance number	C			
39	Is the contractor a MBE, WBE, DBE firm?	H			
40	Contractor MBE, WBE, DBE %	H			
41	Vendor Number	H			
42	Alternate emergency contact info (phone, fax, e-mail)	H			
43	System must provide the ability to track the following fields for a Sub-contractor:	-			
44	Sub-Contractor Name	C			
45	Sub-Contractor address	C			
46	Sub-Contractor contact info (phone, fax, etc.)	C			
47	Is the sub-contractor a MBE, WBE, DBE firm?	C			
48	Sub-contractor MBE, WBE, DBE %	C			
49	Sub-contract dollar amount	C			
50	Sub-contract payment %	C			
51	Service provided on contract	C			
52	System must provide the ability to automatically assign alphanumeric or numeric contract numbers to contracts, purchase orders and requisitions, and provide for user-defined alphanumeric or numeric assignments.	C			
53	System must provide the ability to add a subcontract number for multiple vendors	C			
54	<u>Contract Initiation and Approval Process</u>	-			
55	System must provide the ability to handle certifications of contracts over multiple fiscal years.	H			
56	System must provide the ability to convert awarded bids to approved contract.	H			
57	System must provide the ability to create and track blanket order contracts or encumbrances.	H			
58	System must provide the ability to allow multiple contracts per vendor.	H			
59	System must provide the ability to allow multiple vendors per contract	H			
60	System must provide the ability to allow for multiple items per contract.	H			
61	System must provide the ability to allow for multiple contracts to be applied to one request for Ordinance	H			
62	Ability to set up and manage retainage percentage or fee	H			
63	Ability to review and print contract text.	H			
64	<u>Workflow</u>	-			
65	Ability to route the specification documents electronically to the correct Department for review/revisions.	H			
66	Ability to view and approve contracts within the system.	H			
67	<u>Contract Management/Tracking</u>	-			
68	System must provide the ability to track multiple contracts to a single project.	H			
69	System must provide the ability to track a single contract to multiple projects.	H			
70	System must provide the ability to budget and encumber contracts per line items and also project accounting data.	C			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.14	<u>Contract Management</u>				
71	System must provide the ability to track several purchase orders or other reference documents within a single contract.	H			
72	System must provide the ability to record and track contract limits (i.e multi-year contracts) at user specified levels of detail over the life of the contract.	H			
73	System must provide the ability to encumber a portion of a contract based on fiscal year.	H			
74	System must provide the ability to track and flag contract expiration/extension dates.	H			
75	Ability to provide functionality to administer a process whereby City departmental input can be captured and tracked on vendor service performance against a contract	H			
76	System must provide the ability to link contract numbers to the Invitation for Bid (IFB) and Request for Proposal (RFP) number.	H			
77	Ability to evaluate vendor based on key user-weighted events such as delivery date, quantity return / defective items, and billing problems by contract.	C			
78	System must provide the ability to track all contract information required by legal authority, including but not limited to:	-			
79	Notice of award	H			
80	Liens	H			
81	Notice to proceed	H			
82	Insurance coverage	H			
83	Bid, performance and payment bonds	H			
84	System must provide the ability to attach comments to each contract for users with proper security to view and update. Comments could be free-form or standard user-defined (selected from a menu or drop-down list).	C			
85	System must provide the ability to provide access to contract information on-line and in real time to central and remote users with appropriate security.	C			
86	System must provide the ability to track if the contract is subject to the federal Davis-Bacon requirements?	H			
87	System must provide the ability to support procurement from Federal and State contracts.	H			
88	Ability to track performance and payment bonds	C			
89	Ability to track and report on Certificate of Insurance and the related expiration dates	H			
90	<u>Contract Change Management</u>	-			
91	System must provide the ability to accommodate subsequent contract change orders to update dollar amounts and durations.	H			
92	Final Adjustment/Approval for payment of contract	H			
93	<u>Payments</u>	-			
94	Ability to export contract data including payment and other contract information.	H			
95	Ability to view all payments at a detail level that are associated with a specific contract number.	C			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.14	<u>Contract Management</u>				
96	Ability to print detailed payment information for a specific vendor name and distinguish payments to a vendor for different program activities.	D			
97	System must provide the ability to track multiple encumbrances and payments against a single contract.	H			
98	Ability to generate payments to contractors based on unit pricing for multiple contract line items.	H			
99	Ability to specify retainage amount, when to pay, and payment history	H			
100	<u>Deobligation / Decertification / Cancelation</u>	-			
101	System must provide the ability to decertify contracts.	H			
102	System must provide the ability to list contracts that can be decertified where the contract has expired and funds were encumbered.	H			
103	System must provide the ability to decertify all selected contracts without having to access each individual PO for the contract.	H			
104	System must provide the ability to maintain a decertification list with the following information:	-			
105	Contract type	C			
106	Contract begin date	C			
107	Contract end date	C			
108	Vendor name	C			
109	Vendor number	C			
110	Funding	C			
111	Contract name / description	C			
112	Person who decertified the contract	C			
113	Renewal date	C			
114	System must provide the ability to do a partial de-certification.	D			
115	System must provide the ability to decertify by each line individually, and all lines in a batch.	D			
116	Ability to reinstate a recertification done in error and flag contract administrator	H			
117	<u>Office of Equal Opportunity</u>	-			
118	Ability to track MBE/WBE/DBE utilization through contract payments	H			
119	System must provide the ability to change the subs on a Contract - after the award	C			
120	System must provide the aibility to use a multi-level approval process for contracts	D			
121	System must provide the ability to track if the contract is subject to MBE/WBE/DBE goals	H			
122	System must provide the ability to track the MBE goal %	H			
123	System must provide the ability to track the WBE goal %	H			
124	System must provide the ability to track the DBE goal %	H			
125	System must provide the ability to capture target % and Pledge % for MBE, WBE, and DBE	C			
126	<u>Reporting</u>	-			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.14	Contract Management				
127	Ability to generate an aging report.	C			
128	Ability to track (which step, date, etc.) the status of each step in the contracting process. Should be able to look up status online and through on-demand reports.	H			
129	System must provide the ability to search and reports/queries on contract expiration dates given certain parameters. For example, you should be able to look up all of a department's contracts that are due to expire within the next 3 months, 6 months, 12 months, etc.	C			
130	System must provide the ability to report historical contracts in detail, by division	C			
131	System must provide the ability to generate reports on OEO contract payment details and compliance with MBE, WBE, DBE.	C			
132	System must provide the ability to report on OEO for all sub-contractors and historical sub-contractors and their involvement on projects over time	C			
133	System must provide the ability to report all associated information on a contract, such as POs issued from that contract, payments made, free balance, contract expiration date, vendor, etc.	C			
134	System must provide the ability to report all subcontractors (majority and minority or female) on a contract along with the prime, the MBE/WBE/DBE goals on the prime's contract, etc.	C			
135	Ability to track and manage prime contractor payments to sub-contractors	D			
136	Ability to generate reports detailing every contract authorized by the City along with the following information:	-			
137	Contract name	H			
138	Contract number	H			
139	Contract type	H			
140	Contract begin date	H			
141	Contract end date	H			
142	Vendor Name	H			
143	Vendor Number	H			
144	Contract information	H			
145	Ability to generate a detailed decertification report along with the following information:	-			
146	Contract information	D			
147	Division/Department that initiates the de-certification	D			
148	Why funds were originally allocated to that Division/Department	D			
149	How the funds were originally allocated to that Division/Department	D			
150	Portion of funds that have been spent	D			
151	Portion of funds being returned	D			
152	System must provide the ability to track and report, by account number, expenditures & revenue for each individual contract, including budget to actual comparisons by user-defined period (i.e., monthly, quarterly, daily, contract year, fiscal year, contract term, etc)	C			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.15	Accounts Payable				
	Objective: To efficiently manage all cash disbursements, track paid and outstanding invoices, print checks, and generate completed 1099 forms.				
	System Requirements				
	Integration				
1	Ability to import vendor and voucher information (i.e. jury duty vendors, utility refunds, etc.) from electronic files (text files, etc.)	C			
2	Vendor File Maintenance	-			
3	Assigns vendor numbers automatically with the option to be able to manually assign unique numbers (must prevent duplicate vendor numbers from being used).	H			
4	System provides controls around the vendor information recorded in the ERP in order to minimize duplicate entries of the same vendor.	H			
5	Ability to assign classifications (i.e. Regular, One-Time, Employee, EFT, Payroll, Express, etc.) to vendors.	H			
6	Ability to process a check or an EFT transaction utilizing the same vendor number.	C			
7	Allows for one-time payment without creating a permanent vendor in the master file. System retains information on name, date, and amount of vendor payment.	H			
8	Ability to create multiple addresses per vendor; the ability to assign each address as appropriate (i.e. invoicing, remittance, ordering, etc.); and the ability to select different remit addresses during the voucher payment process.	H			
9	Ability to input or designate a "Vendor Name and Address" for 1099 Reporting purposes for each 1099 vendor in the system.	H			
10	Ability to designate which city bank account a vendor will be paid from (with ability to override during the invoicing process).	H			
11	Ability to enter all needed vendor bank information for EFT payments (ABA number, bank account number, bank name, etc.)	H			
12	Ability to associate payment terms with vendor-	D			
13	Ability to provide for the annual archiving of inactive vendors based upon flexible, user-generated parameters.	C			
14	Changes or deletions to the vendor master file will not effect vendor information on check (payment) history.	H			
15	Vendor payment history must be able to either retain or archive unlimited years of history, based upon user criteria	H			
16	System maintains an audit log on historical changes to the vendor file	D			
17	Invoice Processing	-			
18	Ability to process one invoice (voucher) or multiple invoices (vouchers) from one purchase order (or encumbrance) and/or for one purchase order line.	H			
19	Provides ability to distribute invoice (voucher) payments by item or total into multiple General Ledger accounts, department, activities, funds and cost categories, project codes, etc.	H			

H - Highly Critical
C - Critical
D - Desirable

City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.15	Accounts Payable				
20	Provides ability to distribute an unlimited number of invoice line items on a invoice (voucher)	H			
21	Ability for system to prohibit processing of a voucher that exceeds the remaining balance of the associated encumbrance - system enables overrides to authorized users	H			
22	System must allow for budget and edit checks of all entered vouchers/tallies to ensure appropriate data entry fields are filled in.	H			
23	Ability to (1) automatically liquidate encumbrances for invoiced purchase orders upon payment or (2) have the remaining encumbrance amount remain open for future payments.	H			
24	Allows for partial payment on Purchase Orders based on invoice amount.	H			
25	Ability to integrate to a document imaging system in order to associate scanned vendor invoices, receiving slips, etc. with the on-line invoice entry	H			
26	Ability to configure the sytsem to accommodate "decentralized", on-line invoice (voucher) data entry.	H			
27	Ability to have system check for and prohibit entry of duplicate invoices.	H			
28	Ability to conduct a three way match prior to processing a payment (i.e. PO, shipping receipt, invoice).	C			
29	Capability to match bank accounts with subfunds to ensure remittance of funds from the correct bank account.	D			
30	Ability to provide for the identification of capitalized items as vouchers are processed and prompt user to enter fixed assets related details.	H			
31	System provides the ability to input detailed line item information on a voucher in searchable fields.	D			
32	Ability to enter serial number information on a payment voucher record.	D			
33	Ability to handle vendor payments retainages.	H			
34	Invoice retainage can be entered and tracked all the way to final payment.	H			
35	System should automatically designate which city bank account should be used to pay a voucher based upon the vendor set-up (with ability to override during the invoicing process.	C			
36	Ability to pay a single vendor in both check and EFT.	H			
37	Ability to hold payments on any specific open item or for all invoices of a particular vendor.	H			
38	Ability to delete or modify a voucher record before it is scheduled for payment.	H			
39	Ability for the system to generate payment date based on (1) terms assigned to invoice or (2) due dates on the invoice; also the ability for the system generated payment date to be overridden during the voucher data entry process.	H			
40	Payment Terms/Discounts	-			
41	Ability to associate payment terms by encumbrance (i.e. PO, contract, etc.), invoice or vendor-	H			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.15	Accounts Payable				
42	System allows for automatic capturing and recording (in A/P and G/L) of vendor discount based on terms code identified upon payment.	H			
43	Capability to override payment terms during invoice processing.	H			
44	Ability to alert the user of a missed discount	D			
45	Ability to track discounts offered, lost and taken per vendor.	C			
46	1099 Processing	-			
47	Ability to designate vendors as 1099 vendors.	H			
48	Ability to input TIN or SS numbers with all vendors (1099 or non-1099 vendors)	H			
49	System should prohibit or provide warnings when a vendor without a TIN or SS is entered, when it is required	H			
50	System should provide 'backup withholding functionality' for 1099's.	H			
51	Ability to track all required information for 1099 reporting purposes with ability to make immediate correction (i.e. 1099 payments versus non-1099 payments, vendor information, etc.).	H			
52	The system should have the ability to identify specific invoices and payments for vendors as 1099 transactions or non-1099 transactions.	H			
53	Ability to generate necessary analysis reporting for 1099 generation purposes (Summary and Invoice Detail history sorted by Tax ID, Report combining multiple vendors with same Tax ID, etc.)	H			
54	Updates to annual 1099 forms, IRS file formats, etc. should be provided with the annual software maintenance agreement.	H			
55	Ability to print 1099 information and the related forms.	H			
56	Ability to download 1099 information to an electronic file(s) meeting IRS requirements.	H			
57	Check Processing	-			
58	Ability to configure the system to either consolidate multiple payments to the same vendor in a check run or have separate checks issued to the same vendor in a check run.	C			
59	Prints pertinent remittance data on check stub.	H			
60	Ability to process one check per vendor with all claims detail support on the corresponding page for additional check stub overflow capacity (if necessary).	H			
61	Ability to process check runs at anytime.	H			
62	Ability to select vouchers/tallies for check processing based upon various vendor parameters (i.e. regular, express, one-time, EFT, employee, payroll, etc.)	H			
63	Ability to print pre-check register report.	H			
64	System allows selected items to be paid and items to be withheld or deleted from payment for a particular check run.	H			
65	Ability to approve for payment the remaining selected vouchers and print final check register report.	H			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.15	Accounts Payable				
66	Checks can be printed by vendor name, check number or other user-defined order.	C			
67	Ability to insert/apply a code to payables prior to printing checks that must be grouped/printed together for special mailing/distribution.	D			
68	Ability to issue checks or EFT payment out of various bank accounts.	H			
69	System fully supports use of sequentially generated check or wire numbers for each City bank account.	H			
70	System stores and utilizes the next sequential check number to be used for each bank's checking account.	H			
71	System provides user-defined check formatting.	H			
72	System has the ability to support laser checks.	H			
73	System provides the ability to produce, through secure printers, checks with MICR encoding and electronic signatures.	H			
74	System provide full check reconciliation function with an online check clearing function and an outstanding check file.	H			
75	Ability to import cleared check data from a bank interface.	H			
76	Once approval of the payment has been secured, alteration of the payment information must be prevented.	H			
77	System provides an audit trail of disbursements, requisition number, purchase order number, contract number, check number, date and payee.	H			
78	System maintains a check history file including basic check and disposition information (issue date, cleared date, days outstanding, void, etc).	H			
79	Ability for departmental users to view payment status online.	H			
80	Ability to print an outstanding check report, sortable by department and age of the outstanding check; report should also identify those outstanding checks that have been returned to Treasury and not yet voided (see "desired" specification below (Returned Checks - not yet voided).	C			
81	Void (Cancellation) and Reissues of Checks	-			
82	System provides full check voiding, where the vendor master file, general ledger distributions, outstanding checks, and accounts payable detail files are properly marked to reverse the accounting lines of the voided check.	H			
83	Ability to reissue a voided check, and enter notes in a comment field	H			
84	Check voiding should provide the option of restoring funds back to the appropriate encumbering document, or back into the appropriate account's available budget balance	H			
85	System provides security measures by allowing only certain authorized personnel to reissue checks.	H			
86	Returned Checks (not yet voided)	-			
87	Ability to mark in the outstanding check file when a check has been returned to City and not yet voided.	C			
88	Debit and Credit Memos	-			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.15	Accounts Payable				
89	Accommodate processing of debit/credit memos.	H			
90	Debit and Credit Memos can either be applied to specifc invoices (vouchers) or be unapplied and on the vendor's account	H			
91	Tracks debit/credit memos by vendor.	H			
92	Vendor Bank Account Maintenance (for EFT invoice processing & payment)	-			
93	Ability to maintain vendor bank information (ABA number, account numbers, bank names, etc.)	D			
94	Ability to assign multiple bank accounts from various vendors to a single bank	D			
95	System tracks and records all Electronic check transactions per the following:	-			
96	Initiating Division/Department/user.	D			
97	Applicable Invoice Number.	D			
98	Vendor information.	D			
99	Month, Date and Time of transaction.	D			
100	Originating Bank Account Number.	D			
101	Destination Bank Account Number.	D			
102	Positive Pay				
103	Ability to provide a positive pay export file for each check run, for transmittal to bank.	H			
104	System has the capability to electronically receive a report on daily 'matches' and 'mismatches'.	H			
105	Authorized users have the ability to save all export files, import files and check images within the system for retrieval.	C			
106	Other Accounts Payable Functionality	-			
107	Provide the ability to view detailed information on payments made to providers.	H			
108	Ability to provide a method of assigning separate approval levels to users for processing invoices, receiving reports, payments, requisitions and purchase orders (edit vs. update functions).	C			
109	Maintains an accounts payable open-item (unpaid invoice) file which contains detailed records of invoices and retainage by vendor, invoice number, and due date.	H			
110	Accounts Payable Check Processing procedures should include the:	-			
111	Payment Selection Criteria (by vendor type - Regular, Employee, etc.; by Payment due date; etc.)	H			
112	Scheduling of payments	H			
113	Calculating and taking of discounts	H			
114	Capability of holding payments	H			
115	Approving (Releasing) of payments	H			
116	Reporting Requirements	-			
117	Ability to compile and output the following reports	-			
118	Pre-Check Register	H			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.15	Accounts Payable				
119	Voucher (Invoice) Register, sortable by Vendor and/or Numerical Order	H			
120	Cash Requirements Report	H			
121	Summary Final Check Register (by fund, sub-fund, department, city bank account, etc.)	H			
122	Detailed Final Check Register	H			
123	Cash Disbursement Report	C			
124	Vendor Listing in Alphabetical Order	H			
125	Vendor Listing in Vendor Number Sequence	H			
126	Aged Accounts Payable Report by any field	H			
127	Listing of Vouchers and/or Vendors on Hold	D			
128	1099 Reports	H			
129	Departmental Check Register	H			
130	List of vendors tagged "yes" for receipt of a 1099.	H			
131	List of all payments to vendors tagged "yes" for receipt of a 1099	H			
132	Encumbrance and Pre-encumbrance Report	H			
133	Budget Error Report listing all encumbrances or vouchers that failed budget or edit checking	H			
134	Ability to issue Field purchase orders (FPO) and other forms of payment that do not require a Purchase order. They should include the folowing capabilities:	H			
135	Input and store quantity, price and description	H			
136	Calculate and extend price	H			
137	Calculate total price	H			
138	Assign vendor number	H			
139	Ability to email FPO's	H			
140	Ability to view multiple line items/descriptions	H			
141	Ability to preview and edit FPO's on screen exactly as printed	H			
142	Ability to process checks or electronic payments from documents other than Purchase Orders	H			
143	System suooorts approval and tracking of petty cash transactions	H			
144	Ability to restrict certain transactions from being entered as petty cash transactions (for example food and gas)	D			
145	Procurement Card	-			
146	The system accepts downloads and uploads from bank system	H			
147	Ability to track assigned cards, sets limit and track transactions	H			
148	The system supports procurement card transactions with an approval workflow function	D			
149	Purchasing and Requisitions	-			
150	Ability to check and track which employee performed each transaction	C			
151	Ability to approve or deny individual transactions within the system	H			
152	Ability to attach scanned original receipts to each transaction	D			
153	Ability to specifiy a transaction ceiling by dollar amount	H			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.15	Accounts Payable				
154	Ability to perform P-card encumbrances as transactions are downloaded from the bank, and liquify the encumbrance as the transactions are processed	C			
155	bank, and liquify the encumbrance as the transactions are processed	C			
156	Petty Cash Register, listing all vouchers approved	D			
157	Petty Cash exceptions report, detailing all petty cash transactions that were rejected	D			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.16	Bank Reconciliation				
	Objective: To provide automation with the bank reconciliation process including the outgoing payments, incoming deposits and providing for the inclusion of adjustments by full integration to other ERP modules				
	System Requirements				
	Bank and Check Reconciliation				
1	System must provide the ability to use both automated and manual reconciliation features.	H			
2	Ability to automate daily bank reconciliation.	H			
3	Ability to query up-to-date daily balance and have it match to credits at the bank.	H			
4	Ability to compare debits/credits with bank based on exceptions.	H			
5	Ability to correlate every transaction to a debit/credit at the bank.	H			
6	Ability to identify multiple cash accounts.	H			
7	Ability to be able to associate the cash account with a project.	H			
8	Ability to send positive pay file to the bank from both the AP and Payroll sub-modules.	H			
9	Ability for check void functionality to send positive pay correction transmittal to bank within national standards (e.g. 48 hrs)	H			
10	Ability to process and transmit AP and Payroll ACH payments through the sub-modules multiple times per day	H			
11	Ability to import a list of cleared checks from the bank	H			
12	Ability to use drill-down capabilities to see if a check has been issued/cleared from the AP and Payroll sub-modules and originating transaction documentation via some sort of document manager program.	H			
13	Ability to track Manual Check Issues and voids	H			
14	Ability to enter manual adjustments with proper authorization	H			
15	System must provide the ability to reconcile deposits with cash receipt details	H			
16	System Interfaces				
17	Auto interface of electronically initiated transactions (ACH and Wires)	H			
18	Daily auto interface from Cash Receipts module by departmental deposit reconciliation code summarized by user	H			
19	Daily auto interface for manual checks from Payroll and A/P	H			
20	Daily auto interface with A/P, Payroll and G/L where cash is affected	H			
21	Ability to select entries that should not update (ie, amortization of premium/discount; entries that do not affect cash)	H			
22	Daily auto interface with all sub-modules for drilldown capabilities for all transactions to see originating entry, including backup documentation via some sort of document manager program, and history of entry, including adjusting or reversing entries associated with the original entry	H			
23	System Processes				
24	System must provide the ability to correct "reconciliation date" in the system after the fact, with the ability to include comments.	H			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.16	Bank Reconciliation				
25	Ability to create file (daily) of issued checks from Payroll and A/P modules to transmit to the bank (includes Ck#, Payee, Amount, Date)	H			
26	Ability to identify, report on and export unclaimed check activity for State escheet process.	H			
27	Ability to create an outstanding checklist	H			
28	Ability to accept paid check image file from bank which will update A/P and Payroll system	H			
29	System must provide the ability to void checks (Payables and Payroll) within the sub-modules and interface accurately with the G/L the same and ability to drill down to original transaction and documentation via some sort of document manager program	H			
30	System must provide the ability to replace lost checks and reflect new check numbers (interface info to and from Payroll and A/P modules)	H			
31	Reporting				
32	Ability to provide a daily banking transaction log by account number	H			
33	Ability to view Check Reconciliation Information by check number, voucher #, vendor #/name.	H			
34	Ability to view a Listing of Transactions affecting GL cash accounts (payroll, AP, cash receipts, etc.).	H			
35	Ability to create a General Ledger Cash Summary Report .	H			
36	Ability to create a Reconciled Check Report that includes voids, cleared and outstanding checks and electronic transfers.	H			
37	Ability to create a Reconciliation Report to summarize and show errors (non-match, date errors, etc.).	H			
38	Ability to create a Void Check Report which includes replacement checks as appropriate.	H			
39	Ability to create a Deposit Details Report by day (with subtotals) - needed to reconcile daily bank statements.				
40	Receipt #	H			
41	Desc	H			
42	Dollar amount	H			
43	Date	H			
44	Ability to create a (aged) list of Outstanding Checks with check number on-line, showing:				
45	Date Issued	H			
46	Amount Total	H			
47	Payee	H			
48	Fund/Org/Acct	H			
49	A/P or Payroll Document Reference	H			
50	Payee Address	H			
51	Bank Account Number(s)	H			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.16	Bank Reconciliation				
52	Ability to create a Bank Reconciliation Report , listing amounts deposited into each account, and total deposits compared with cash receipts for that date as well as amounts expeneded from each account, and total disbursements compared with checks and transfers for that date.	H			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.17	Development Services				
	Objective: To implement an efficient administrative process to assure effective regulatory compliance with a minimum burden on those being regulated by providing highly integrated software functionality to enhance organizational foresight, provide transparency, improve timeliness, consistency and quality of service.				
	General Development Services Functionality				
1	System provides enhanced searching capabilities with auto-populate and pre-defined fields.	H			
2	Enhanced report functionality, including: case history; permit history including permit restrictions; attributes of a property; and cases by status: active, pending, approved, denied.	H			
3	Ability to provide a notice of enforcements.	H			
4	Integration of building and planning functions with a common GIS database through address and PIN number, across all modules in the system.	H			
5	Document management within the system includes integration of MS Office documents, retention by project type, and enhanced search capabilities.	H			
6	System provides intuitive Permit Applications entry screens.	H			
7	System workflow features are multi-tier, allowing supervisors to manage staff assignments and workloads.	H			
8	Ability to report on customer payment status related to charges in the permitting and inspection processes.	H			
9	Workflow and application routing for various approvals, signatures, notifications and email integration.	H			
10	Ability to stop the application process across departments and modules if a portion of the permit is declined.	H			
11	Provides enhanced calendar functionality with due dates, configurable reporting on activities scheduled in the next 5-10 days, based on pre-defined criteria.	H			
12	System provides password secured, web-based customer inquiry of project status and activities.	H			
13	System stores property attributes including current owner, history, ordinance, number of permits, related infrastructure, and licenses.	H			
14	System provides various checks, balances and data validations throughout the permitting and inspection processes.	H			
15	System has significant reporting capabilities including inspection workload, privilege licenses, permit status, pavement condition, dollars and spending (public / private), upcoming events, "flags" for notifications, and sidewalk condition.	H			
16	View permits by site, by type, by geography, by department, by project subset (discipline)	H			
17	Ability to provide notifications "ticklers" and notify other departments of status changes and activity requests.	H			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.17	Development Services				
18	System provides staff scheduling capabilities to increase overall management of the development process.	H			
19	Ability to provide permit compliance tracking and reporting, including scheduling reminders several years into the future.	H			
20	Work flows are pre-defined when permit submitted.	H			
21	Document attachments such as photos, PDF's, MS Office documents and faxes are tied to specific work functions.	H			
22	System is capable of being deployed real-time on PDA's, laptops or other remote clients using a thin client option of the software.	H			
23	System provides a web-based constituent interface allowing for secured appropriate access to information such as applications for sidewalk closures, status of permit, notifications of activities, etc.	H			
24	System has case management functionality supporting violations, tracking, feedback loops, next steps, routing and partial approvals.	H			
25	Plan review includes digital markup and single site-plan management.	H			
26	Ability to search records quickly across all modules while responding to customer inquires.	H			
27	System closes an application process including the archival of records, however, closed applications are still accessible and searchable.	H			
28	Notice of violations (NOV's) are tracked and reported in the system.	H			
29	Ability to associate all inspections together under a single permit number.	H			
30	Ability to track fines by customers and easily report fines when due.	H			
31	System is integrated to the billing and receipting modules of the system providing the ability to accept customer payments for various permit types at multiple places throughout the City.	H			
32	System provides flexible workflow engine, capable of defining and automating the business processes performed at the City for development services	H			
33	System provides configurability to change or add processes in the future	H			
34	System provides automated and / or integrated notification abilities (email, work queues, reminders, etc.)	H			
35	System allows hierarchical relationships between development projects, do so that a project may have one or more sub-projects, and may be a sub-project of another project	H			
36	System provides ability to easily search on and browse list of activities related to a project	H			
37	System has the capability to function effectively in conjunction with City's ESRI implementation	H			
38	System has the ability to perform direct special queries	D			
39	System has the capability to function effectively in conjunction with ESRI ARC/View, ARC/IMS based on data stored in ArcSDE	C			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.17	Development Services				
40	System provides easy and rapid access to Geo-based/Property information through several key variables;	H			
41	Parcel number	H			
42	Site address	H			
43	Street name	C			
44	Owner's name	H			
45	Project number	H			
46	Project name	H			
47	Permit number	H			
48	Provide access to Geo-based/Property information containing specific site information upon demand at any point of the system. Include information concerning streets under street cut moratorium.	H			
49	System support real-time map-based displays of developments and projects locations directly or via integration with GIS, the City's Map-Asheville GIS application based on ESRI, Development Mapper	H			
50	System displays all development and projects applied for and permits issued against any site during project creation, and at other times upon demand.	C			
51	System provides ability to update site information attributes easily, including bulk refreshes of parcel and parcel owner information and adding new addresses that may be created during the plan review process.	C			
52	System has a process to maintain data integrity between the geo-database, the city's GIS databases Development Services functions	C			
53	System provides ability to maintain detail site information for multiple structures on a parcel	C			
54	System provides ability to maintain information on the owner, owner's agent(s), design professionals, developer, contractor(s) and occupants	H			
55	System provides inquiry into the detail site data by parcel, address, owner, owner, structure, floor, unit, etc.	H			
56	System provides capabilities to issue permits, violations, and inspections to any of the following level of data; parcel, address, structure, floor, unit, or occupant.	H			
57	System provides functionality for internal and external Web-based access to status of conditions, requirements, comments, cases, inspections, and actions available to all stakeholders with defined security access.	H			
58	System can store scanned images and attach them to a property file (e.g., plot/site plans).	H			
59	Pre-project Review / Counseling / Pre-planning Process (Please note "Petition" = "Application")				
60	System provides ability to define and configure various petition types	H			
61	System provides the ability to define a highly configurable checklist of materials and procedures for each type of petition for use in screening applications, enforcing procedural discipline, and recording completed steps.	H			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.17	Development Services				
62	System provides the ability to integrate with City's GIS to confirm appropriate zoning for petitions submitted based on parcel address	H			
63	System provides ability to define and configure field level information required for various petion types	H			
64	System provides ability to define and configure which fields are required for various petion types	H			
65	System provides capabilities accept a wide variety of petitions	C			
66	System provides petition notifications	C			
67	System provides flexible reporting on petitions received	C			
68	System provides workflow routing of petitions for review configurable by petition type	C			
69	System provides ability to note all discussions	H			
70	Project Petition Intake				
71	System provides Project Petition management functionality consisent with the depth or functions offered in the Pre-project Review / Counseling / Pre-palnning Processes (e.g. the 10 specifications above)	H			
72	System allows for entry of site address, parcel number, or GIS-based identifier, and automatically assigns the other cross-referenced identifiers into the project.	C			
73	System provides functionality during address entry to perform an intelligent table look up for validating common abbreviation and variations into a standard address name format.	C			
74	System allows one or more parcels to be assigned to a given project	H			
75	Upon entry of parcel or site address, system should automatically fill in property-based information common to all petitions such as the owner name and address, and land area.	H			
76	System allows projects to be assigned to a spatial entity other than a parcel	H			
77	System is capable of assigning projects to point and line features	D			
78	System provides ability to automatically generate, and allow manual updates to petition specific information such as: the filing date, the next available hearing dates for various organizations, and other information required for fee calculations.	C			
79	System is configurable to all hearing calendars to be established based on project type	C			
80	System allows assignment of unlimited number of agents, contractor, architect, lawyer, etc. to each project. include detail information concerning the agent type, name, address, and phone number.	C			
81	Project Petition Review, Approval & Inquiry				
82	System is capable of tracking and managing unlimited separate internal technical reviews of a project & unlimited potential external reviews.	H			
83	System provides project review routing	H			
84	System provides review response tracking	H			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.17	Development Services				
85	System provides ability to provide review comments	H			
86	System provides ability to edit review comments	H			
87	System allow the creation and updating of a hearing calendar on the system for all types of hearings held by reviewing organizations.	H			
88	System provides functionality to establish standard petition review schedules and procedures, including a list of reviewing organizations, for each type of petition.	H			
89	System provides functionality to allow flexible assignment of project to reviewers based on default settings	H			
90	System provides functionality to allow flexible assignment of project to reviewers based on default settings and spatial criteria in GIS	D			
91	System provides basic functionality to attach of electronic documents for submissions and reviews.	H			
92	System provides document control database for hard-copy submissions. Provide a desktop or sign-on view of task lists specific to the authorized user.	C			
93	System provide email notification of review assignments.	H			
94	System provides automated tracking of review responses against established time standards.	H			
95	System is capable of providing management reporting of assignments that are taking longer than assigned time standards.	H			
96	System provides ability to modify petition review schedules at any time, including allowing for easy addition and removal of various hearings and reviewing organizations required for each petition.	H			
97	System provides permit routing and tracking through multiple stages of actions, hearings, and reviews of each petition.	H			
98	System provides free form editlng of descriptive variables to a project petition	H			
99	System provides a common repository of review comments.	H			
100	System allows additional editing of narrative text to a project.	H			
101	System is capable of exporting review comments to external sources for narrative staff reports	C			
102	System enables petition reviewers to record parcel holds or flags against a project, address, contractor, owner, or permit of specific type.	H			
103	System provide easy determination of petition status in terms of progress through the process; show existing flags, holds, and other factors affecting status.	H			
104	System provides for recording of results of hearings or actions as a change of status.	H			
105	System allows for recording of conditions resulting from hearing and appeals	H			
106	System does not enable work on a step until all reviews are completed and all required approvals are complete prior to next step, as defined by user	H			

H - Highly Critical
C - Critical
D - Desirable

City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.17	Development Services				
107	System tracks all actions performed on a project into an activity list, showing the user performing the actions, date, time, and type of activity.	H			
108	System provides an easy on-line method to quickly see all of the projects for which action is required, configurable by department.	H			
109	System provides easy access to petition status and pending conditions and requirements to owners, owners' agent, etc.	H			
110	System confirms that all routing has been completed for each petition before approval is granted.	H			
111	System confirms that all required documentation has been submitted for each petition before approval is granted.	H			
112	System provide components for Web access by external stakeholders to project status and project conditions and requirements.	H			
113	System provides Projects status reports	H			
114	Permitting Process				
115	System uses address as the initial point of reference for all permits (e.g. system supports when entering an address, perform an intelligent look up to support abbreviation and variations into a standard address name format)	H			
116	System supports having site addresses explicitly linked to parcels, so staff can readily verify ownership and other property attributes, even if the initial lookup was by address	H			
117	Upon entry of address, system should automatically search for pending projects involving <u>this</u> address. If pending projects are found, the system must provide an easy way for <u>this</u> permit to be assigned to a project.	H			
118	System is capable of checking for holds, conditions, and open violations and complaints applicable to this address and permit type	H			
119	System provides an easy method for authorized users to over-ride holds and conditions placed on this project during development review project	H			
120	System automatically provides an un-editable timestamp for changes to override holds and conditions placed on a project	H			
121	System is capable of reminding users about other related permits that may be required given the type of application and the location	H			
122	Once the address is provided, system automatically fills in property based information applicable to this permit such as the owner name and address, and structural information	H			
123	Allow entry of applicant information. If the applicant is also the owner, provide an easy way to indicate this.	C			
124	Allow easy verification of licenses, license registration, and insurance and provide an easy method to add or update licensing the insurance information.	H			
125	System provides ability to enter or update information, which is specific to each permit type, including information required for fee calculation.	H			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.17	Development Services				
126	Provide easy verification that all routing has been completed for each permit type.	H			
127	Provide easy verification that all required documentation has been submitted for each permit type.	H			
128	Prevent issuance of a permit until routing is complete, all holds are released, and all required documentation has been submitted.	H			
129	Permit authorized users to issue permits by over-riding holds and checks. When modifications are made to records a non-editable timestamp-containing user ID, Date and Time need to be saved.	H			
130	Permitting: Fees & Receipts				
131	System provides configurable fee calculation capabilities based on permit type	H			
132	System includes a fee calculator for "what-ifs" scenarios (e.g. if a customer wants to know how much the fees would be for a project, without entering an application)	D			
133	System allows for additional charges or fee amendments throughout project and permit life	H			
134	System provide individual project or permit summary of all charges and credits made against it	H			
135	System provides an easy method to generate invoices, using pre-determined invoice numbers	C			
136	System provides a way to register refunds against projects, petitions, and permits	H			
137	System integrate accounts receivable function	C			
138	System provides the ability to perform transactions tendering both with and in lieu of a cash register with an integrated cash register drawer	C			
139	System accepts payments, provides receipts to customers, and displays relevant information about the transaction and customer.	C			
140	Accommodates the issuance of permits for:				
141	· Sewer Leads	H			
142	· Sidewalks	H			
143	· New Water Service	H			
144	· Signs	H			
145	· Refrigeration	H			
146	· Building	H			
147	· Electrical	H			
148	· Heating	H			
149	· Plumbing	H			
150	· City Certification	H			
151	· Sidewalk, Curb and Culvert	H			
152	· Soil Erosion	H			
153	· Approach Inspections	H			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.17	Development Services				
154	· Utility Inspections	H			
155	· ROW Inspections	H			
156	· Demolition	H			
157	· Fire Suppression	H			
158	· Mechanical	H			
159	· Miscellaneous Project Fees	H			
160	· Mobile Home Set-up	H			
161	· Tree and Woodlands	H			
162	· Fence Construction	H			
163	· Public Land Use	H			
164	· Dimensional Variance (Property)	H			
165	· Use Variance	H			
166	· Waiver of Fee for Permit	H			
167	· Clean Earth Fill	H			
168	· Interpretation	H			
169	· Regulated Use	H			
170	· Planned Development/Planning Commission	H			
171	· Site Plan Review	H			
172	· Special Use Permit/Specialty	H			
173	· Certificate of Occupancy	H			
174	· Other, user-definable	H			
175	· Zoning Amendment/Board of Appeals/Rezoning/Historic District Waivers/ Etc.	H			
176	· Vacation of Premises Petition (VACANT)	H			
177	Maintains accurate records of all license holders and applicants for above.	H			
178	Ability to inquire on all permit jobs/permits pulled for each license/permit holder and applicant over a user-defined time period.	H			
179	Maintains complete audit trails of receipts, payments, late fees, approvals, denials and who performed the transaction.	H			
180	Allows approval/denial of licenses/permits <u>on-line</u> by authorized users. System can interface with electronic mail to notify other City departments that approvals are requested.	H			
181	Generates permits/licenses and applications on departmental laser printers	H			
182	Generates customized correspondence concerning applications for permits, inspections, plan reviews, violations notices, etc.	H			
183	Maintains dynamic link with MS Word to associate all correspondence with accounts, customers, contractors, or businesses.	C			
184	System can maintain, sort, search, retrieve, and report on key information about license/permit holders	H			
185	System can automatically determine permit fees and expiration dates from type codes, based on user-defined tables.	H			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.17	Development Services				
186	Authorized user can override fees.	H			
187	Provides the capability to restrict issuance of licenses/permits subject to the <u>prior</u> issuance of <u>other</u> permit/licenses.	H			
188	Generates Federal C404 Form in approved format.	H			
189	Ability to interface with Cash Receipting to update database that a permit was paid for.	H			
190	Compliance: Inspections, Investigations and Code Enforcement				
191	System provides functionality for managing inspection scheduling	H			
192	System provides functionality for Web-based inspection scheduling and includes a communications method for acknowledgements of inspection times	H			
193	System provides functionality for documentation of inspection results	H			
194	System provides functionality for communication of inspection results via IVR interface	C			
195	System provides functionality for communication of inspection results via email communication	H			
196	Generate management reports on overall status of program	C			
197	Generate standard reports for a specific inspection or property or specific owners with multiple properties.	H			
198	Generate notices or inspection requirements.	H			
199	Maintain historical records of findings and actions associated with a given property.	H			
200	System provides means for logging and time stamping inspection requests	H			
201	System provides functionality to easily verify the appropriateness of an inspection request in terms of the sequence of inspections for a given project type	C			
202	System automatically prepares standard inspection checklist based on type of project and type of inspection	H			
203	System provides a convenient method for authorized users to schedule a day's inspections and to re-assign inspections through out the day	H			
204	System provides a quick review of an inspection status of any project	H			
205	System provides a means to establish an inspection schedule based on both recurring and non-recurring dates	C			
206	Provide notifications to responsible parties, and establish user-defined follow-up inspection program to ensure corrections are made.	H			
207	Allow user to define case types with user-defined sequence of actions and case data for each type.	C			
208	Allow user-defined violation types and related free-form text.	H			
209	Allow multiple cases to be associated with a single property	H			
210	Allow multiple violations to be associated with a single case.	H			
211	Provide for the interface of remote inspection devices, allowing inspectors to enter findings while at the site.	H			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.17	Development Services				
212	Provide remote access software functionalitiy to allow inspectors to inquire on project / case information while at the site.	H			
213	Provide automatic follow-up of pending actions based on date due.	H			
214	Provide method of preparing agendas and backup documentation for cases reaching Code Enforcement Board or similar board.	H			
215	Ability to record fines on properties generated by code enforcement actions.	C			
216	Provide a method of assigning a case to an inspector for follow-up. Where appropriate, allow demand reports to be run, sorted by inspector.	H			
217	Provide ability to flag parcels with code violations to notify Permits System at permit application entry.	H			
218	Geo Base should provide address and parcel information to the Code Enforcement system.	H			
219	Provide a method of establishing fine calculations.	H			
220	Allow unlimited free-form text at the case level, violation level, inspection level, review level, and for reporting findings of boards and meetings.	H			
221	Provide for interface to Miscellaneous Billing system to produce invoices for code enforcement fines.	C			
222	Enter the results and narrative information for daily inspections.	H			
223	Display historical information about each case and inspection.	H			
224	System provides funcitonality that allows wireless connection to the sytem from the field	H			
225	System provides batch / syncronication of field processing -- Upload and download information to and from the field computer	C			
226	System provides real time field processing	D			
227	Be able to support hand-held case initiation and collection of inspection information in the field.	C			
228	Integrates with other ERP modules, including GL, Misc Billing & AR, Cash Receipts	C			
229	Code Enforcement system functionalty includes work order processing, or integrates to central Work Order module of the ERP	C			
230	Development Services (permitting) module integrates with Business License module, to enable permit process to confirm valid business license prior permit approval	H			
231	System provides functionalty to capture and track billing information associated with inspections and code enforcement.	C			
232	Allows the City's central financial computer system to manage budgeting, receipting, payables, asset management, and job costing.	C			
233	System provides easy and configurable exports of owner / contact information to external data sources for generation of mailing labels.	C			
234	System can track multiple code enforcement types.	H			
235	System is kept up-to-date of property combinations and splits.	H			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.17	Development Services				
236	Maintains complete audit trails of enforcement action entry, receipts, payments, late fees, approvals, denials and who performed the transaction.	C			
237	Provides "tickler" file notification to ensure timely, efficient follow-up by appropriate City staff for user-defined tasks.	H			
238	Generates customized correspondence concerning inspections, violations notices, etc.	H			
239	Maintains dynamic link with MS Word to associate all correspondence with accounts, customers, contractors, or businesses.	C			
240	System can maintain, sort, search, retrieve, and report on key information about property	H			
241	System provides tools for users to create custom reports through a report writer using key fields.	C			
242	System can automatically determine fees and expiration dates from type codes, based on user-defined tables.	H			
243	System can record, on-line, results of inspections.	H			
244	Ability for users to define fee structures; renewal, billing, and inspection cycles; reports, etc.	C			
245	System can track multiple user defined enforcement types.	C			
246	System can track certificates of occupancy, generate notifications of expiration and maintain occupancy data.	H			
247	System can track inspection and violation data, including:	H			
248	· Inspections Type, Date Approved or Rejected, and Comments	H			
249	· Violations Type, Date, Action Taken, and Comments	H			
250	System can track zoning status and history for specific properties.	H			
251	System can report on inspection revenues by type.	C			
252	Provides the capability to restrict issuance of certificate subject to the prior issuance of other permit/licenses.	H			
253	System can schedule inspections, based on user-defined criteria (e.g., frequency, expiration deadline, number of days from last enforcement action).	H			
254	Allows and tracks Criminal Infractions/Code Violations as an enforcement tool.	C			
255	System automatically prompts action on re-inspections/re-calls.	C			
256	Ability to limit which data fields are available for public inquiry.	C			
257	Compliance: Project Closing				
258	System provides functionality to allow for review that all established requirements have been met	C			
259	System provides functionality for project notes and comments	H			
260	System provides workflow functionality / routing for internal follow-up items	C			
261	System provides workflow functionality to automate the communication of unmet requirements	C			
262	System provides tracking of Temporary Certificate of Occupancy issuance	H			
263	System provides tracking of full Certificate of Occupancy issuance	H			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.17	Development Services				
264	System provides functionality to schedule enforcement actions configurable based on project type	C			
265	Additional Functions				
266	System has capability to inquire and report on all active permits by address	H			
267	System provides functions to proactively notify the applicant and designated City users, and Public Utilities, when the Certificate of Occupancy is ready / issued	H			
268	System provides functions to proactively notify the applicant and designated City users wthen a Permit is ready	C			
269	System provides functionality to proactively notify the applicant of inspection results, once complete	H			
270	System provides functionality to notify designated individuals of completed steps in the permit application, review, submission, approval or petition processes	H			
271	System provides a profile (via inquiry screen or report) which displays critical land management information				
272	UDO	H			
273	Zoning	H			
274	Flood status	H			
275	Steep Slopes	H			
276	Annexation History	H			
277	Overlay District	H			
278	Owner information	H			
279	Lot Size	H			
280	Building Valuation	H			
281	HRC	H			
282	Fire District	H			
283	Open Permits	H			
284	CO status	H			
285	Notice of Violations	H			
286	Land User	H			
287	Year Constructed	H			
288	Active Licenses	H			
289	Active Accounts	H			
290	Permits	H			
291	Fees	H			
292	System provides functionality to proactively notify the applicant of inspection results, once complete	H			
293	System provides user defined functionality to place a hold on a Certificate of Occupancy	H			
294	System provides user defined functionality to place a hold on a Permit (e.g. stopping work order or Notices of Violation)				
295	System provides user defined functionality to place a hold on a Contractor	H			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.17	Development Services				
296	System provides an inspection request management functionality that in integrated to the City's GIS system, providing automated routing and location information, including:	H			
297	Foundation or Footing	H			
298	Zoning District	H			
299	Setbacks	H			
300	Variances	H			
301	Council Ordinances	H			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.18	<u>Land Managemetn & GIS Integration</u>				
	Objective: Provide synchronized integration with, and access to, authoritative location based data including, but not limited to, tax parcels, addresses, street centerlines, etc. Provide the ability for data and information to be organized by, or related to, geography when appropriate through both tabular and map interfaces.				
	<u>GIS Integration Requirements</u>				
1	System's parcel manager / geobase is a centralized geobase database that is synchronized with City's existing GIS architecture(s)	H			
2	System's parcel manager / geobase is fully integrated to all other system modules proposed (please use comments section to identify those which are integrated and those which are not intgrated)	H			
3	All other system modules which track information related to parcel numbers, addresses or other assest ID schemes allow the user to specify the parcel number, address, or asset ID in the transaction or information entered.	H			
4	System provides capability for any geographic feature type in the City's GIS to be configured as an asset.	H			
5	System provides access to any information associated with a property.	H			
6	System provides ability to configure additional data fields associated with a property on an as needed basis.	H			
7	System provides multiple user defined table driven assignment of property characteristics	H			
8	System provides a street names database, derived from and synched with GIS, that is used to verify each street used in the system	H			
9	System provides the ability to associate multiple addresses with a parcel	C			
10	Ability for addresses to support the USPS standard.	H			
11	System provides functionality to identify transactional changes (when a new parcel, split/combine of a parcel or address).	H			
12	System provides functionality to identify transactional changes (when a new parcel, split/combine of a parcel or address) and automatically notify various City staff (configurable) of the change.	D			
13	System provides ability to maintain unlimited notes related to a property	H			
14	System is provides configurable report engine to report on properties, by category	H			
15	System maintains historical audit tracking of changes to real properties	C			
16	System maintains historical audit tracking of changes to real properties, including splits and combinations	C			
17	System provides reports that lists all known information on parcel	C			
18	System provides reports that lists all known transactional information (activity) on parcel, sorted by date	D			
19	System provides reports that lists all known status information (parcel master file) on a parcel	D			

H - Highly Critical
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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.18	<u>Land Managemetn & GIS Integration</u>				
20	System provides ability to transfer all parcel and/or address information from a temporary parcel identification number and/or address to a permanent number, including all related license, permit and other transactional information	H			
21	System functionality allows for audit log / tracking of changes made to the parcel via the ERP system	D			
22	System is capable of configurably generating custom exports of select parcel records to common file formats	C			
23	System provides ability to maintan occupant information for a parcel, including name, phone, etc.	C			
24	System provides ability to maintan information regarding multiple occupants for a parcel	D			
25	System provides ability to maintan occupant history for a parcel and/or address	C			
26	The system will support a single customer record that is not duplicated within the system.	H			
27	The system will support a single parcel record that is not duplicated within the system.	H			
28	Ability to support a standard naming convention including segments for all streets and addresses within the system.	H			
29	System tracks parcel and property information in industry standard database	H			
30	System tracks parcel and property information in a database accessible via common database tools (e.g. ODBC)	H			
31	System functionality allows for database level audit log / tracking of changes made to the parcel via the ERP system	D			
32	System is capable of integrating to the City's GIS for spatial display, and query, based on street address or other criteria	H			
33	System is capable of integrating to the City's GIS to synchronize property information (e.g. parcel, street name, etc.) between systems - software integration environment allows for field level configuration of synchronization rules	H			
34	System provides referential integrity to the parcel database at the system database level (i.e not via the client application)	C			
35	System provides parcel database synchronization tools	C			
36	System provides parcel database synchronization tools that allow for configurability and mapping to multiple external parcel databases by an authorized system administrator	D			
37	System provides reporting features with the parcel synchronization tools that show records changed	H			
38	System provides a configurable scheduling engine with the parcel synchronization tools	D			
39	System architecture provides API's for GIS integration to ERP (please provide specific details in Comments column)	H			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.18	<u>Land Managemetn & GIS Integration</u>				
40	Integration of Development Services functions with a common GIS database through address and PIN number, across all modules in the system.	H			
41	Ability to search records quickly across all modules while responding to customer inquires.	H			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.19	Real Estate Management				
	Objective: To improve tracking and management of City owned real property, leases and the sale processes related to properties				
	Real Property System Requirements				
1	System provides functionality to track municipal owned real estate	H			
2	System's real estate management module is integrated to other system modules including:	H			
3	Fixed Assets	H			
4	Job Cost / Work Order	H			
5	Facilities Management	D			
6	Citizen Request for Service	D			
7	Contract Management	H			
8	Permits & Inspections functions	H			
9	System tracks the following related to each real property:				
10	Property Ownership	H			
11	Property status	H			
12	Acreage of parcel	H			
13	Deed Book & Page Number	H			
14	Market value of land	D			
15	Market value of building	D			
16	Market value of improvements	D			
17	Property use type	H			
18	Property type	H			
19	Purchase price	H			
20	Sale date	H			
21	Legal description (multiple line or free form description)	D			
22	Assessed Value	H			
23	Subdivision	C			
24	SEV, Taxable, and Cap Value	H			
25	Homestead Status	D			
26	Homestead Status date changes for every year	D			
27	Permits Issued	D			
28	Inspections performed	D			
29	Annexations	D			
30	Farm Land Agreements	D			
31	Authorization (Source and dates)	D			
32	SEV for each building on a single parcel	D			
33	Parcel Splits and Combinations	H			
34	Parcel ID Number	H			
35	Property Address	H			
36	City department	H			
37	Extended free form description	H			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.19	Real Estate Management				
38	Multiple user defined fields	H			
39	Contracts with external parties for space rental (linked to Contract Management module), including contract expiration date	H			
40	Dimensional/Area Changes (land and building)	D			
41	System provides multiple user defined table driven assignment of property characteristics that include the following:	H			
42	Category (e.g. telecom, easements, real property, partial interest, public right of way)	H			
43	Section 8 Status	D			
44	Historical District	D			
45	CDBG District	H			
46	Agricultural Exemption	D			
47	Flood Plain	D			
48	Urban Coop Agreement Area	D			
49	Taxing District	D			
50	Historic district	D			
51	Zoning	D			
52	Ability to add user defined fields to parcel master record	H			
53	System provides ability to maintain unlimited notes related to a property	H			
54	System is provides configurable report engine to report on properties, by category	H			
55	System is capable of integrating to the City's GIS for spatial display based on street address	H			
56	System is capable of integrating to the City's GIS to synchronize property information between systems - software integration environment allows for filed level configuration of synchronization rules	H			
57	System maintains historical audit tracking of changes to real properties	H			
58	System provides reports that lists all known information on parcel	H			
59	System provides ability to transfer all parcel information from a temporary parcel identification number to a permanent number, including all related license, permit and other transactional information	H			
60	Lease Management Requirements				
61	System provideS functionality to track lease information on municipal owned real estate, including	H			
62	Property	H			
63	Lessor	H			
64	Lessee	H			
65	Lease term	H			
66	Lease description	H			
67	Current lease price	H			
68	Lease annual increase	H			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.19	<u>Real Estate Management</u>				
69	System is heirarchical in nature and allows for tracking of subleases	D			
70	System provides functionality to track and report payments and receivables	H			
71	System provides an engine for setting follow up action items and provides reminders, either in the Real Estate system, or by integration to the Work Order module	H			
72	System integrates to billing & receivables function for lease billing	H			
73	System provides reminders of critical lease dates as they are approaching	H			
74	Systm can generate schedule of monthly payments	C			
75	System can attach supporting documents (of any file type) to leases	C			
76	System can include or leave out inactive leases into calculations and reports	C			
77	Leases can be tracked as Active, Inactive or Planned	C			
78	System provides abiltiy to manage an unlimited number and types of lease terms/clauses	D			
79	System provides reports or tickler reminder notices based on contracts soon to expire related to City property	H			
80	<u>Property Sale Requirements</u>				
81	System provides functionality to manage municipal real estate public sale process via public auction	D			
82	Tracks public notice posting date	D			
83	Tracks advertisements	D			
84	Auction scheduling and registration	D			
85	Tracks post auction approvals	D			
86	Sale status	D			
87	System provides functionality to manage municipal real estate public sale process via sealed bid process	D			
88	Tracks public notice posting date	D			
89	Tracks advertisements	D			
90	Bidder information (multiple)	D			
91	Bid pricing	D			
92	Terms and conditions for each bid	D			
93	Receipt of bid deposits	D			
94	Required bid deposit amounts (configurable)	D			
95	Sale status	D			
96	Tracks post bid approvals	D			
97	System provides functionality to manage municipal real estate public sale process via a multi level upset bid process	D			
98	Originating bid date	D			
99	Upset bid closing date	D			
100	Originating bidder information	D			
101	Originating bidder price information	D			
102	Originating bidder terms and condition information	D			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.19	Real Estate Management				
103	Originating bidder deposit	D			
104	Tracks public notice posting date	D			
105	Tracks advertisements	D			
106	Upset bidder information (multiple)	D			
107	Upset bid pricing	D			
108	Upset bidder deposit	D			
109	Upset terms and conditions for each bid	D			
110	System provides functionality to manage municipal real estate private sale process by the following methods	D			
111	Exchange	D			
112	Historical property	D			
113	Public Safety property	D			
114	DDA district	D			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.20	<u>Job Cost / Work Order</u>				
	Objective: To allow the efficient and timely monitoring of costs incurred to perform individual jobs and projects. To assist with effective scheduling and managing of jobs and projects.				
	<u>Critical System Requirements</u>				
	System provides a central Work Order function that is fully interfaced with the following modules:				
1	Project Accounting	H			
2	Payroll	H			
3	Human Resources	C			
4	Utility Billing	H			
5	Fleet/Equipment Maintenance	H			
6	Citizen Request for Service	H			
7	Inventory	H			
8	Development Services (including permits and inspections)	C			
9	General ledger / Financial Reporting	H			
10	Miscellaneous Billing / AR	H			
11	Facilities Management	H			
12	Parks & Recreation Management	H			
13	Cemetery Management	H			
14	Ability for the City's GIS Software to be tightly integrated with this module, including the same tables and fields within both applications.	C			
15	Ability for a work order to be directly associated with a GIS location in the City's GIS application	C			
16	Ability, for a job / project, to define a series of tasks / activities, necessary resources, materials, charges, etc. for that job / project, with scheduled dates	H			
17	Ability for the Preventative Maintenance functions within Fleet, Facilities, etc. to generate work orders	H			
18	Ability to bill an external organization for a work order, by integrating to the billing module	H			
19	Provides on-line work order forms for use by individual departments in remote locations, including Utility, DPW, Vehicle Maintenance, etc.	C			
20	Allows work orders to be processed for contractual service providers.	C			
21	Ability to produce both corrective and preventative work orders. Preventative work orders can be defined, scheduled, and assigned to a feature for inclusion into a corrective work order, as necessary.	H			
22	Allows scheduling parameters to be defined that will automatically create and issue a work order and link preventative work orders with new corrective work orders for the same features, locations, or other criteria.	H			
23	System supports maintenance of multiple work order forms with different data fields, based on type of work code.	H			
24	Interfaces with an email / calendaring system to properly schedule and assign work orders.	C			

H - Highly Critical
C - Critical
D - Desirable

City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.20	<u>Job Cost / Work Order</u>				
25	Allows work orders to be automatically or manually scheduled by supervisors and re-scheduled as necessary.	C			
26	Each work order includes:				
27	Requestor and Request Date	H			
28	Department Name (Water, Public Works)	H			
29	Division Name (Streets, Sanitation, Meter Shop)	H			
30	Status (Open, Completed, Past Due, etc...)	H			
31	Account Number(s) (general ledger, project or utility billing/location ID#)	H			
32	Project/Special Assessment District (SAD)/Program Code and Name	C			
33	Estimated Time and Materials Required	H			
34	Actual Time and Materials Required (units, unit of measure, unit price)	H			
35	Location of Work	H			
36	Location of Work (linked to GIS)	C			
37	Names of Employees Performing Work and Employee Numbers	H			
38	General Location (area, district)	H			
39	Property Indicator / Owner	H			
40	Hours and Rates Incurred by Employee (regular/OT)	H			
41	Brief description of equipment, work, and materials required and used	H			
42	Required Completion Date	C			
43	Vehicle/Machine Number(s) - computer assigned and user defined (door reference #)	H			
44	Time Start/Stop	H			
45	Date Completed	H			
46	Job/Work Order Number	H			
47	Cost of Services and Materials Used	H			
48	Job/Supervisor Assigned	H			
49	Work Type Code	H			
50	Priority Code	H			
51	Comments (details or instructions from person entering request -i.e. customer service rep.)	H			
52	Request Origin (Citizen Request, Interl to City, etc.)	H			
53	Crew Code (assigned crew)	H			
54	Task Code (work to be performed)	H			
55	Instructions (details from supervisor to crew)	H			
56	Ability to track all work orders through the stages of created, started, open, and completed.	H			
57	Ability for a work order to be recalled after creation while it is still open.	H			
58	Allows generation of work order to assign the materials and parts required to complete the job and keep a running inventory of parts.	H			
59	Ability to print out work order form for field use.	H			
60	System can queue work orders based on type (e.g. fallen tree) and then on priority code.	C			

H - Highly Critical
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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.20	Job Cost / Work Order				
61	System provides a "light" interface that the City can deploy on portable devices in the field to update and log field activities directly into the work orders.	H			
62	Ability for field data collected on field devices (e.g. laptops, handhelds, etc) to be uploaded to the server database and synchronized with the open, active work orders. Vice versa – ability for the open work orders to be downloaded to the field computers for use by the crews.	H			
63	Ability for an integrated field data collection module to synchronize with the central server database.	H			
64	Allows subsequent entry of actual field data into work order form/screen.	H			
65	Allows multiple work orders for same job/project. Tracks each work order number for cumulative reporting purposes.	H			
66	Ability to incorporate all work orders into a work schedule for supervisors based upon time required and location of work.	C			
67	Ability to report on the daily work schedule by week, month, or year.	C			
68	Ability to generate a work activity list for one or more work orders. (i.e. "to do" list based upon active work orders.)	C			
69	Ability to sort, display, and print work orders by a variety of parameters such as location, feature type, crew, priority, etc.	H			
70	Ability to export work order information for external uses - excel, word, database)	C			
71	Ability to project costs incurred by job, project, and program based on history of similar jobs, projects, and programs.	D			
72	Ability to indicate and report status of work orders including:				
73	Request for Work Made - Not Assigned/Scheduled	H			
74	Request for Work Made – Scheduled	H			
75	Work Initiated	H			
76	Work Completed	H			
77	Additional Work Required, or Another Work Order Generated	C			
78	Ability to allow work performed to be "charged" to department, fund, project, program, or account	H			
79	Ability to collect time sheet information for transfer to Payroll from work orders. Interfaces with Payroll to confirm hours incurred equal hours reportedly worked.	D			
80	The system is capable of appropriately interfacing with the City's existing time & attendance software program to supply and receive complete job, work order, employee and cost informaiton to automatically capture labor time spent on work orders.	D			
81	Supports standard cost centers to capture and report on costs incurred for repetitive or recurring work programs	D			
82	Allows the work tasks to have information readily available on the safety procedures associated with doing that task.	D			

H - Highly Critical
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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.20	Job Cost / Work Order				
83	Central work order system can be deployed across the enterprise such that multiple supervisors / departments are scheduling, monitoring and reporting on work order independently, with the ability to transfer work between functional areas	H			
84	Ability to attach photos or documents	C			
85	Ability to post labor, materials, and expenditures to work order and close it the same day.	H			
86	Principal Reports				
87	Recurrence Report , listing recurring work orders, and includes requestors, locations, descriptions/categories of maintenance, and workers assigned to indicate problem areas.	C			
88	Payroll Report , showing employee, labor (regular/OT) dollars, benefits, and hours incurred by work order, job/project, and department, pay rate.	C			
89	Transaction Ledger / Audit Trail Report.	C			
90	Job Cost Summary , showing accumulated costs to-date and fiscal year-to-date by job/project/grant. Shows summary of distributions to-date and fiscal year-to-date. Presents unaccumulated/undistributed costs to-date pending. Includes G/L distribution numbers, account number, etc.	C			
91	Job Cost Detail , showing labor, materials, machines, services, and all other overhead and fringe costs incurred by job/project/grant during a user-defined time interval or request category.	H			
92	Management Control Report , showing summary information on the time, materials, and equipment used by a crew, division, or a department or request category..	H			
93	Open Work Orders , reporting on the status and costs incurred to-date for all open/pending work orders. Shows department, requestor, and Project Manager. Listed by type, location, crew, or other parameters.	H			
94		H			
95	Work History by Feature Report , listing all work orders opened and/or completed for a specific facility (road/street, building, meter).	H			
96	Work Type Report , listing all work orders organized by type code.	H			
97	Purchased Item/Service Report , presenting a summary of all materials and contractual services purchased to complete work orders during a user-defined time interval. Includes vendor name, date, purchase order number, brief description, and cost.	C			
98	Equipment Use Report , detailing equipment #, hours, dates, rental rate, etc.	C			
99	Estimated to Actual Cost Comparison	C			
100	Per Unit Cost Report detailing sq. ft. ft. of pipe, etc.	C			
101	Work Orders Billed , detailing billed & paid, and billed & outstanding	C			
102	Performance Measure Reporting	D			

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D - Desirable

City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.20	<u>Job Cost / Work Order</u>				
103	System provides all reporting requirements for producing the monthly Powell Bill Expenditure report (ability to select multiple request categories, with all expenditure information, sub-total by catogory, and total).	D			
104	Bills by Customer	D			

H - Highly Critical
 C - Critical
 D - Desirable

City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.21	Fleet & Equipment Management				
1	System tracks all City-owned vehicles, by department / division, for all fleet maintenance functions.	H			
2	Ability to interface with City's FuelMaster fueling systems	H			
3	Ability to interface other fueling systems (e.g. GasBoy or PetroVend) - please specify which in Comments column	D			
4	Ability to maintain a schedule of registration / reservation information for each equipment item, to assist with scheduling of pooled vehicles	D			
5	Ability to track non-vehicle equipment	H			
6	Ability to handle preventative maintenance schedules, work orders and track costs for fleet operations	H			
7	Ability to access work orders from a shop floor workstation to enable mechanics to access assigned work orders and update status of work performed.	H			
8	System provides integration with other software modules of the system, including:	H			
9	Inventory	H			
10	Purchasing	H			
11	Billing	H			
12	Work Order	H			
13	General Ledger (including Balance Sheet)	H			
14	Ability to associate a vehicle in the Fleet module with a asset in the fixed assets module.	H			
15	System provides ability to track operator profile information within the Fleet and Equipment module, including certifications, license, accident and incident information	D			
16	Interfaces with the system's Human Resources module to identify certifications, license, accident and incident information for equipment operators	D			
17	Ability to meet all Federal & State of North Carolina reporting requirements for operational costs	D			
18	User defined reports, easy ability to query the system.	H			
19	Ability to import and export data from Excel and Access Databases.	H			
20	Ability to track vehicle/equipment use history by Dept & Division, including:	H			
21	Mileage, Hours, Calendar, and User-Defined	H			
22	Total Time-in-Service	H			
23	Cost of Operation (labor, parts, outsourced services, fuel)	H			
24	Operator	H			
25	System provides functionality to track, monitor and report on fuel usage history	H			
26	Accommodates multiple prioritization classification schemes for preventive maintenance services.	H			

H - Highly Critical
C - Critical
D - Desirable

City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.21	Fleet & Equipment Management				
27	On-line preventive maintenance checklists are available in the system and can vary by frequency of inspection/maintenance cycle. For example, the inspector can be prompted to change the oil and lube the chassis every 3,000 miles, while battery changes and tire replacement are scheduled every 12 months. Off-road equipment scheduling by machines. Special maintnenance scheduled by user-defined paramters.	H			
28	System provides capabilities to maintains a Service History related to each equipment item, including:	H			
29	Service Type Code	H			
30	Requestor	H			
31	Date	H			
32	Service Provider/Mechanic	H			
33	Claims history/Accidents and descriptions	H			
34	Costs/Hours Worked	H			
35	Back-in-Service Date	H			
36	Job Order #	H			
37	Vehicle Ref. # assgned by Fleet Staff	H			
38	Vehicle Equipment # assigned automatically and sequentially by fleet software.	H			
39	Problem, Cause, Corrective Action fields	H			
40	Comments	H			
41	System provides the ability to compare ongoing costs to revenue for each piece of equipment to assist with establishing a equipment billing rate	H			
42	System provides the ability to calculate the ratio of repair cost to vehicle/equipment value and notify user if needed repair will exceed a pre-set (user-determined) percentage of vehicle/equipment value.	C			
43	System can accommodate billing for equipment usage based on a equipment rate. Overhead rates are accomodated.	H			
44	Billing function interfaces with the General Ledger to accommodate the necessary inter-fund transfers	H			
45	System has the ability to convert work order activity into a equipment billing	H			
46	System provides reports that specificly focus on / identify vehicles/equipment with comparitively excessive repairs/operating costs to other similar items in the same classification.	C			
47	The system maintains a master file on:				
48	Vehicles	H			
49	Equipment	H			
50	The fleet / equipment master file records the following information, for which each field is searchable:				
51	Location or Department	H			
52	Availability Status (out-of-service, replaced, in-service)	H			

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D - Desirable

City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.21	Fleet & Equipment Management				
53	Ownership Status (own, lease, purchase, on loan)	H			
54	Purchase Date	H			
55	VIN Number	H			
56	Serial Number	H			
57	Vehicle/Equipment Type	H			
58	Vehicle/Equipment ID Number (user or system assigned) - Minimum of 3 digits and user-defined Vehicle ID with alpha-numeric capability.	H			
59	Equipment Brand, Model, and Manufacturer	H			
60	Vendor Purchased From	H			
61	Purchase Order Number	H			
62	Purchase Price	H			
63	Trade in value	C			
64	Sale value	C			
65	Depreciated value	C			
66	Sale Date and Price	C			
67	Parent/Child Relationships	H			
68	Inspection/Maintenance Cycles	H			
69	Multiple Preventive Maintenance Parameters (miles, months, hours, number of runs, user-defined, e.g., oil)	H			
70	Mileage and Total Time-in-Service	H			
71	Expected Next Inspection/Maintenance (months, hours or miles)	H			
72	Expected Replacement Date	C			
73	Internal Rental Rate	C			
74	Warranty Expiration Date	H			
75	Equipment can be assigned to user defined classifications and sub-classifications	H			
76	System provides ability to retain and edit status and activity history for the entire life of the vehicle.	H			
77	System provides ability to update vehicle ID number and have on-line records auto-update accordingly.	H			
78	System provides ability to purge master file and history for equipment sold	H			
79	System defaults fields automatically fill if keyed information is redundant.	H			
80	System provides preventative maintenance functionality integrated with the work order module	H			
81	System allows users to pre-define fleet tasks that can be selected when developing a demand work order or preventative maintenance schedule	H			
82	System interfaces with the Fixed Assets module and provides ability to accommodate multiple depreciation schedules	H			
83	System is capable of exporting a file or integrates with City's Clean Air and Climate Protection software and sends vehicle fuel usage for calculation of carbot footprint	D			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.21	Fleet & Equipment Management				
84	Principal Reports				
85	System provides all Federal reporting requirements including FTA requirements for reporting hours worked on vehicles and vehicle maintenance	H			
86	System tracks all data necessary and provides exportable Institute of Government Annual Survey report	H			
87	All reporting should be in summary, and detail	H			
88	Performance Measurement Reporting	D			
89	Equipment listing with model year, description, replacement cost, actual value by Department & Division for Risk Management insurance requirements.	H			
90	Scheduled and Demand Maintenance reporting	H			
91	Inventory Control Report by maintenance part number, showing parts used, frequency of use (over a user-specified time), and quantity on hand	H			
92	Problem/Exception Report , listing vehicles/equipment with below average MPG, excessive service times, excessive repair costs (replacement parts), etc.	C			
93	Expected Replacement Report , including historical costs	H			
94	Preventative Maintenance Compliance Reporting , indicating actual deviations from planned schedules	C			
95	Weekly and Monthly Mileage & Fuel Consumption Report by vehicle, Department & Division.	C			
96	Inspection/Maintenance Schedule by week, month, year. Ability to print a listing of the upcoming scheduled inspections/maintenance. List item, location, and contact person.	H			
97	Past-Due Inspection/Maintenance List.	C			
98	Inspection/Maintenance Reports.	H			
99	Maintenance History Report by vehicle, showing servicing per miles or hours of use, costs, and labor hours over a user-specified time period.	H			
100	Vehicle Billing Report , including labor, parts, outsourced costs, and fuel, by equipment/vehicle.	H			
101	Equipment/Vehicle Listing by location, ID number, age, fleet, department, inspection/maintenance date scheduled, brand or manufacturer, and cost of operation.	H			
102	Revenue / Expense by Vehicle including overhead and depreciation	C			
103	Year to date, month to date and life to date Vehicle Cost Report	C			
104	Active Equipment list by Year	C			
105	Equipment due for PM	C			
106	Active Equipment by mileage	C			
107	CDL Expirations	C			
108	Daily Labor Report	C			
109	Accidents by Date and Operator	C			
110	Workorder Expenses by Date & Department	C			

H - Highly Critical
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D - Desirable

City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.21	<u>Fleet & Equipment Management</u>				
111	Vehicles under warranty	C			
112	Workorder Detail Reports	C			
113	Inventory Detail Reports	C			
114	Fuel Detail Reports	C			
115	<u>Other Functionality</u>				
116	System has the ability to schedule maintenance and replacement	H			
117	Work order records support attachments such as photos and letters	H			
		H			
118	Ability to set pre-defined equipment usage rates, such as hourly, fuel and commercial				
119	Ability to setup project codes by department by vehicl	H			
120	In the vehicle database, system has the ability to attach pictures, etc.	H			
121	System provides equipment usage history inquiry and reporting features	H			
122	Fixed asset numbers integrate with specific vehicles	H			
123	Warranty tracking and alerts are available and configurable in the system	H			
124	System provides a "light" interface for use / deployment on wireless network attached handheld (PDA) devices	H			
125	Fleet module allows for tracking, reporting and analysis of vehicle accident details and statistics	H			

H - Highly Critical
C - Critical
D - Desirable

City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.22	Facilities Management				
1	System can track and report on building contents and related values throughout all City facilities for risk management purposes	H			
2	System has considerations for environmental "green" features such as facility heat and cooling controls	H			
3	Facilities Management module is integrated to other ERP software modules, including	H			
4	Fixed assets	H			
5	Real Estate Management	H			
6	General Ledger	H			
7	Work Order	H			
8	System can be used to track "non-inventoried" asset / equipment items (i.e.: computer equipment, non-licensed vehicles) per department / division and location for risk management purposes	C			
9	Must have the ability to manage and maintain facilities; track complaints, requests and inspections and generate works orders.	H			
10	System utilizes user-defined tables and codes to enable departments to customize their requirements for information on work requests directed to them.	C			
11	System provides capability of storing parts lists by both tasks and facilities.	C			
12	System provides a means to track maintenance history/repairs and cost on labor/parts used on facility work order jobs.	H			
13	System provides ability to track the number of hours on a particular type of maintenance activity over a period of time.	C			
14	System allows City to record any object, area or structure as a facility.	C			
15	System provides work request functionality and functions to schedule work for that facility.	C			
16	System provides functionality to record intangible objects like art festivals and service routes as facilities.	D			
17	System provides ability to store the following information on a facility:				
18	· Facility ID	H			
19	· Facility name	H			
20	· Address	H			
21	· Dimensional information	H			
22	· Tenants	H			
23	· Square footage per tenant	H			
24	· Tenant departments	H			
25	· Cost / square footage	H			
26	· Facility contents	H			
27	· Date built	H			
28	· Modification dates and costs	H			
29	· Inspection dates	H			

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D - Desirable

City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.22	Facilities Management				
30	- Utility usage and costs by type (sewer, water, electrical)	H			
31	- Up to 10 user-defined fields	H			
32	When recording large or detailed facilities, system provides ability to create separate facility records for each component, floor, or section that makes up the large facility. - Parent / child relationships (components and sub-components) supported	C			
33	System supports use of the parent facility feature to group these component facilities into vertical and logical relationships.	C			
34	System provides ability to support attachment of drawing documents (jpg, bmp, doc, etc.) to a facility	H			
35	System provides ability to support attachment of drawing documents (jpg, bmp, doc, etc.) to each component level of a facility	C			
36	System provides ability to define preventative maintenance schedules for each component level of a facility. System has capability to accommodate adjustments to schedule based on actual completion dates.	H			
37	System provides ability to create appropriate facility subtype codes for each basic type of workstation in use, then customize the user-defined fields for each subtype to track appropriate information for each type.	H			
38	System provides ability to create work request and job order estimates to help plan for requested work from the facilities maintenance module.	C			
39	System provides ability to report on maintenance by facility or facility family.	C			
40	System provides ability to schedule work requests to facilities individually by selecting the appropriate facility ID on the request.	C			
41	When projects are created that are associated with a facility, the project is set-up in the project accounting system. Activity associated with the work order will be created in the work order system.	C			
42	Fixed assets associated with a facility will be stored once.	C			
43	Inventory associated with a facility will be stored once.	C			
44	Ability to track facility cost activity which ties back to a budgeted amount for maintenance on a facility.	H			
45	The interface to the inventory system will use the appropriate lead-times in the inventory module to allow the generation of purchase orders associated with a parts list defined for that work order.	C			
46	Able to define preventive maintenance tasks for specific facilities based on scheduled dates, metered use, or both.	H			
47	Uses the recurring maintenance features to schedule these tasks at the appropriate times.	H			
48	Each scheduled task creates a separate work request and job order automatically.	C			
49	Available employees are defined in the system, and work orders for facilities track employee and related costs (by integrating to Payroll/HR) assigned.	H			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.22	Facilities Management				
50	Results from inspections (from Development Services / Inspection module) must have the ability to geneate resulting work orders, should no current work order for that activity exist	H			
51	Able to store associate parts lists with each preventive maintenance <u>task</u> . Each parts list can include specific material and equipment requirements for the task being performed or facility being maintained.	C			
52	Principal Reports / Inquiries				
53	Budget Report which identifies budgeted amounts by facility and actual amounts expended over a user-specified time period.	H			
54	Master List of facilities.	C			
55	Facility Maintenance Report including all associated costs.	C			
56	Facilities Activity Report.	C			
57	Utility Usage by Facility Report (including water and sewer).	C			
58	Average Downtime by Equipment	H			
59	Work Order totals by Year by Equipment or Maint. Code, etc.	H			
60	Work Orders by Cost Center &/or Maint. Code	H			
61	Preventative Maintenance History	H			
62	Labor History	H			
63	Equipment History	H			
64	Preventative Maintenance Types & tasks	H			
65	Other Functionality				
66	Work order records support attachments such as photos and letters	H			
67	System has considerations for environmental "green" features such as facility heat and cooling controls	H			
68	System's facility module tightly integrates to the Misc. Billing function allowing for ability to apply credits / adjustments to standard service rates.	H			
69	System provides a "light" interface for use / deployment on wireless network attached handheld (PDA) devices	H			
70	Facility maintenance screens include memo and comment fields	H			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.23	Citizen Request for Service / Constituent Management				
	Objective: To provide a centralized, yet remotely accessible, database of requests for service (RFS).				
	Critical System Requirements				
1	RFS form can be duplicated and modified so that each department can use a unique, applicable screen.	C			
2	Automatically numbers each RFS.	H			
3	Tracks department of origin for each RFS and can report on all RFS' for each department.	H			
4	Tracks "neighborhood" and neighborhood associations, related contact and allows Requests for Service to have a neighborhood assigned to them	D			
5	Interfaces with all other modules in the system that track or manage constituent or parcel information	C			
6	Interfaces with the City GIS (Geographic Information System) to display the address of the customer on a map once the address has been entered into the system, and other map overlays relating to the type of service requested (e.g., trees, water mains, sewer lines, utility poles, roadways, etc.).	C			
7	System functionality integrated RFS module with GIS for visibility of location, showing other nearby RFS with the same category	D			
8	System provides trend analysis of RFS by location	D			
9	During RFS entry, system displays other RFS's from the requestor	C			
10	System provides ability to track "internal comments" on RFS, that do not print on any report or show on web-interface	C			
11	RFS entry screen is configurable to default fields based on department	D			
12	Requestor categories are available for media, council, UB customer, non-resident, neighborhood assoc. head, citizen (default) – field is optional	C			
13	Maintains a series of status codes to identify:				
14	RFS has been received and is awaiting action.	H			
15	RFS has been assigned and is in the process of being acted on.	H			
16	RFS has been successfully completed.	H			
17	RFS closed with no action with explanation.	H			
18	RFS has not been completed and must be re-assigned.	H			
19	Other City defined status	C			
20	Tracks requestor name, address, home/work phone number, e-mail address, and best time to call.	H			
21	Tracks date / time the request was taken, date / time the item was requested to be completed	H			
22	For each RFS, tracks the following				
23	Location of request	H			
24	Address of request (multiple)	H			
25	Street for request (multiple)	H			
26	Description of issue	H			

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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.23	<u>Citizen Request for Service / Constituent Management</u>				
27	Indication if contact is a follow up request	C			
28	Category of issue	C			
29	Accommodates a user-definable, alpha-numeric type of RFS code.	H			
30	Indicates who RFS came from:				
31	Non-Resident	C			
32	Resident	H			
33	Business	H			
34	Employee	H			
35	Department Manager	H			
36	Anonymous	C			
37	Multiple others (user defined)	H			
38	Tracks responder, who can be:				
39	Department Name	H			
40	Employee	H			
41	Department Head	C			
42	Multiple others (user defined)	H			
43	Security available on-line to restrict access to authorized users.	H			
44	Provides functionality to establish and configure standard City RFS categories, defining a City staff person responsible for each category	H			
45	System tracks "typical follow up duration" per RFS category, and displays it during RFS entry, allowing City staff to realistically set expectations with constituent	C			
46	Interfaces with the central Work Order function so that a customer request can be converted into a work order and status of the RFS is updated based on Work Order processing	H			
47	Status of RFS changes based on status of work order (or utility service order, or development services code enforcement action)	C			
48	Allows priorities to be assigned to each RFS that will also be transferred directly to the priority of the work order.	H			
49	Maintains full audit trail of entries and changes to status codes, responders, dates, locations, etc.	H			
50	Accepts user data entry of, reporting on, and inquiry to find, an RFS using any of the following:				
51	Method of Contact	C			
52	30 day letter indicators	D			
53	Jurisdiction and name	C			
54	Posting status and description	D			
55	On-line approvals	C			
56	Contacted requestor (Y/N)	C			
57	Location of problem or address, including quadrant and precinct.	H			
58	Prior contact and date history	H			

H - Highly Critical
C - Critical
D - Desirable

City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.23	<u>Citizen Request for Service / Constituent Management</u>				
59	Department of Origin	H			
60	Department Assigned to	H			
61	Requestor (name, address, phone #)	H			
62	Responder	C			
63	Date RFS incident occurred	C			
64	Date entered (system generated timestamp)	H			
65	Date RFS reported to City	H			
66	Date action taken	H			
67	RFS Number	H			
68	RFS Type Code with brief description	H			
69	RFS Status Code	H			
70	Resolution / Disposition (code and narrative)	H			
71	Expressed Priority	H			
72	Priority Code	H			
73	Narrative/Comments (Unlimited)	H			
74	System provides a highly configurable workflow engine that allows for multiple-step routing, default responsibilities based on RFS category, audit logging and reporting of activities, proactive communication based on a queuing system	H			
75	System provides functionality to allow for re-assignment of RFS to other users and provdes notifications to those users	H			
76	System provides option to each user as to what their prefered method of notification is for RFS items assigned to them: e-mail or system queue	D			
77	System provides for inquiry, lookup, search of RFS to authorized users by any attribute of the RFS	C			
78	System allows for partial completion of RFS	C			
79	Ability for staff to compare the current incoming RFS to others already in the database by geographic area, type code, requester, or date.	H			
80	Interfaces with the City GIS (Geographic Information System) to display the address of the customer on a map once the address has been entered into the system, and other similarly coded RFSs in a similar geographic location	D			
81	System interfaces to City GIS for enforcement of address / parcel standards	D			
82	Interfaces with an Development Services (Inspections & Code Enforcement) database to print violation notices, or prompt inspections.	D			
83	Monthly status report showing:				
84	Completed RFS'	H			
85	Uncompleted RFS'	H			
86	Age of RFS'	H			
87	Comprehensive list by date	H			
88	Address	H			
89	Name	H			
90	Location	H			

H - Highly Critical
C - Critical
D - Desirable

City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.23	Citizen Request for Service / Constituent Management				
91	Quadrant	D			
92	Precinct	D			
93	Type code	H			
94	Provides a central constituent / central land database for inquiry into Parcel ID #, owner name, address, etc.	D			
95	Accommodates numerous requestors, location addresses (e.g., who called, where problem is, etc.), or location descriptions for <u>each</u> RFS.	H			
96	Provides an Internet front-end that integrates with the City's web site for citizens to develop RFS' electronically.	H			
97	Provides an Internet front-end that integrates with the City's web site for citizens to lookup the status of their RFS' electronically, including search by any RFS attribute	C			
98	Provides an Internet front-end that provides user security	C			
99	RFS module will proactively communicate with constituents who have logged RFS by sending them an email notifying them of change of status (including completion) of their RFS	D			
100	Integrates with Caller-ID functions in phone system to capture and displays, on-screen, when a call comes in, who the caller is, and their address.	D			
101	Ability to generate an e-mail to notify intended responder.	D			
102	Generates a monthly "log book" report, showing all RFS' logged over the prior month, including requestor, responder, date, RFS type, and address/location. Ability to sort report by any of the above items.	C			
103	Reports on complaints logged against a user selected address or animal.	H			
104	Ability to interface with Word Processing-generated form letters for use in responding to RFS'.	H			
105	Interfaces with Misc Billing / AR to bill and collect for City services	H			
106	Interfaces with AP module for vendor names and addresses	C			
107	Based on a pre-set time limit (in hours, days, or weeks), system automatically prompts user who was assigned the RFS that no action has been taken (i.e., the RFS is still open).	C			
108	Reports on vendors with complaints logged against them.	D			
109	Produces a Trend Report, illustrating patterns and trends in RFS' recorded over a user defined period of time. Reports on types of RFS', requestors, RFS by category, dates and patterns of recurrence.	H			
110	Provides management reporting displaying RFS aging based on RFS date taken	C			
111	Ability to automatically route RFS' to departments responsible for responding, based on RFS type codes.	H			
112	System separates "issue" from RFS – multiple RFS can related to the same issue – parent / child relationships can be defined (e.g. water line break)	H			
113	System provides the ability to assign an "orphan" RFS with an existing issue	D			
114	RFS can be associated with a project code	D			

H - Highly Critical
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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.23	Citizen Request for Service / Constituent Management				
115	Confirmation letters can optionally be generated from the system, that can be sent to the initiator of the RFS	H			
116	System provides functionality to establish categories of complaints	H			
117	RFS history retains RFS status (related to splits and combines)	C			
118	Configurable RFS search allows for "soundex"	D			
119	Citizen naming tools that show similar citizens when typing	D			
120	System tracks a "communicatoins log" based on each interaction related to an RFS	C			
121	System provides ability to reopen and modify closed RFS'	H			
122	System provides ability to attach supporting documents (.html, .pdf, .doc, etc) to RFS records	C			
123	System provides functionality to report on details of incoming complaints - for review and recategorization, re-prioritization, etc.	H			

H - Highly Critical
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City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.24	Parking Tickets				
	Objective: To provide for the tracking and collection of parking violations and receipting.				
	Key System Requirements				
1	Parking Ticket module is dircetly interfaced with other ERP modules:	H			
2	General Ledger	H			
3	Accounts Receivable	H			
4	Cash Receipting	H			
5	Provide for vehicle registration data including:	H			
6	License plate	H			
7	Owner	H			
8	Address	H			
9	Year of plate	H			
10	Make of car/model	H			
11	Driver's license number	H			
12	Provide for electronic or tape transfer of registrations between the City and the State.	H			
13	City sends State license plate and VIN number	H			
14	State returns back owner, address, make of car, driver license number, model of car	H			
15	Be able to define system variables for violation codes and fees including date to double the fine.	C			
16	Be able to override owner information returned from the State.	D			
17	Provides for the following information for each parking citation:	H			
18	Ticket number	H			
19	Violation code	C			
20	Ordinance number	D			
21	License number	H			
22	License year	H			
23	License state	H			
24	Make of car/model	H			
25	Location field	H			
26	Officer number	H			
27	Amount due	H			
28	Date and time issued	H			
29	Date paid	H			
30	Amount paid	H			
31	Date of overdue letters	C			
32	Date of tow	C			
33	Tow charge	C			
34	Status code (appeal, write-off, void, partial payment, active, paid-in-full, sent to collection agency, court dismissed)	H			

H - Highly Critical
C - Critical
D - Desirable

City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.24	<u>Parking Tickets</u>				
35	Date of status code	C			
36	Miscellaneous comments field	H			
37	Provide capability to enter transactions and inquire of master files data in an interactive mode, provide audit trails including:	H			
38	Inquiry by ticket number	C			
39	Inquiry by plate number	C			
40	Inquiry by name	H			
41	Inquiry by address with soundex capability	D			
42	Ability to accept partial payments.	H			
43	Ability to post and summarize daily receipts.	H			
44	Ability to use bar coding or OCR for scanning of receipts.	D			
45	Be able to produce warning letters for overdue tickets:	H			
46	1st letter issued a user-definable number of days after ticket date	H			
47	2nd letter issued based on an additional number of days	C			
48	3rd letter issued based on an additional number of days	C			
49	Be able to track ticket voids and waivers.	D			
50	Be able to generate a letter for the courts based on an individual receiving a user-definable number of overdue tickets.	D			
51	Be able to interface with a hand-held ticket collector.	C			
52	Be able to increase the fine amount based on a multiple number of user-definable number of days and percent increase.	C			
53	Ability to deploy functionality to allow constituents to pay their parking tickets online	D			
54	Be able to define a fine structure which is based on the number of outstanding tickets written within a user-definable period of time.	C			
55	<u>Principal Reports / Inquiries</u>				
56	Daily parking tickets list	C			
57	Pending parking ticket list by license, ticket number or name	C			
58	List identifying individuals with a certain number of tickets accrued	C			
59	Void, waiver list	C			
60	Status Change report including detail on what has been changed and who changed the information	C			
61	Daily Cash Receipt Report	C			
62	Purge report for paid, void, write-off	C			
63	Auto-notification of past due including system checking for possible payments from online payments made overnight prior to shutoff or automobile boots	H			

H - Highly Critical
C - Critical
D - Desirable

City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.25	Business License & Misc. Permitting				
	Objective: The intent of the Business License System is to provide improved efficiency in maintaining and processing records and related license applications and registration forms.				
	Software Requirements				
1	Accommodates the tracking of business licenses for multiple, user defined, business types	H			
2	System provides repository for SIC codes (Standard Industrial Classification) and allows users to assign a SIC code to a business	C			
3	System allows for periodic import of SIC codes (Standard Industrial Classification) from external data source	D			
4	Business License module integrates with Development Services (permitting) module, to enable permit process to confirm valid business license prior to permit approval	H			
5	Business License module integrates with Accounts Payable and Purchasing modules, to confirm registraiton of business for all City purchasing activity	H			
6	System provides functionality to allow for remote entry of business license applications over the Web	D			
7	System provides configurable business license fee calculation tools that accommodate fees based on % of prior year gross receipts	H			
8	System provides configurable business license fee calculation tools that accommodate fees based on % of sales, % of prior year receipts or sales, etc.	D			
9	System provides configurable business license fee calculation tools that accommodate user configurable cap on license fees	H			
10	System provides configurable business license fee calculation tools that accommodate fees based partial year, if applicable	C			
11	Maintain accurate records of all license holders and applicants.	C			
12	Maintain complete audit trails of receipts, payments, late fees, approvals, denials, etc.	C			
13	Maintain complete audit trail on history of all current and prior owners of a business.	C			
14	Ability to track past due amounts and penalties including outstanding debt to the City (fees, taxes, etc.).	C			
15	Ability to interface with e-mail to notify departments that approvals are requested.	C			
16	Generate licenses and applications on departmental laser printer.	C			
17	Provide "tickler" file notification on set parameters to ensure timely, efficient follow-up by appropriate City officials.	C			
18	Ability to maintain, sort, search, and retrieve key information about business license holders, including:	C			
19	Name, Address and Phone Number of Applicant	H			
20	Name, Address, and Phone Number of Owner(s)	H			

H - Highly Critical
C - Critical
D - Desirable

City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.25	Business License & Misc. Permitting				
21	Name, Address, and Phone Number of Business(es)	H			
22	Emergency Phone Number	C			
23	License Type Code	H			
24	Description of Business	H			
25	Date of Application	C			
26	Business Description	H			
27	Business a branch or chain?	H			
28	Date of License	H			
29	Date of License Expiration	H			
30	Date of Last Inspection	H			
31	License Number	H			
32	New License Indication	C			
33	Fees Paid and Owed	H			
34	Penalty and Late Notices History	C			
35	Indication of Late Notices Mailed	C			
36	Last Hearing Date	C			
37	Outcome of Hearing(s)	C			
38	Reason(s) for Application Denial	C			
39	Several User-Defined and Comments Fields	C			
40	Business License system is fully integrated with other modules of the ERP, including				
41	Cash Receipting	H			
42	Permits and Inspection	C			
43	Code Enforcement	C			
44	Allow remote access of master files by Police Department, Fire Department and other authorized users.	H			
45	Ability to automatically determine fees and expiration dates from license type and fee codes.	C			
46	Ability to record license approval by various inspectors or departments.	C			
47	Ability to automatically assign license/registration numbers.	C			
48	Ability to automatically assign variable penalties for late payment.	C			
49	Ability to manually over-ride penalty assessment for late payments.	C			
50	Ability for users to define fee structures and codes; renewal, billing and inspection cycles; reports, etc.	C			
51	Ability to retain history on a license holder for at least five years.	C			
52	Principal Reports / Inquiries	C			
53	Pending Renewals listing, sorted by type, address, and date of renewal.	C			
54	License Holder Listing, sorted by business name, owner name, business type, license number, or date of renewal.	C			
55	Unpaid Licenses, sorted by type and date.	C			
56	License History by address and owners name.	C			

H - Highly Critical
C - Critical
D - Desirable

City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.25	Business License & Misc. Permitting				
57	Correspondence related to license processing should be generated by merging files for the Business and Animal License System with a word processor.	C			
58	Mailing Labels.	C			
59	Application Denials listing all denied applications, by business type, denial code, or name of applicant.	C			
60	Register of Past Due Renewals by business type, name, or name of applicant.	H			
61	Audit Trail of all activities performed, files updated, etc.	H			
62	Master File Changes report on all changes to master file.	C			
63	System will provide integration point to GIS for spatial display and query of privilege license location.	C			
64	Ability to configure, record, track, maintain and report on other general permits, including:	C			
65	Parade Permit	C			
66	Alarm Permit	C			
67	Past Due and Penalties Notices for mailing.	C			

H - Highly Critical
 C - Critical
 D - Desirable

City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.26	Animal Permits				
	Objective: The intent of the Animal Permtis and License System is to provide improved efficiency in maintaining and processing records and related license applications and registration forms.				
	Software Requirements				
1	Maintains accurate records of all license holders, permit applicants and trap loans.	H			
2	Maintains complete audit trails of receipts, payments, late fees, approvals, denials, etc.	H			
3	Maintains complete audit trail on history of all current and prior owners of an animal	H			
4	Ability to track past due amounts and penalties.	H			
5	Generates licenses and applications on departmental laser printer.	H			
6	Provides "tickler" file notification on set parameters to ensure timely, efficient follow up by appropriate City officials.	C			
7	Generates customized correspondence concerning renewals and applications.	H			
8	Ability to maintain, sort, search, and report on key information about animals and their license holders, including:	H			
9	Name of Animal	H			
10	Type and Breed of Animal	H			
11	Sex of Animal	H			
12	Age of Animal	H			
13	Color of Animal	H			
14	Rabies Vaccination Tag number	H			
15	Rabies Vaccination Expiration Date	H			
16	Name , Address, and Phone Number of Owner	H			
17	Fees Paid and Owed	H			
18	Penalties Assessed, Current and Historical	H			
19	Indication of Late Notices Mailed	H			
20	License Number	H			
21	Date of License	H			
22	Date of License Expiration	H			
23	Several User Defined and Comments Fields	H			
24	Fully integrated with Cash Receipting	H			
25	Interfaces with constituent database / CRM system to inquire on businesses, addresses, owners, etc.	H			
26	Ability to automatically determine fees and expiration dates from license type and fee codes.	C			
27	Ability to record permit approvals by Animal Services.	D			
28	Ability to automatically assign license/registration numbers.	H			
29	Ability to automatically or manually assign variable penalties for late payment.	H			
30	Ability to manually over-ride penalty assessment for late payments.	D			

H - Highly Critical
C - Critical
D - Desirable

City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.26	Animal Permits				
31	Ability for users to define fee structures and codes; renewal, billing, and inspection cycles; reports, etc.	H			
32	Ability to retain history on a license holder for at least five years.	H			
33	Ability to accept records to be input for conducting an animal census.	D			
34	Ability to compare census results to on-line license records.	D			
35	Ability to issue multi-year licenses.	D			
36	Ability to design license number structure and codes.	C			
37	Principal Reports				
38	Pending Renewals Listing, sorted by type, address, and date of renewal.	H			
39	Laser generated license application.	D			
40	License and Permit Holder and Trap Loan Listings, sorted by business name, owner name, license number, or date of renewal/return.	H			
41	Unpaid Licenses, sorted by type, address, and date.	H			
42	License, Permit and Citation History by address and owners name.	H			
43	Correspondence related to license processing should be generated by merging files for the Animal License System with a word processor.	C			
44	Mailing labels.	D			
45	Application Denials listing all denied applications, by permit type, denial code, or name of applicant.	D			
46	Register of Past Due Renewals by license year, license type, name, or name of applicant. Ability to disregard animals deceased or moved.	H			
47	Audit Trail of all activities performed, files updated, etc.	D			
48	Master File Changes Report on all changes to master file.	D			
49	Partial Payments Register listing all citations/fines/fees with open balances.	H			
50	Past Due and Penalties Notices for mailing.	H			
51	Animal Census Forms for animal census takers.	C			
52	Animal Census Discrepancies Listing of unregistered animals that appear in census.	C			
53	Monthly and Daily report of fees, fines, licenses, permits and trap loans	H			
54	Status of Approvals, showing which permits were approved by Animal Services.	D			
55	Pending Issuance Report, showing all permits which have completed the approval process successfully. Approved permit letter must be generated and mailed to customer	H			
56	Animal license applications are provided electronically including online applications. Pr	H			

H - Highly Critical
C - Critical
D - Desirable

City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.27	Parks and Recreation				
	Objective: To improve management of the Parks & Recreation departmental functions.				
	System Requirements				
	Point of Sale / Cash Register				
1	Ability to generate receipts.	H			
2	Ability to interface with the financial management modules including cash receipts and general ledger system.	H			
3	Activity Registration				
4	Ability to track all program enrollments.	H			
5	Ability to manage rosters, waitlists and waivers.	H			
6	Ability to track income and expense by revenue distribution code.	H			
7	Ability to perform transfer, cancellation and refund processing.	H			
8	Ability to manage Day Camp/Care registrations.	H			
9	Ability to support prerequisites for enrollment.	H			
10	Ability to track class attendance and participant medical records.	H			
11	Ability to track instructor activity.	H			
12	Ability to perform installment billing, invoicing and statements.	H			
13	Ability to generate mailing labels and brochures.	H			
14	System support enrollment conflict checking.	H			
15	Ability to deploy activity registration functionality to the community via a web-enable front end	H			
16	Facility Reservations				
17	Supports the ability to manage schedules for multiple facilities.	H			
18	Ability to track one-time and pattern reservations.	H			
19	Ability to track overlap facilities to prevent double bookings.	H			
20	Provides automation conflict resolution.	H			
21	Ability to track set-up and clean-up times for events.	H			
22	Ability to track fees including damage deposits.	H			
23	Provides the option for performing premium billing.	H			
24	Ability to print out reservation rules and regulations.	H			
25	Ability to integrate with Activity Registration and League Scheduling modules.	H			
26	Ability to support facility maintenance schedules.	H			
27	Ability to deploy facility registration functionality to the community via a web-enable front end	H			
28	Pass Management				
29	Ability to support membership management	H			
30	Ability to track attendance figures and demographics of visitors.	H			
31	Ability to track income and expense by membership type.	H			
32	Ability to track membership, suspension and expiration dates.	H			
33	Ability to track guest, additional and daily entry fees.	H			
34	Ability to capture and display member photos.	H			

H - Highly Critical
C - Critical
D - Desirable

City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.27	Parks and Recreation				
35	Ability to integrated universal ID cards.	H			
36	Ability to provide optional barcode and magstripe support.	H			
37	Ability to provide computerized "punch" visit tracking.	H			
38	Ability to create photo ID cards or use existing ID cards.	H			
39	Golf Course Management				
40	Ability to integrate tee-time and point of sale processing.	C			
41	Supports single or multiple courses.	C			
42	Provides automatic pricing options by golfer type, by course.	C			
43	Supports membership tracking.	C			
44	Ability to support handicapping that meets PGA requirements.	C			
45	Provides tournament tracking.	C			
46	Ability to deploy golf course reservation functionality to the community via a web-enable front end	C			
47	League Scheduling				
48	Ability to manage leagues, teams, players and officials.	C			
49	Ability to record scores and track standings.	C			
50	Ability to manage round robin, single and double elimination tournaments.	C			
51	Ability to provide automatic facility reservations.	C			
52	Ability to track league fees and statistics.	C			
53	Supports roster draft option for team creation.	C			
54	Ability to support multiple schedule generators.	C			
55	Ability to track schedule exceptions.	C			
56	Rentals / Check-Out				
57	Ability to support equipment, campsite and shelter rentals.	H			
58	Supports equipment check-in and check-out times.	H			
59	Supports package rentals.	H			
60	Ability to track rental fees including deposits.	H			
61	System provides integration between rentals and work order system to ensure rented equipment is ready	H			
62	Ability to provide quick rentals for no-fee checkout items.	H			
63	Court Reservations				
64	Ability to generate any number of courts.	H			
65	Ability to generate user-defined time blocks.	H			
66	Ability to track one-time and pattern reservations.	H			
67	Ability to produce calendards, statistics and usage reports.	H			
68	Ability to deploy court reservation functionality to the community via a web-enable front end	H			
69	Trip Reservations				
70	Ability to establish any number of trips.	H			
71	Ability to track departure/return dates and times.	H			
72	Ability to produce trip rosters, statistics and reports.	H			

H - Highly Critical
C - Critical
D - Desirable

City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.27	<u>Parks and Recreation</u>				
73	Ability to print tickets.	H			
74	Ability to deploy trip reservation functionality to the community via a web-enable front end	H			
75	<u>Maintenance Tracking</u>				
76	Ability to track labor, equipment, material and contract quantities and costs for all work orders.	H			
77	Interfaces with other system modules, including work order and general ledger.	H			
78	Supports the development of preventive maintenance schedules.	H			
79	Automatic generation of work orders based on different scenarios.	H			
80	Ability to record and track facility, fleet and equipment information.	H			

H - Highly Critical
 C - Critical
 D - Desirable

City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.28	Cemetery Management				
1	Supports management of disinterred, interred, plots, niches, mausoleums and perpetual care funds.	H			
1	System provides ability to print a billing statement for handling of lot purchases and internments.	H			
1	Provides an integrated mapping system which allows the user to look at a decedent record and pull up a map of the burial location within the cemetery.	D			
2	System provides ability to be integrated to the City's GIS system (ESRI) which allows the user to look at a decedent record and pull up a map of the burial location within the cemetery.	D			
3	System provides ability to configure user security for viewing versus updating of information.	D			
4	System provides integrattion with the work order module.	H			
5	System provides ability to support care funds and endowments.	C			
6	System provides ability to perform label printing.	D			
7	Cemetery Management system integrates to the vendor's proposed billing, receivables and receipting system	H			
8	Be able to record and print the following information on a deed:	H			
9	Buyer's name	H			
10	Buyer address	H			
11	Buyer phone	H			
12	Miscellaneous comments	H			
13	Registration number	D			
14	Deed date	C			
15	Total charge for lot	C			
16	Total charge for perpetual care	C			
17	Section, lot and grave	H			
18	Residency status	D			
19	A buyer can purchase multiple grave spaces.	C			
20	A buyer can purchase multiple grave spaces at a resident rate. An unlimited number of additional spaces can be purchased at a non-resident rate.	D			
21	System provides ability to have multiple lots associated with each deed.	H			
22	System provides ability to record the following information for each lot:	H			
23	Section/lot/grave location	H			
24	Status (reserved, occupied, available)	H			
25	Deceased name	H			
26	Lot owner name	H			
27	Internment number	H			
28	Grave size (dimensions)	H			
29	Date buried	H			
30	Purchase price	C			

H - Highly Critical
C - Critical
D - Desirable

City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.28	Cemetery Management				
31	Vault information (comment line)	C			
32	Marker indicator (yes or no) for each grave space	C			
33	System provides ability to process lot transfers.	C			
34	System provides ability to record the following information for each marker/monument:	H			
35	Marker size	H			
36	Description	H			
37	Monument dealer	C			
38	Who ordered it	D			
39	Type of marker (flush or upright)	C			
40	Inscriptions	C			
41	Minimum 2 remarks	D			
42	System provides ability to collect the following information on a deceased person:	H			
43	Internment order number	H			
44	Internment date	H			
45	Name	H			
46	Lot owner name	H			
47	Disposition	H			
48	Death date	H			
49	Age	C			
50	Age indicator (years, months and days)	C			
51	Place of death	C			
52	Funeral home	D			
53	Last residence	D			
54	Gender	C			
55	Date of birth	D			
56	Veteran including rank, branch and date served	D			
57	Cemetery location (section, lot, grave)	H			
58	Overtime associated with the burial	D			
59	Cost information	C			
60	Indigent indicator (yes or no)	D			
61	Relation to owner	D			
62	Perpetual Care indicator (yes or no)	H			
63	Marker indicator (yes or no)	H			
64	Grave type (adult, cremation, child, infant)	H			
65	Disinterment information (where moved and date)	D			
66	Miscellaneous comments	H			
67	Last updated timestamp	D			
68	System provides ability to record the following information for each foundation:	D			
69	Foundation size	D			

H - Highly Critical
C - Critical
D - Desirable

City of Asheville: Citywide Software Informatin System RFP

Number	Application Requirements	Priority	Availability	Cost	Comment
4.28	Cemetery Management				
70	Date ordered	C			
71	Work order number	D			
72	Installed date	C			
73	Ordered by	C			
74	Billed to name, address	H			
75	Charge	C			
76	Reports				
77	Accounts receivable by name.	H			
78	Cemetery Deed.	C			
79	For Use of Burial Spaces form.	D			
80	Release of Interest in Lot form.	D			
81	Affidavit to Show Loss of Deed by Lot Owner form.	D			
82	Lot Master List.	H			
83	Daily report of outstanding work orders.	H			
84	Daily report of work orders completed.	H			
85	Be able to view and print a Lot Availability List.	C			

H - Highly Critical
 C - Critical
 D - Desirable

5 Minimal Contract Terms & Conditions

The following minimal contract terms and conditions are expected to be agreed to by the vendors as part of contract negotiations. Exceptions must be explicitly noted in the Vendor Proposals. Lack of exceptions listed on the checklist shall be considered acceptance of all of the terms and conditions as presented in this RFP.

Minimally, the contract must contain the following language and respective components:

5.1 Scope of Agreement

Client agrees to license the Software and receive the services detailed in Attachment ____. Vendor agrees to provide same, subject to the terms and conditions stated in this Agreement and Attachment ____. Payment for such services shall be per Attachment ____. The Client, without prior and mutual written agreement, will incur no other service costs. The service costs in Attachment ____ are inclusive of project management services and include turn-key data conversion, chart of accounts design assistance, software configuration, integration with third-party systems per Attachment ____, Final Acceptance testing (see clause herein), and initial account balancing. The implementation of the Software and provision of services shall be per Attachment ____. Client agrees to provide server and desktop hardware configured per Attachment ____ based on Vendor's recommendation.

5.2 General Conditions

1. Location: City of Asheville, NC
City Hall
70 Court Plaza
Asheville, NC 28801
2. This is not an Agreement of partnership or employment of Vendor of any of Vendor's employees by the Client. Vendor is an independent contractor for all purposes under this Agreement.
3. Vendor shall perform its services in a professional and workmanlike manner and shall only use qualified and experienced personnel.
4. Vendor agrees at all times to maintain an adequate staff of experienced and qualified employees for efficient performance under this Agreement. Vendor agrees that, at all times, the employees of Vendor furnishing or performing any services shall do so in a proper, workmanlike, and dignified manner.
5. Vendor agrees that all persons working for or on behalf of Vendor whose duties bring them upon the Client's premises shall obey the rules and regulations that are established by the Client and shall comply with the reasonable directions of the Client's officers. The Client may, at any time, require the removal and replacement of any of Vendor's employees for good cause.

Vendor shall be responsible for the acts of its employees and agents while on the Client's premises. Accordingly, Vendor agrees to take all necessary measures to prevent injury and loss to persons or property located on the Client's premises. Vendor shall be responsible for all damages to persons or property caused by Vendor or any of its agents or employees. Vendor shall promptly repair, to the specifications of the Client, any damage that it, or its employees or

agents, may cause to the Client's premises or equipment; on Vendor's failure to do so, the Client may repair such damage and Vendor shall reimburse the Client promptly for the cost of repair.

Vendor agrees that, in the event of an accident of any kind, Vendor will immediately notify the Client's contact person and thereafter, if requested, furnish a full written report of such accident.

6. Vendor shall perform the services contemplated in the Agreement without interfering in any way with the activities of the Client's staff or visitors.
7. Vendor and its employees or agents shall have the right to use only those facilities of the Client that are necessary to perform services under this Agreement and shall have no right to access any other facilities of the Client.
8. The Client shall have no responsibility for the loss, theft, mysterious disappearance of, or damage to equipment, tools, materials, supplies, and other personal property of Vendor or its employees, subcontractors, or material-men.
9. To the fullest extent permitted by law, the Vendor shall indemnify, hold harmless, and defend the Client and its agents, employees, officers and successors, from and against any claims, causes of action, damages, losses and expenses, including but not limited to attorneys fees, arising out of or resulting in any way from Vendor's performance of this contract, provided that such claim, cause of action, damage, loss or expense is attributable to bodily injury, sickness, disease, or death to any person, including employees or agents of the Vendor, subcontractor, or construction manager, or to injury to or destruction of tangible property including loss of use resulting therefrom, but only if caused in whole or in part by a negligent act or omission of the Vendor, a subcontractor, the construction manager, anyone directly or indirectly employed by them, or any for whose acts they may be liable, regardless of whether or not such claim, cause of action, damage, loss or expense is caused in part by a party indemnified hereunder. Vendor shall not be obligated to hold harmless, indemnify, or defend the Client or its agents, employees, officers, or successors if any claim, cause of action, damage, loss or expense arises from the sole negligence or fault of a party indemnified hereunder.

Vendor shall assume the defense of the Client pursuant to the provisions of paragraph 9 within fourteen (14) days of receipt of written notice. Any legal cost or expense, including attorney's fees, incurred by the Client for enforcement of its rights under paragraph 9 between the time by which Vendor should have assumed the Client defense and the time when Vendor assumes the Client's defense shall be reimbursed by Vendor. Any legal cost or expense, including attorney's fees, incurred by the Client in the successful prosecution of any litigation or arbitration seeking to enforce the provisions of paragraph 9 or in negotiating a settlement of such claim, shall also be reimbursed by Vendor.

Should the parties agree to submit claims, disputes, or other matters arising out of this Agreement to arbitration, they may do so only with written agreement of all parties, including the Client.

10. All prices for Vendor's services hereunder are firm for the term of the Agreement. The Client shall pay Vendor for satisfactory performance of the service specified in this Agreement, the sums in accordance with your reply to our RFP dated March 31, 2008, and any related addenda.

5.3 Insurance

The Vendor must have adequate insurance, for damage or loss, for all equipment and other valuables until such time as the Client receives good and clear title. In defining insurance coverage, the Vendor shall secure full replacement value for the system without the requirement that the Client be responsible for any payments or deductibles. In the event that it is necessary to make a claim under this policy, any funds received by the Vendor shall be used to secure replacement equipment for the Client.

The Client, at its option, may require the Vendor to provide certificates describing, to the satisfaction of the Client, evidence of proper (as required by the State of North Carolina) workers compensation and liability insurance for all Vendor staff and representatives involved in the installation of the computer equipment and software. The Client shall be named as an additional insured and as the Certificate Holder for all work under this Agreement.

The Vendor agrees to hold harmless and defend the Client and its agents, officials and employees from any liability, claim, or injury related to or caused by fault or negligence of Vendor employees or subcontractors. In order to demonstrate this responsibility, the Vendor shall furnish the Client with evidence of valid comprehensive general liability insurance coverage in the amount of one million dollars (\$1,000,000) for each occurrence for personal injury (including death or dismemberment) and property damage related to or resulting from shipping, installation, operation, or removal of the proposed automated system. The insurance policy shall make clear this coverage of the Client installation. The Client shall be named as an additional insured and as the Certificate Holder for all work under this Agreement. The insurance policy shall be initiated prior to the installation of the system and maintained until Final Acceptance of the system by the Client according to the prescribed procedures. The Vendor shall furnish to the Client a copy of the insurance policy and all subsequent changes or updates. An endorsement or statement waiving the right of cancellation or reduction in coverage unless thirty (30) days prior written notice is given to the Client by registered or certified mail shall be included.

Insurance Coverage - As a condition of performing work for the Client, Vendor must provide satisfactory evidence of insurance coverage as follows:

- A.** Commercial general liability of at least \$1,000,000;
- B.** A minimum umbrella policy of \$3,000,000;
- C.** Professional liability coverage of a minimum of \$2,000,000;
- D.** A minimum of statutory workers compensation insurance.

The coverage shall be the minimum amounts and shall not be diminished during the term of this Agreement and the Vendor shall provide copies of all certificates of insurance to the satisfaction of the Client as to coverage and content and shall maintain such coverages for at least six months from the completion of the Project.

Other Requirements

Evidence of insurance coverage, required herein, is to be provided to us in ACORD Certificate Form 25 or 25-S and must indicate:

1. That Commercial General Liability insurance policy includes coverage for item specified in 10.A above.
2. A Best's rating for each insurance carrier at B+VII or better.
3. That the insurance company will provide 30 days written notice of cancellation to the certificate holder and other words "endeavor to" and "but failure to mail such notice shall impose no obligation or liability of any kind upon the company, its agents or representatives" do not apply or have been removed.
4. That "City of Asheville" is additional insured on the General Liability policy certified,

Insurance Options

General Liability limits may be attained by individual policies or by a combination of underlying policies with umbrella and/or excess liability policies.

Notify Your Insurance Agent

Vendor may prevent unnecessary follow up resulting from incomplete insurance certificates, by sending or faxing a copy of these insurance requirements to Vendor's agent when requesting an insurance certificate.

5.4 Entire Agreement Clause

This Agreement, including appendices and referenced attachments, constitutes the entire Agreement between the Client and Vendor and supersedes all proposals, presentations, representations, and communications, whether oral or in writing, between the parties on this subject.

5.5 Identification of Parties to the Agreement Clause

Both the Vendor and Client shall be clearly identified by name. Neither of the identified parties to the Agreement shall assign or encumber any of its rights, or delegate or subcontract any of its duties defined in the Agreement, in whole or in part, to other third parties unless the other party to the Agreement gives prior written consent. Subject to the foregoing covenant against assignment and delegation, the rights created by the Agreement shall pass to the benefit of the identified party and the duties and obligations resulting from the Agreement shall bind the identified party and their respective successors and assignees.

5.6 Agreement Extension and Modification Clause

The Agreement may be modified or extended in accordance with the following procedures. In the event that all parties to the Agreement agree that such changes would be of a minor and non-material nature, such changes may be effected by a written statement that describes the situation and is signed, prior to the effectiveness, by all parties. In the event that the changes are determined by either or all parties to the Agreement to be of a major or complex nature, then the change shall be by formal amendment of the Agreement signed by the parties and made a permanent part of the Agreement.

Under no circumstances, however, shall any parties to the Agreement forfeit or cancel any right presented in the Agreement by delaying or failing to exercise the right or by not immediately and promptly notifying the other party in the event of a default. In the event that a party to the Agreement waives a right, this does not indicate a waiver of the ability of the party to, at a subsequent time, enforce the right. The payment of funds to the Vendor by Client should in no way be interpreted as Acceptance of the system or the waiver of performance requirements.

5.7 Term and Termination Clause

In the event that either party shall fail to maintain or keep in force any of the terms and conditions of this Agreement, the aggrieved party may notify the other party in writing via certified mail of such failure and demand that the same be remedied within ten (10) business days. Should the defaulting party fail to remedy the same within said period, the other party shall thereupon have the right to terminate this Agreement by giving the other party thirty (30) days written notice. Notwithstanding the foregoing, due to lack of State or City funding, the Client may at any time during the life of this Agreement, terminate same by giving thirty (30) days notice in writing via certified mail to Vendor. In addition, if at any time a voluntary petition in bankruptcy shall be filed against the Vendor and shall not be dismissed within thirty (30) days, or if the Vendor shall take advantage of any insolvency law, or if a receiver or trustee of the Vendor's property shall be appointed and such appointment shall not be vacated within thirty (30) days, the Client shall have the right, in addition to any other rights of whatsoever nature that it may have at law or in equity, to terminate the contract by giving (30) days notice in writing of such termination.

5.8 Applicable and Governing Law Clause

The Agreement shall be subject to all laws of the Federal Government of the United States of America and to the laws of the State of North Carolina. All duties of either party shall be legally performable in North Carolina. The applicable law for any legal disputes arising out of this contract shall be the law of (and all actions hereunder shall be brought in) the State of North Carolina, and the forum and venue for such disputes shall be in the courts of appropriate jurisdiction for the City of Asheville, North Carolina.

5.9 Freedom of Information Act

Vendor acknowledges that Client is subject by law to responding to all FOIA requests. Vendor shall comply with the FOIA in all respects and shall not restrict or otherwise inhibit Client from complying.

5.10 Confidentiality

Both parties recognize that their respective employees and agents, in the course of performance of this Agreement, may be exposed to confidential information and that disclosure of such information could violate rights to private individuals and entities. Each party agrees that it will not disclose any confidential information of the other party and further agrees to take appropriate action to prevent such disclosure by its employees or agents. The confidentiality covenants contained herein shall survive the termination or cancellation of this Agreement. This obligation of confidentiality shall not apply to (a) information that at the time of the disclosure is in the public domain; (b) information that, after disclosure, becomes part of the public domain by publication or otherwise, except by breach of this Agreement by a party; (c) information that a party can establish by reasonable proof was in that party's possession at the time of disclosure; (d) information that a party receives from a third party who has a right to disclose it to that party; or (e) information that is subject to FOIA requests.

5.11 Title and Confidentiality

Title and full Client ownership rights to the Software licensed under this agreement, including, without limitation, all intellectual property rights therein and thereto, and any copies Client make, remain with Vendor. It is agreed the Software is the proprietary, confidential, trade secret property of Vendor, whether or not any portions thereof are or may be copyrighted, and Client shall take all reasonable steps necessary to protect the confidential nature of the Software, as Client would take to protect its own confidential information. Client further agrees that Client shall not make any disclosure of any or all such Software (including methods or concepts utilized therein) to anyone, except to employees, agents, or Subcontractors working for Client to whom such disclosure is necessary to the use for which rights are granted hereunder. Client shall appropriately notify all employees, agents, and Subcontractors to whom any such disclosure is made that such disclosure is made in confidence and shall be kept in confidence by them. The obligations imposed by this section upon Client, its employees, agents, and Subcontractors, shall survive and continue after any termination of rights under this Agreement. It shall not be a breach of this agreement if Client is required to disclose or make the Software available to a third party or to a court if the Software is required to be disclosed pursuant to a state's "open records" law, or is subpoenaed or otherwise ordered by an administrative agency or court of competent jurisdiction to be produced.

5.12 Notices Clause

All notices or communications required or permitted as a part of the Agreement shall be in writing (unless another verifiable medium is expressly authorized) and shall be deemed delivered when:

- 1) Actually received, or
- 2) Upon receipt by sender of a certified mail, return receipt signed by an employee or agent of the party, or
- 3) If not actually received, 10 days after deposit with the United States Postal Service authorized mail center with proper postage (certified mail, return receipt requested) affixed and addressed to the respective other party at the address set out in the section of the Agreement titled "Identification of the Parties to the Agreement" or such other address as the party may have designated by notice or Agreement amendment to the other party, or
- 4) Upon delivery by the Client of the notice to an authorized Vendor representative while at Client site.

Note that if Vendor anticipates missing a due date, then Vendor must notify Client immediately so that a mutually acceptable revised due date can be agreed to. Consequences to be borne due to failure to receive a notice due to improper notification by the intended receiving party of a new address will be borne by the intended receiving party. The addresses of the parties to this License are as follows:

Vendor

City of Asheville, NC
City Hall
70 Court Plaza
Asheville, NC 28801

5.13 Survival Clause

All duties and responsibilities of any party that, either expressly or by their nature, extend into the future, shall extend beyond and survive the end of the contract term or cancellation of this Agreement.

5.14 Force Majeure Clause

Timely performance is essential to the successful initial implementation and ongoing operation of the network described herein. However, neither party will be liable for delays in performing its obligations under this Agreement to the extent that the delay is caused by force majeure.

5.14.1 Force Majeure Requisites

Force majeure shall not be allowed unless:

- A. Within three (3) calendar days of the occurrence of force majeure, the party whose performance is delayed thereby shall provide the other party or parties with written notice explaining the cause and extent thereof, as well as a request for a time extension equal to the estimated duration of the force majeure events.
- B. Within seven (7) calendar days after the cessation of the force majeure event, the party whose performance was delayed shall provide the other party written notice of the time at which force majeure ceased and a complete explanation of all pertinent events pertaining to the entire force majeure situation.

5.14.2 120 Day Maximum

Under no circumstances shall delays caused by a force majeure extend beyond one hundred-twenty (120) days from the scheduled delivery or completion date of a task, unless by prior [to the one hundred-twenty (120) days] written notice of permission of the other party. Failure to secure this written prior permission, even in the case of force majeure, shall constitute default by the party failing to meet the requirement.

5.14.3 Right of Cancellation

Either party shall have the right to cancel the contract Agreement if Force Majeure suspends performance of scheduled tasks by one or more parties for a period of one hundred-twenty (120) or more days from the scheduled date of the task. If a cancellation due to a Force Majeure occurs before title passes to the Client, the Vendor may keep any parts of the system as it can salvage, but must remove same at its own expense. If cancellation occurs due to a Force Majeure after title passes to the Client, the system shall remain with the Client and the Vendor shall be entitled to any such payments as have accrued according to the payment schedule.

5.15 Incorporation by Reference

The Vendor shall supply equipment, wiring, technology, training, and other related services adequate to accomplish the requirements as set forth in the Request for Proposals and the Vendor response to the Request for Proposals. Parties agree that where there is a conflict between terms of this Agreement and the information presented in the referenced documents, this Agreement shall take precedence. The parties also agree that where there is not a conflict between this Agreement and the information presented in the referenced documents, that all terms, conditions and offers presented in the Vendor's proposal shall herein be referenced to the Agreement and shall be binding upon all parties to the Agreement.

5.16 Risk During Equipment / Software Storage and Installation

Delivery shall be made in accordance with the implementation schedule referenced as part of this Agreement. It will be possible to allow for minor variances from this implementation schedule as mutually agreed upon by both parties and confirmed by prior written notice. The equipment shall be installed and placed into good working order by representatives of the Vendor. During the time period where the equipment / software is in transit and until the equipment is fully installed in good working order, the Vendor and its insurer shall be responsible for the equipment / software and relieve the Client of responsibility for all risk or loss or damage to the equipment / software. In addition, Vendor shall hold the Client and agents harmless from any risk of loss or damage arising out of occurrences during the installation of the equipment / software.

5.17 Shipping of Equipment / Software

All shipping and insurance costs to and from the site shall be included in the Vendor's proposal. All payments to shipping agents and for insurance fees shall be made directly by the Vendor. The Client shall make no payments to any firm concerning the shipment, installation, and delivery of equipment / software which is not a part of this Agreement and for which exact payments are not described. Vendor shall be responsible for all arrangements for the shipment and receipt of equipment / software to Client's prepared site. Recognizing that Client's staff has little prior experience or training in this technology, the Vendor shall provide all properly trained representatives to unpack all items of equipment / software and place this equipment / software in the proper locations. The Vendor shall also be responsible for removal of all debris and packing materials from the site resulting from the installation of the equipment / software.

5.18 Patents, Copyrights, and Proprietary Rights Indemnification

The Vendor, at its own expense, shall completely and entirely defend the Client from any claim or suit brought against the Client arising from claims of violation of United States patents or copyrights resulting from the Vendor or the Client's use of any equipment, technology, documentation, and/or data developed in connection with the services and products described in this Agreement. The Client will provide the Vendor with a written notice of any such claim or suit. The Client will also assist the Vendor, in all reasonable ways, in the preparation of information helpful to the Vendor in defending the Client against this suit.

In the event that the Client is required to pay monies in defending such claims, resulting from the Vendor being uncooperative or unsuccessful in representing the Client's interest, or in the event that the Client is ordered to pay damages as a result of a judgment arising out of an infringement of patents and/or copyrights, Vendor agrees to fully reimburse the Client for all monies expended in connection with these matters. The Client retains the right to offset against any amounts owed Vendor any such monies expended by the Client in defending itself against such claims.

Should a court order be issued against the Client restricting the Client's use of any product of a claim and should the Vendor determine not to further appeal the claim issue, at the Client's sole option the Vendor shall provide, at the Vendor's sole expense, the following:

- A.** Purchase for the Client the rights to continue using the contested product(s), or
- B.** Provide substitute products to the Client which are, in the Client's sole opinion, of equal or greater quality, or
- C.** Refund all monies paid to the Vendor for the product(s) subject to the court action. The Vendor shall also pay to the Client all reasonable related losses related to the product(s) and for all reasonable expenses related to the installation and conversion to the new product(s).

5.19 Nondiscrimination by Vendors or Agents of Vendor

Neither the Vendor nor anyone with whom the Vendor shall contract shall discriminate against any person employed or applying for employment concerning the performance of the Vendor responsibilities under this Agreement. This discrimination prohibition shall apply to all matters of initial employment, tenure, and terms of employment, or otherwise with respect to any matter directly or indirectly relating to employment concerning race, color, religion, national origin, age, sex, sexual orientation, ancestry, disability that is unrelated to the individual's ability to perform the duties of a particular job or position, height, weight, marital status, or political affiliation. A breach of this covenant may be regarded as a default by the Vendor of this Agreement.

5.20 Subcontractors

Vendors may use subcontractors in connection with the work performed under this Agreement. When using subcontractors, however, the Vendor must obtain written prior approval from the Client for activities or duties to take place at the Client site. In using subcontractors, the Vendor agrees to be responsible for all their acts and omissions to the same extent as if the subcontractors were employees of the Vendor.

5.21 Effect of Regulation

Should any local, state, or national regulatory authority having jurisdiction over the Client enter a valid and enforceable order upon the Client which has the effect of changing or superseding any term or condition of this Agreement, such order shall be complied with, but only so long as such order remains in effect and only to the extent actually necessary under the law. In such event, this Agreement shall remain in effect, unless the effect of the order is to deprive the Client of a material part of its Agreement with the Vendor. In the event this order results in depriving the Client of materials or raising their costs beyond that defined in this Agreement, the Client shall have the right to rescind all or part of this Agreement (if such a rescission is practical) or to end the Agreement term upon thirty (30) days written prior notice to the Vendor. Should the Agreement be terminated under such circumstances, the Client shall be absolved of all penalties and financial assessments related to cancellation of the Agreement.

The Client shall not be charged for such compliance beyond the cost of the annual support fees. The Client shall also not be charged for analysis, investigation, design, programming, conversion, or implementation of such compliance beyond the cost of the annual support fees.

5.22 Control of Sub-Contractor, Project Team and Project Manager Designation

The Vendor understands that the successful installation, testing, and operation of the system that is the subject of this Agreement shall be accomplished by a cooperative effort. To most effectively manage this complicated process, the Vendor shall designate a single representative to act as an ex-officio member of the Client's project management team and who shall have the authority to act on behalf of the Vendor on all matters pertaining to this Agreement.

Client shall have the right to approve all subcontractors, Account / Project Manager, and staff assigned to Client by Vendor. In the event that an employee of the Vendor is, in the opinion of the Client, uncooperative, inept, incompetent, or otherwise unacceptable, the Vendor agrees to remove such person from responsibility in the project. In the event of such a removal, the Vendor shall, within fifteen (15) days, fill this representative vacancy as described above. Regardless of whom the Vendor has designated as the representative, the Vendor organization remains the ultimate responsible party for performing the tasks and responsibilities presented in this Agreement.

5.23 Assignments

Client and the Vendor each binds themselves, their partners, successors, and other legal representatives to all covenants, agreements, and obligations contained in this Agreement. This Agreement or any part thereof shall not be assigned or subcontracted by Vendor without the prior written permission of the Client; any attempt to do so without said prior permission shall be void and of no effect.

5.24 Vendor as Independent Contractor

It is expressly agreed that the Vendor is not an agent of Client, but an independent contractor. The Vendor shall not pledge or attempt to pledge the credit of Client or in any other way attempt to bind the Client.

5.25 Warranty

The Vendor warrants that all components provided under this Agreement, whether installed initially or under subsequent purchase orders, shall be: newly manufactured equipment or assembled from newly manufactured parts; approved by Underwriter's Laboratories; and, will be free from defects in workmanship or material for a period of 12 months (365 calendar days) from the date of Final Acceptance of the system. During this 12 month warranty period, the Vendor shall furnish all replacement new parts, shipping costs, repaired parts, service labor, travel costs, and other repair costs at no cost to the Client. At the conclusion of the warranty period, the Client will consider Vendor support under a separate maintenance agreement.

Third party software. Vendor warrants that all third party software products, brands, types, etc., have been recommended based on Vendor's understanding of the Client's operating environment and that such third party software products, brands, types, etc., shall operate as demonstrated by Vendor and as documented in Documentation. Vendor and Vendor, Inc. further warrant that they have the right to license said third party software products, brands, types, etc.

Third party hardware. Any and all hardware products, brands, types, etc., that Vendor and Vendor, Inc. are recommending sizing or other parameters for in Attachment 3 shall be warranted to perform satisfactorily (*defined as minimum 98% uptime during normal business hours and maximum 3 second response time to non-query commands*) for two years from the signing of this contract, assuming local or other hardware support contracts are in effect for routine maintenance and diagnostics.

5.26 Warranty of Fitness for a Particular Purpose

The Client has presented detailed technical specifications of the particular purpose for which the network and technology is intended. The Client has provided detailed descriptions and criteria of how the system can be defined to accomplish particular purpose. The Client has also defined the exact procedures and techniques to be employed in testing whether the system has achieved the defined performance of this particular purpose. Given this advanced preparation concerning, and documentation about the Client's particular purpose, the Vendor at the time this Agreement is in force has (1) reason and opportunity to know the particular purpose for which products are required, and (2) that the Client is relying on the Vendor's experience and knowledge of these products to provide those which are most suitable and appropriate. Therefore, the Vendor warrants that the system is fit for the purposes for which it is intended as described in this document.

5.27 Resolution and Response Time Warranty

Vendor warrants that all Resolution and Response Times delineated below shall be adhered to as follows, as determined by the official Project Manager:

Priority 1 support issues are defined as: Mission Critical – Software is down /undiagnosed but feared critical; situation may require a restore and Software use is suspended until a diagnosis is given.

- Response to first call time limit – within two (2) business hours

- Resolution time limit – Vendor shall use its best efforts to resolve within one business day
- If Vendor and Client are on a support telephone call to resolve a priority 1 support issue at the time that normal support hours end, Vendor' support representatives will remain on the call past the normal support hours to provide what assistance can be provided at no additional cost. Client acknowledges that programmers will not be available at that time.
- Penalty for not adhering to time limits - Client shall receive a three percent (3%) credit against the quarterly Support fees, per incident.

Priority 2 support issues are defined as: Critical Issue – Software is not down, but operations are negatively impacted.

- Response to first call time limit – within four business hours
- Resolution time limit – Vendor shall use its best efforts to resolve within one business week
- Penalty for not adhering to time limits - Client shall receive a three percent (3%) credit against the quarterly Support fees, per incident.

Priority 3 support issues are defined as: Non-Critical Issue – resolution period to be mutually agreed upon.

- Response to first call time limit – within twenty-four (24) business hours
- Resolution time limit – Vendor shall use its best efforts to resolve within one (1) business week

Penalty for not adhering to time limits - Client shall receive a three percent (3%) credit against the quarterly Support fees, per incident.

5.28 Continuity of Warranty

Client may continue Warranty protection above by purchasing and paying for on-going Annual Support services described below. By doing so, all Warranty, Warranty of Fitness for a Particular Use, and Resolution and Response Time Warranty conditions above shall remain in effect, in perpetuity (except for the “Third party hardware” clause above), as long as payments for Annual Support are kept current.

5.29 Formal Verification for Final Acceptance

Per the implementation schedule in Attachment X (to be jointly developed and to be made part of this Agreement), Client and Vendor shall schedule acceptance testing on a module-by-module basis. Any given module shall be deemed as Finally Accepted only after passing formal acceptance testing, or when used in live, *non*-paralleled operation for 90 consecutive days (Client may run modules in parallel with existing systems for up to 90 days). The testing will be based on Documentation, and other conditions mutually agreed to by both parties, and acceptable hardware performance standards (see Additional Warranties clause). Should the test fail, Client shall give

Vendor notice of non-acceptance describing in reasonable detail the material failure. Vendor shall be granted 30 days to cure non-acceptance condition(s) and another acceptance test shall then be scheduled. This procedure may be repeated should Client decide to do so. Note that all modifications, interfaces, report writer files, etc., programmed by Vendor shall be subject to individual acceptance testing as described herein. Should Vendor fail two tests, the Client reserves the right to schedule additional tests or to invoke the Non-Performance Escalation Procedures clause herein. The right to determine Final Acceptance will be held by the Client's officially designated Project Manager.

5.30 Final Acceptance of the System

The system proposed shall be defined to be finally accepted by Client after the installation of the equipment, training, and successful completion of the following performance examinations: system hardware examination, software performance examination, system functional competence examination, system capacity examination, full-load processing capacity examination, system availability examination, approval of as-builts, training, and system documentation. The Client and its consultants shall be the sole judge of whether all conditions for Final Acceptance criteria have been met.

5.31 Standard Forms and Contracts

Any forms and contracts the Vendor(s) proposes to include as part of any agreement resulting from this proposal response between the vendor(s) and the Client must be submitted as part of this proposal. Any forms and contracts not submitted as part of the proposal and subsequently presented for inclusion may be rejected. Client reserves the right to accept or reject in whole or in part any form contract submitted by a vendor and/or to require that amendments be made thereto, or that an agreement drafted by the Client be utilized. This requirement includes, but is not limited to, the following types of forms: subcontractor, franchise, warranty agreements, maintenance contracts, and support agreements. The Client will negotiate any and all contracts/agreements and prices/fees with the finalist vendor, if doing so is deemed in the best interest of the Client.

5.32 Advertisement

Vendor shall not use, in its external advertising, marketing programs, or other promotional efforts, any data, pictures, or other representation of the Client except on the specific written authorization in advance of the Client's City Manager's Office. Vendor will limit and direct any of its advertising on the Client's premises and shall make arrangements for such advertising through the City Manager's Office. Vendor shall not install any signs or other displays within or without the Client's premises unless in each instance the prior written approval of the Client's City Manager's Office has been obtained. However, nothing in this clause shall preclude Vendor from listing the Client on its routine client list for matters of reference.

5.33 Password Security

The vendor warrants that no 'back door' password or other method of remote access into the software code exists. The vendor agrees that any and all access to any software code residing on the Client's client/server must be granted by the Client to the vendor, at the Client's sole discretion.

5.34 Non-Performance Escalation Procedures

In the event that the Client determines that Vendor is not performing in a manner consistent with the intent and spirit of this Agreement or in a manner consistent with commonly accepted business practices, then the Client shall have the right to, *in the sequence shown*: (a) formally notify Vendor of non-performance, (b) reserve the right to withhold any and all payments pending, including support and maintenance agreement fees, until the non-performance is corrected, (c) request a joint meeting of Vendor and Client decision makers to attempt to resolve the non-performance, (d) require a Vendor employee to be on-site at Client's location until the non-performance is resolved, (e) request arbitration in City of Asheville, North Carolina per terms of the American Arbitration Association or at Client's sole option, commencing suit in the Asheville County Circuit Court, the venue of which is agreed to by Vendor;, (f) invoke the Termination clause herein.

5.35 Legal Jurisdiction

Vendor and Client mutually agree to submit themselves solely to the jurisdiction of the courts in the City of Asheville, State of North Carolina with respect to suits, and other court actions arising in connection with this Agreement.

5.36 Replication of Software

Client shall not copy Software for any purposes other than for back up or disaster recovery. Client has the right to develop interfaces to, and/or database applications that integrate with, the licensed Software using Vendor's recommended database and development tools without voiding the Support Agreement (see Attachment X) or warranties herein.

5.37 Non-Collusion

Vendor and Vendor, Inc. hereby represent and agree that it has in no way entered into any contingent fee arrangement with any firm, employee of the Client, or other person or entity concerning the obtaining of this Agreement. In addition, Vendor and Vendor, Inc. agree that a duly authorized Vendor and Vendor, Inc. representative will sign a non-collusion affidavit, in a form acceptable to Client, that Vendor and Vendor, Inc. has received from Client no incentive or special payments, or considerations not related to the provision of the System described in this Agreement.

5.38 Annual Support Fees

Support fees shall not be increased by an annual average percentage greater than the annual CPI-W for the South Urban region or 3%, whichever is less, for as long as annual support fees are paid and the license agreement between the Client and the Vendor is in effect.

5.39 Payment Terms

Specific payment terms will be negotiated as part of the final contract. It is expected that certain payments will be made upon delivery of the hardware and software with additional payments made based on specific project milestones. Vendor shall submit to the Client for his review a pay request in a form agreeable to the Client. The pay request shall be accompanied by such supporting documentation as required by the Client. Requests for payment shall be accompanied with

appropriate lien waivers for the prior partial payments. The request for final payment shall be accompanied with final lien waivers from all subcontractors and material suppliers for the project.

5.40 Travel Expense Reimbursement

All travel expense costs must be included in the Vendor's fixed price cost. Client will not make a separate payment for reimbursable expenses. Per Force Majeure, Client shall not be liable for additional travel costs incurred due for any reason outside Client's control.

5.41 Disclaimers and Limitations of Remedies

- a) Except as specifically stated in the Warranty section of this Agreement, the Software is Licensed "as is" without warranty of any kind, other than expressed or implied herein, including, but not limited to implied warranties of merchantability and fitness for a particular purpose. In no event shall Vendor be liable for any indirect, special or consequential damages unless as otherwise stated herein, including, but not limited to, loss of anticipated profits, revenue or savings, arising from the use of or inability to use the Software or breach of any expressed or implied warranty, even if Vendor or its agent has been advised of the possibility of such damages. The maximum liability of Vendor for all damages from any claims shall not exceed the License, services, and support fees paid to date by Client to Vendor, unless as otherwise stated herein.
- b) In the event that the parties are unable to resolve differences, and after exhausting the terms and conditions of the Non-Performance Escalation Procedures clause herein, that may arise relating to this Agreement, all disputes rising from this Agreement shall be resolved through the courts of the City of Asheville, State of North Carolina, unless both parties agree to binding arbitration, which shall take place in City of Asheville, North Carolina. If arbitration is agreed to, the arbitration shall be governed by the most recently published Commercial Arbitration Rules of the American Arbitration Association. Both parties agree to submit disputes to a single arbitrator acceptable to both parties. The arbitrator will be selected from a list compiled by the parties' respective legal counsels. Every person named on the list of potential arbitrators must be a neutral and impartial lawyer who has at least ten years specializing in the field of general commercial litigation and is knowledgeable about software. The arbitrator shall base its award on applicable law and judicial precedent and unless both parties agree, otherwise shall include in such award the finding of fact and conclusions of law upon which the award is based. Judgment on the award rendered by the arbitrator may be entered in any court having jurisdiction thereof.

5.42 Source Code

Vendor shall place Source Code for the Software modules licensed by the Client in escrow with an independent third-party (with whom a separate Escrow Agreement will be entered into by Client at no additional cost to Client). The Source Code shall be kept current with the releases / version of the Software in live use at the Client. The Source Code shall revert to Client for Client's use if Vendor or Vendor, Inc. files for bankruptcy or protection from creditors in a court of law Client shall then have full rights to use source code for any purposes other than resale.

5.43 Programming Services

Client may during the implementation period or thereafter require modifications, interfaces, conversion, report writer, etc., services from Vendor or Vendor, Inc. Vendor agrees to provide a written Change Order describing the work to be performed and estimating the costs for Client approval before any work is initiated by Vendor. Vendor will not exceed the costs set forth in the mutually agreed to Change Orders without justification, in writing, that is acceptable to the Client. No costs in excess of the estimates will be paid by Client unless approved in advance of fee incurrence. All modifications, interfaces, conversions, report writer, etc., services shall be subject to Final Acceptance before payment is released by the Client. Acceptance of the deliverable(s) resulting from each Change Order shall be per the Final Acceptance clause herein.

5.44 Video Taping

Client reserves the right to video and/or audiotape any and all training sessions, whether held at Client site, Vendor site, or via teleconference. Use of such tapes shall be strictly for Client staff training purposes.

5.45 Major Releases / Upgrades

Client shall be entitled to future releases and upgrades within five years from Final Acceptance, whether of a “minor” or major” nature, of Vendor or Vendor, Inc. Software for no additional cost beyond the Annual Support Agreement fees delineated in Attachments X and X.

5.46 Solution Longevity

The vendor certifies solutions prescribed in their proposal response will remain available and supported for a minimum of five (5) years from the time the contract is signed and that any material changes to vendor’s company or products will not affect the City’s implementation or support.

5.47 Successor Software Products

In the event Vendor makes available successor Vendor software products (e.g., software products based on a new technical architecture)(“Successor Products”) with substantially similar functionality to the Vendor software products licensed by Client (“Licensed Products”) within ten (10) years of contract signing, Client may transfer the Licensed Products to the Successor Products, for no additional Vendor license fees. In such event, Client shall pay the then-current Application Software Maintenance Fees for the Successor Products, in addition to any services and/or third party fees associated with the Successor Products.

5.48 Year 2000

The vendor warrants that all software for which the vendor either sells or licenses to the Client and used by the Client after the calendar year 2000, includes or shall include, at no added cost to Client, design and performance so Client shall not experience software abnormality and/or generation of incorrect results from the software, due to date oriented processing, in the operation of the business of the Client.

The software design, to insure year 2000 compatibility, shall include, but is not limited to: data structures (databases, data files, etc.) that provide 4-digit date century; stored data that contain date century recognition, including, but not limited to, data stored in databases and hardware device internal system dates; calculations and program logic (e.g., sort algorithms, calendar generation, event recognition, and all processing actions that use or produce date values) that accommodates same century and multi-century formulas and date values; interfaces that supply data to and receive data from other systems or organizations that prevent non-compliant dates and data from entering any Client system; user interfaces (i.e., screens, reports, etc.) that accurately show 4 digit years; and assurance that the year 2000 shall be correctly treated as a leap year within all calculation and calendar logic.

5.49 Equal Opportunity Employment / Nondiscrimination Policy

It is the policy of the Client that all vendors who provide goods and services to the Client government by contract, shall, as a condition of providing goods and services, adhere to all Federal, State and Local laws, ordinances, rules and regulations, and policies, if applicable, prohibiting discrimination in regard to persons to be served and employees and applicants for employment including, but not limited to, the following:

- The Elliott-Larsen Civil Rights Act, 1976 PA 453, as amended.
- The Persons with Disabilities Civil Rights Act, 1976 PA 220, as amended.
- Section 504 of the Federal Rehabilitation Act of 1973, PL 93-112, 87 Stat 355, as amended, and rules adopted thereunder.
- The Americans with Disabilities Act of 1990, PL 101-336, 104 Stat 327 (42 USCA § 12101 et seq.), as amended, and regulations promulgated thereunder.

All vendors shall, as a condition of providing goods and services, as required by law and/or the Client's Equal Opportunity Employment/Nondiscrimination Policy, not discriminate against persons to be served or an employee or applicant for employment with respect to hire, tenure, terms, conditions, or privileges of employment, or a matter directly or indirectly related to employment because of race, color, religion, national origin, age, sex, sexual orientation, ancestry, disability that is unrelated to the individual's ability to perform the duties of a particular job or position, height, weight, marital status, or political affiliation.

Where there has been a conclusive finding that a vendor has violated Federal, State, or Local equal opportunity statutes, ordinances, rules/regulations, or policies, that vendor shall be barred from providing goods and services to the Client for five (5) years from the date that a determination of the violation has been made in accordance with applicable statutes, ordinances, rules/regulations, or policies or from the date that such determination becomes known, unless a specific exemption is granted by the Client's governing body.

Any violation of Federal, State, or Local equal opportunity statutes, ordinances, rules/regulations, or policies during the course of time during which the vendor is providing goods or services to the Client shall be regarded as a material breach of any contract between the Client and the Vendor, and the Client may terminate such contract effective as of the date of delivery of written notification to the vendor.

Any employee of a vendor providing goods and services by contract to the Client, or any employee of a subcontractor of a vendor providing goods and services to the Client by contract, or any bona fide organization representing such employees may file a written complaint with the governing body or its designated agent, if any, challenging the compliance by a vendor with the terms of this policy, the governing body or its designated agent shall then conduct an investigation to determine whether the policy has been violated.

Any vendor found to have retaliated in violation of a Federal or State law against an employee for filing a claim of violation of Federal, State, or Local equal opportunity statutes, ordinances, rules/regulations, or policies shall be ineligible to provide any goods or services to the Client government for a period of five (5) years from the date of such finding.

5.50 Minimal Contract Terms and Conditions Compliance Checklist

Proposal responders are to mark the Comply, Exception, or Not Comply column. Comply indicates the proposal responder understands and agrees to comply fully. Exceptions must be fully explained on the bottom portion of this page. The Client reserves the right to reject any proposal for non-compliance with one or more of the specifications.

Minimal Contract Terms and Conditions Compliance Checklist				
#	Title	Comply	Exception	Not Comply
1.	Scope of Agreement			
2.	General Conditions			
3.	Insurance			
4.	Entire Agreement Clause			
5.	Identification of Parties to the Agreement Clause			
6.	Agreement Extension and Modification Clause			
7.	Term and Termination Clause			
8.	Applicable and Governing Law Clause			
9.	Freedom of Information Act			
10.	Confidentiality			
11.	Title and Confidentiality			
12.	Notices Clause			
13.	Survival Clause			
14.	Force Majeure Clause			
15.	Incorporation by Reference			
16.	Risk During Equip. Storage and Installation			
17.	Shipping of Equipment / Software			
18.	Patents, Copyrights, and Proprietary Rights Indemnification			
19.	Nondiscrimination by Vendors or Agents of Vendor			
20.	Subcontractors			
21.	Effect of Regulation			
22.	Control of Sub-Contractor, Project Team and Project Manager Designation			

Minimal Contract Terms and Conditions Compliance Checklist				
#	Title	Comply	Exception	Not Comply
23.	Assignments			
24.	Vendor as Independent Contractor			
25.	Warranty			
26.	Warranty of Fitness for a Particular Purpose			
27.	Resolution and Response Time Warranty			
28.	Continuity of Warranty			
29.	Formal Verification for Final Acceptance			
30.	Final Acceptance of the System			
31.	Standard Forms and Contracts			
32.	Advertisement			
33.	Password Security			
34.	Non-Performance Escalation Procedures			
35.	Legal Jurisdiction			
36.	Replication of Software			
37.	Non-Collusion			
38.	Annual Support Fees			
39.	Payment Terms			
40.	Travel Expense Reimbursement			
41.	Disclaimers and Limitations of Remedies			
42.	Source Code			
43.	Programming Services			
44.	Video Taping			
45.	Major Releases/Upgrades			
46.	Solution Longevity			
47.	Successor Software Products			
48.	Year 2000			
49.	Equal Opportunity Employment / Nondiscrimination Policy			

5.51 Contract Terms and Conditions Compliance Checklist – Exception Explanations

For all items marked as “Exception” in the Contract Terms and Conditions Compliance Checklist, a Bidder must fully explain the exception on the Exception Explanations form below.

Exception Explanations		
#	Title	Explanation of Exception

**THE AFFIDAVIT SET FORTH BELOW MUST BE EXECUTED ON BEHALF OF
THE VENDOR AND FURNISHED WITH EVERY PROPOSAL
NON-COLLUSION AFFIDAVIT**

STATE OF: _____

CITY OF: _____

TAX ID NUMBER: _____

_____, being duly sworn, deposes and says he/she is the _____ (Name)(Title)

of _____ the proposal responder that has
(Company)

submitted to the **City of Asheville, North Carolina** a proposal for a **Citywide Software Information**

System all as fully set forth in said proposal and that except as specified below, the aforementioned

proposal responder constitutes the only person, firm, or corporation having any interest in said

proposal or in any contract, benefit, or profit which may, might or could accrue as a result of said

proposal, said exceptions being as follows:

(If no exceptions, please state)

Vendor further states that said proposal is, in all respects, fair and is submitted without collusion or fraud; and that no member of the **City of Asheville, North Carolina** is directly or indirectly interested in said proposal.

(Affiant)

SWORN TO and subscribed before me, a Notary Public, in and for the above named State and City

this _____ day of _____, _____.
(Day) (Month) (Year)

(Notary Public)

6 Proposal Forms

6.1 Introduction

This section contains various forms that should be prepared and submitted along with the vendor’s proposal. The intent of providing such forms is to ensure comparability between proposals. Included in this section are the following forms:

- Vendor Background Questionnaire
- Proposal Summary Form
- Pricing Forms
- Proposed Implementation Schedule
- Vendor Reference Form
- Proposal Signature Form

If you have partnered with another provider or sub-contractor, please complete the questionnaire relative to each separate technology component or vendor.

6.2 Vendor Background Questionnaire

Vendor Name:	
Vendor Is Prime Contractor?: (Yes / No)	

1. How many fully operational installations of the Citywide software system proposed to the City of Asheville, has the Vendor completed as follows:

Location	North Carolina	Nationally
Local Government		
City Government		
Other		
Overall:		

2. Are the functions currently provided to the City of Asheville by the HTE addressed and enhanced within the software proposed by the Vendor?

Yes	No

If not, please comment on the functions not included:

Additional Comments

3. Please state the year the Vendor started in the business of selling Citywide Information System solutions?

Year Started Selling Citywide Information Systems

4. Please state the year the Vendor started in the business of selling Citywide Information System solutions to local and City governments?

Year Started Selling Citywide Information Systems to Local and City governments

5. Where is the Vendor’s closest support facility/sales office?

Support Facility Location

6. Where is the Vendor’s company headquarters?

Company Headquarters Location

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

Year	Sales
2007	
2006	
2005	

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

Area	Number
Sales/Marketing	
Management/Administration	
Help Desk Staff	
Development Staff	
Other	
Total:	

9. How long has the current version of the Vendor software been in production?

Duration

10. The City requests that the Vendor agrees to a one year warranty. The warranty period would start on the day of final approval for payment, after the system is installed and functioning properly, and after the City’s authorized representative and consultants have tested and approved the system. Does the Vendor agree with this condition?

Yes	No

If the Vendor does not agree, what is the longest time that the Vendor would agree to an “on-site” warranty?

Duration

11. If the company purchases application software from the Vendor, will a copy of the source code be provided?

Yes	No

If not, will the source code be placed in escrow?

Yes	No

12. Are all items quoted F.O.B. delivered, freight prepaid and allowed?

Yes	No

13. Does the Vendor have a toll-free support line?

Yes	No

14. Does the Vendor have a User Group?

Yes	No

15. Will the Vendor provide all periodic enhancements to the software at no additional charge, beyond the annual support agreement?

Yes	No

16. What is the Vendor’s average response time (hours) for a telephone response to a service call?

Average Response Time

17. What is the Vendor’s guaranteed maximum response time (hours)?

Maximum Guaranteed Response Time

18. Does the Vendor provide product upgrades automatically or on demand?

Automatic vs. Demand Upgrade Approach

19. How often does the Vendor normally release product upgrades or enhancements?

Upgrade / Enhancement Frequency

20. Please describe the Vendor’s commitment to providing Citywide Software System solutions for the local municipal market?

Commitment to the Local and Municipal Market

21. The City currently uses Keyfile document imaging for various specific departmental functions . The City has recently licensed the Hummingbird document management system as well and is planning on deploying this over time as the City’s preferred enterprise document management suite of software. Please describe any successful examples of *Document Management and Imaging systems* that the Vendor has interfaced with for other clients and in what manner?

Interfaces with Document Management and Imaging Systems	
Vendor / System	Scope of Interface / Client reference using the interface

22. What other systems has the Vendor software interfaced with and in what manner?

Interfaces with Other Systems	
Vendor / System	Scope of Interface

23. What hardware platform does the Vendor proposed application software currently operate on and which one are you proposing for this implementation?

Hardware Platform of Proposed Applications

24. What operating system(s) does the Vendor proposed application software currently operate on and which one are you proposing for this implementation?

Operating System of Proposed Applications

25. What database environment does the Vendor proposed application software currently operate on and which one are you proposing for this implementation?

Database Environment of Proposed Applications

26. What imaging environment does the Vendor proposed application software integrate with and which one are you proposing for this implementation?

Imaging Environment of Proposed Applications

27. Is the Vendor committed to supporting the above operating system, database and hardware platform(s) for the foreseeable future?

Yes	No

28. Will the Vendor guarantee that the system will maintain a 3-second maximum response time under all circumstances?

Yes	No

29. Will the Vendor guarantee that the system will operate at least 98% of the time during the first 2 years of operation?

Yes	No

30. What is the query tool and report writer that Vendor is proposing?

Proposed Query Toolset / Report Writer

31. What is the Vendor’s hourly rate for implementation assistance *beyond* that which is included in the Vendor bid by skill-set? Please include specific rate information regarding services offered for process redesign support services, if offered.

Rates for Additional Implementation Assistance	
Hourly Rate	Skill Set
\$ / hr	
\$ / hr	
\$ / hr	

32. As a *Primary Vendor*, can the Vendor provide a true Turnkey Solution, including:

Turnkey Solution		
Component	Yes	No
Application Software		
Change Management		
Software Installation and Hardware Installation Coordination		
Report Development		
Data Conversion		
Integrations and Interfaces Development		
Training		
Testing Coordination		
Operational Redesign		
System Documentation Development		
Knowledge Transfer		
On-going Support		
Project Management		

33. Will the Vendor contractually agree to:

Contractual Inquiry		
Term / Condition	Yes	No
Provide <u>on-site</u> staff for training and implementation		
Non-performance hold-backs?		
Payment hold-backs until fully operational and formally accepted?		
Allow the City to approve Vendor staff assigned to help with implementation?		
One year warranty, during which the annual support conditions apply. The first, annual support payment would occur after the warranty period expires		

34. The City intends to invite short listed vendors in for system demonstrations during the weeks of June 9, 16, 23 or 30th, 2008 for three day software demonstrations. Please indicate at least two, preferably three separate potential visits of three consecutive days each in which the Vendor will commit to being available for an on-site demonstration and your preference. (e.g. First preferred, second preferred, available, unavailable, etc.)

Demonstration Date Option	Availability / Preference
June 9 – 11	
June 16- 18	
June 23 - 25	
June 30 – July 2	

35. What would be the Vendor preferred, comparably sized, site visit location?

Vendor Preferred, Comparably Sized, Site Visit Location

36. What is the brand name of the Vendor software?

Software Brand Name

37. What examples or relevant experiences does the Vendor have in converting data from HTE Naviline implementation into their proposed system?

Relevant Experience Assisting Other Customers Converting Data From HTE Naviline

6.3 Proposal Summary Form

The following is a form to be completed by the vendor to propose software, and services for the Citywide Information System described in this RFP.

Name of Company	
Software Brand Name	
Name of Preparer	
Name of Primary Contact for Follow-Up Questions	
Contact Phone Number	()
Fax Number	()
E-mail Address	

6.4 Pricing Forms

Please complete the following pricing forms for the proposed software, and services solution. These forms have also been provided in a Microsoft Excel format. It is the responsibility of the vendor to ensure the accuracy of the pricing provided as part of your response. Any errors in providing an accurate price response due to inaccuracies in the provided templates is the sole responsibility of the responding vendor. If there is not enough space to describe the pricing on these forms, please attach a separate pricing page and provide the pricing information in the same type of format so it is easy to understand. Costs for the Vendor’s proposed solution should be submitted in a separate cost proposal document.

6.4.1 Proposed Software Pricing

Please include pricing below for the application and other software required to support the proposed Citywide Software System solution.

Application Software	License Price	+	Req'd Modifi-cations	=	Total License Price	Annual On-Going Software Support Cost
General Requirements		+		=		
General Ledger / Financial Reporting		+		=		
Budgeting		+		=		
Fixed Assets		+		=		
Project and Grant Management		+		=		
Payroll		+		=		
Personnel		+		=		
Misc. Billing, Accounts Receivable		+		=		
Utility Billing		+		=		
Cash Receipting		+		=		
Purchasing and Requisitions		+		=		
Inventory Management		+		=		
Contract Management		+		=		
Accounts Payable		+		=		
Bank Reconciliation		+		=		
Development Services		+		=		
Land Management & GIS Integration		+		=		
Real Estate Management		+		=		
Job Cost / Work Order		+		=		
Fleet and Equipment Management		+		=		
Facilities Management		+		=		
Citizen Request for Service		+		=		
Parking Tickets		+		=		
Business Licenses / Misc. Permitting		+		=		
Animal Permits		+		=		

Application Software	License Price	+	Req'd Modifications	=	Total License Price	Annual On-Going Software Support Cost
Parks & Recreation Management		+		=		
Cemetery Management		+		=		
Other		+		=		
Other		+		=		
Other		+		=		
Other		+		=		
Other		+		=		
Other		+		=		
Other		+		=		
Other		+		=		
Other		+		=		
Other		+		=		
Other		+		=		
Subtotal – Application Software:						

Other Software	Req'd Qty.	X	Unit Price	=	Extended Initial Purchase or License Price	Annual On-Going Software Support / License
Emulation or GUI Workstation Software		x		=		
Utilities		x		=		
Report Writer		x		=		
Relational Database		x		=		
Forms Generator		x		=		
Tape Backup Software		x		=		
Zip+4 Software		x		=		
Other		x		=		
Other		x		=		
Other		x		=		
Other		x		=		
Subtotal - Other Software:						

6.4.2 Proposed Services Pricing

Please include pricing for services required to deliver, install, and implement the Citywide Software System solution:

Implementation Services	Estimated Hours	x	Hourly Rate	=	Extended Cost
General Requirements		x		=	
General Ledger / Financial Reporting		x		=	
Budgeting		x		=	
Fixed Assets		x		=	
Project and Grant Management		x		=	
Payroll		x		=	
Personnel		x		=	
Misc. Billing, Accounts Receivable		x		=	
Utility Billing		x		=	
Cash Receipting		x		=	
Purchasing and Requisitions		x		=	
Inventory Management		x		=	
Contract Management		x		=	
Accounts Payable		x		=	
Bank Reconciliation		x		=	
Development Services		x		=	
Land Management & GIS Integration		x		=	
Real Estate Management		x		=	
Job Cost / Work Order		x		=	
Fleet and Equipment Management		x		=	
Facilities Management		x		=	
Citizen Request for Service		x		=	
Parking Tickets		x		=	
Business Licenses / Misc. Permitting		x		=	
Animal Permits		x		=	
Parks & Recreation Management		x		=	
Cemetery Management		x		=	
Other		x		=	
Other		x		=	
Other		x		=	
Other		x		=	
Other		x		=	
Subtotal – Implementation Services:					

Training Services	Estimated Hours	x	Hourly Rate	=	Extended Cost
General Requirements		x		=	
General Ledger / Financial Reporting		x		=	
Budgeting		x		=	
Fixed Assets		x		=	
Project and Grant Management		x		=	
Payroll		x		=	
Personnel		x		=	
Misc. Billing, Accounts Receivable		x		=	
Utility Billing		x		=	
Cash Receipting		x		=	
Purchasing and Requisitions		x		=	
Inventory Management		x		=	
Contract Management		x		=	
Accounts Payable		x		=	
Bank Reconciliation		x		=	
Development Services		x		=	
Land Management & GIS Integration		x		=	
Real Estate Management		x		=	
Job Cost / Work Order		x		=	
Fleet and Equipment Management		x		=	
Facilities Management		x		=	
Citizen Request for Service		x		=	
Parking Tickets		x		=	
Business Licenses / Misc. Permitting		x		=	
Animal Permits		x		=	
Parks & Recreation Management		x		=	
Cemetery Management		x		=	
Other		x		=	
Other		x		=	
Other		x		=	
Other		x		=	
Other		x		=	
Other		x		=	
Other		x		=	
Subtotal – Training Services:					

Please refer to Section 3.5.6 above for additional description on the City’s data conversion services request. Please provide conversion approach and pricing information for the data conversion items listed above.

Data Conversion Approach Code	Description of Vendor Proposed Data Conversion Approach
A	Utilize / refine existing conversion tools / scripts
B	Develop conversion scripts for the City of Asheville
C	Automated conversion not realistic / appropriate: Manual conversion is targeted
D	Other data conversion approach, please briefly describe in ‘Comments’ column
E	Not enough information / Need clarification / Item should be addressed during implementation

Process / Data Conversion Area		Data Conv. Approach Code	Estimated Hours		Hourly Rate		Extended Cost	Comments
1.	Animal Permits			X		=		
2.	Animal Permits			X		=		
3.	Animal Permits			X		=		
4.	Animal Permits			X		=		
5.	Animal Permits			X		=		
6.	Budgeting			X		=		
7.	Budgeting			X		=		
8.	Budgeting			X		=		
9.	Budgeting			X		=		
10.	Budgeting			X		=		
11.	Budgeting			X		=		
12.	Budgeting			X		=		
13.	General Ledger & Financial Reporting			X		=		
14.	General Ledger & Financial Reporting			X		=		
15.	General Ledger & Financial Reporting			X		=		
16.	Fixed Assets			X		=		
17.	Fleet & Equipment			X		=		

Process / Data Conversion Area		Data Conv. Approach Code	Estimated Hours		Hourly Rate		Extended Cost	Comments
18.	Fleet & Equipment			X		=		
19.	Fleet & Equipment			X		=		
20.	Personnel			X		=		
21.	Personnel			X		=		
22.	Personnel			X		=		
23.	Personnel			X		=		
24.	Personnel			X		=		
25.	Personnel			X		=		
26.	Personnel			X		=		
27.	Inventory			X		=		
28.	Inventory			X		=		
29.	Inventory			X		=		
30.	Land Management / GIS Integration			X		=		
31.	Land Management / GIS Integration			X		=		
32.	Land Management / GIS Integration			X		=		
33.	Land Management / GIS Integration			X		=		
34.	Land Management / GIS Integration			X		=		
35.	Land Management / GIS Integration			X		=		
36.	Land Management / GIS Integration			X		=		
37.	Misc Billing, Accounts Receivable			X		=		
38.	Business License			X		=		

Process / Data Conversion Area		Data Conv. Approach Code	Estimated Hours		Hourly Rate		Extended Cost	Comments
39.	Purchasing and Requisitions			X		=		
40.	Purchasing and Requisitions			X		=		
41.	Utility Billing			X		=		
42.	Utility Billing			X		=		
43.	Utility Billing			X		=		
44.	Utility Billing			X		=		
45.	Utility Billing			X		=		
46.	Utility Billing			X		=		
47.	Utility Billing			X		=		
48.	Utility Billing			X		=		
49.	Utility Billing			X		=		
50.	Utility Billing			X		=		
51.	Utility Billing			X		=		
52.	Utility Billing			X		=		
53.	Utility Billing			X		=		
54.	Utility Billing			X		=		
55.	Utility Billing			X		=		
56.	Utility Billing			X		=		
57.	Utility Billing			X		=		
58.	Utility Billing			X		=		
59.	Utility Billing			X		=		
60.	Utility Billing			X		=		
61.	Utility Billing			X		=		
62.	Utility Billing			X		=		
63.	Utility Billing			X		=		

Process / Data Conversion Area		Data Conv. Approach Code	Estimated Hours		Hourly Rate		Extended Cost	Comments
64.	Job Cost / Work Orders			X		=		
65.	Development Services (Building Safety, Transportation/Engineering, Planning & Development)			X		=		
66.	Development Services (Building Safety, Transportation/Engineering, Planning & Development)			X		=		
67.	Development Services (Building Safety, Transportation/Engineering, Planning & Development)			X		=		
68.	Development Services (Planning & Development)			X		=		
69.	Development Services (Planning)			X		=		
70.	Development Services (Planning)			X		=		
71.	Development Services (Planning)			X		=		
72.	Development Services (Planning)			X		=		
73.	Development Services (Planning)			X		=		
74.	Development Services (Planning, Code Enforcement Division)			X		=		
75.	Development Services (Planning, Code Enforcement Division)			X		=		

Process / Data Conversion Area		Data Conv. Approach Code	Estimated Hours		Hourly Rate		Extended Cost	Comments
76.	Development Services (Planning, Code Enforcement Division)			X		=		
77.	Development Services (Planning, Code Enforcement Division)			X		=		
78.	Development Services (Planning, Code Enforcement Division)			X		=		
Sub-Total for Data Conversion Services with Approach Code A:								
Sub-Total for Data Conversion Services with Approach Code B:								
Sub-Total for Data Conversion Services with Approach Code C:								
Sub-Total for Data Conversion Services with Approach Code D:								
Grand Sub-Total for Data Conversion Services (Approach Codes A + B + C + D)								

Other Implementation Services	Estimated Hours	x	Hourly Rate	=	Extended Cost
Project Management		x		=	
Change Management		x		=	
Software Installation and Hardware Installation Coordination		x		=	
Report Development Assistance		x		=	
Integration and Interfaces Development (current)		x		=	
Integration and Interfaces Development (expansion)		x		=	
Training		x		=	
Testing		x		=	
Operational Redesign		x		=	
System Documentation		x		=	
Knowledge Transfer		x		=	
Source Code Escrow		x		=	
Other		x		=	
Other		x		=	
Other		x		=	
Other		x		=	
Other		x		=	
Subtotal – Other Implementation Services:					

6.4.3 Cost Summary

COST SUMMARY	
Vendor Name:	
Subtotal - Application Software*	
Subtotal - Other Software*	
Subtotal - Implementation Services	
Subtotal - Training Services	
Subtotal – Data Conversion Services	
Subtotal - Other Implementation Services	
Travel and Lodging	
Less: Discount	
GRAND TOTAL	

* One time costs (not annual maintenance costs)

6.6 Proposal Signature Form

The undersigned, as proposal responder, declares that he/she has carefully examined all the items of the Specifications and Instructions herein, that he/she fully understands and accepts the requirements of the same, and he/she agrees to furnish the specified items and will accept, in full payment therefore, the amount specified below. The proposal responder will identify below its business entity as individual, DBA, partnership, corporation (foreign or domestic), and will indicate the official capacity of person(s) executing this proposal.

Proposals shall include installation services, and the successful respondent shall obtain all required permits and pay fees required.

State payment terms:

State term proposal is held firm for:

State warranty on equipment:

State maximum time required for shipping, F.O.B. Asheville, North Carolina:

PROPOSAL: CITYWIDE SOFTWARE SYSTEM SOLUTION

\$ _____
(Total price written)

\$ _____
(Total figure – as noted on Section 6.4 cost summary page)

Firm Name: _____

Date: _____

Address: _____

Telephone: _____

Signature: _____

(Person executing response and official capacity)

(Names of principal officers:
designate official capacity)

(If partnership or assumed name,
indicate name of owners)

