

CITY OF DELRAY BEACH, FLORIDA

RFP No. 2016-069L: ENTERPRISE RESOURCE
PLANNING (ERP) SOLUTION

FEBRUARY 12, 2015

Subject to restrictions on disclosure identified on following page



RESTRICTIONS ON DISCLOSURE

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

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

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

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

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

TRADEMARKS DISCLAIMER

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

February 12, 2016

City of Delray Beach
Purchasing Department
100 NW 1st Avenue
Purchasing Office
Delray Beach, FL 33444



840 West Long Lake Road
Troy, MI 48098

P: 248.269.1000

www.tylertech.com

RE: Response to RFP

Dear Purchasing Department:

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

- New World ERP software applications
- Necessary consultation to define scope of services
- Implementation of software and services
- Training on, and support of, provided software and services

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

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

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

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

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

John Kazmin, Regional Territory Manager
248-269-1000 ext: 1188
john.kazmin@tylertech.com

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

Respectfully submitted,

A handwritten signature in blue ink, appearing to read "Abigail Diaz".

Abigail Diaz
Vice President and Associate General Counsel, Tyler Technologies, Inc.

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Section 1 LETTER OF INTENT AND SUBMITTAL FORM

1.1 TRANSMITTAL LETTER

Please reference the Transmittal Letter at the beginning of our response.

1.2 PROPOSAL SIGNATURE PAGE

Please reference the Proposal Signature Page on the following page.

Proposal Submittal Signature Page

By signing this Proposal/Bid, the Proposer/Bidder certifies that it satisfies all legal requirements as an entity to do business with the City, including all Conflict of Interest and Code of Ethics provisions.

Firm Name: Tyler Technologies, Inc.

Street Address: 840 West Long Lake Road, Troy, MI 48098

Mailing Address (if different from Street Address):

Telephone Number(s): (248) 269-1000

Fax Number(s): (248) 897-2284

Email Address: info@tylertech.com

Federal Employer Identification Number: 75-2303920

Tyler Technologies, Inc.

Firm Name



Signature

Abigail Diaz, Vice President and Associate General Counsel

Name and Title(Print or Type)

February 1, 2016

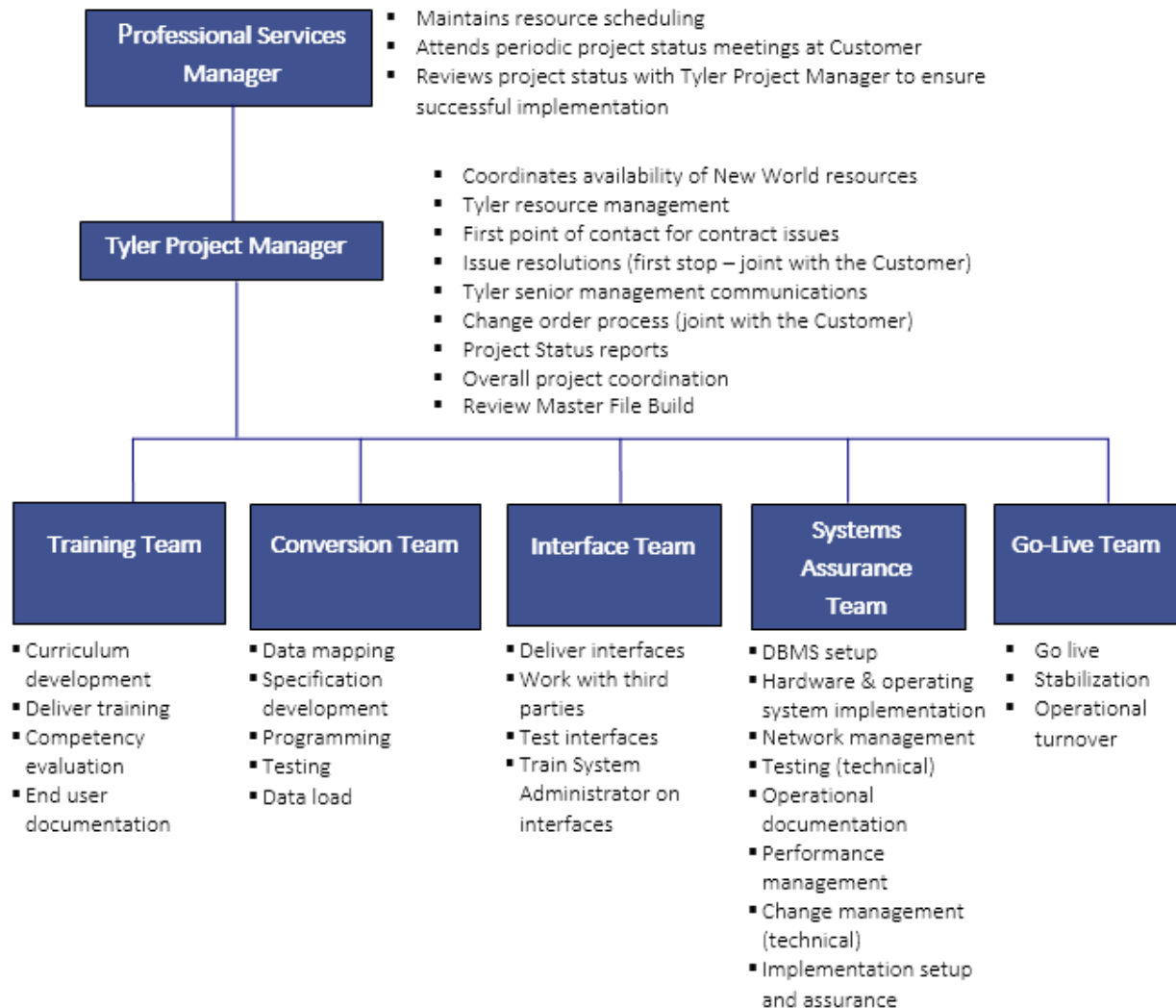
Date

By signing this document, the Proposer agrees to all terms and conditions of the solicitation and the resulting contract/agreement.

THE EXECUTION OF THIS FORM CONSTITUTES THE UNEQUIVOCAL OFFER OF PROPOSER TO BE BOUND BY THE TERMS OF ITS PROPOSAL/BID. FAILURE TO SIGN THIS SOLICITATION WHERE INDICATED ABOVE BY AN AUTHORIZED REPRESENTATIVE SHALL RENDER THE PROPOSAL/BID NON-RESPONSIVE. THE CITY MAY, HOWEVER, IN ITS SOLE DISCRETION, ACCEPT ANY PROPOSAL/BID THAT INCLUDES AN EXECUTED DOCUMENT WHICH UNEQUIVOCALLY BINDS THE PROPOSER TO THE TERMS OF ITS PROPOSAL/BID.

Section 2 PROPOSER'S STATEMENT OF ORGANIZATION

2.1 ORGANIZATIONAL CHART



Section 3 QUALIFICATIONS

Tyler Technologies, headquartered in Plano, Texas, is a leading provider of information management solutions and services to local governments. The company provides software and services to more than 14,000 local government offices throughout all fifty United States, the U.S. Virgin Islands, Canada, Puerto Rico, and the United Kingdom. These mission-critical applications provide the public sector with the ability to streamline and automate operations resulting in improved productivity and reduced costs.



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

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

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

PUBLIC SECTOR FOCUS

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

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

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

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

Section 4 SECTION 2 RESPONSE

4.1 EXECUTIVE SUMMARY

The City of Delray Beach is undertaking a critical business decision that will impact City personnel and citizens for years to come. As you begin the evaluation process to select a new ERP application provider, software functionality is obviously hugely important, but of equal importance is your comfort level with your selected provider throughout the implementation process, during which our local government specialists work with you to convert your current system's data, understand City workflows and business processes, suggest areas for improvement and streamlining, configure the application to best meet your needs, and train City personnel. Tyler Technologies understands your desire to leverage the efficiency of newer technology built around municipal best practices, and we are pleased to present Tyler's New World ERP solution for your evaluation.

ADDRESSING YOUR PROJECT GOALS

MATCHING YOUR BUSINESS MODEL

The Tyler New World solution has been designed with municipal best practices and automated workflows to enhance operational efficiencies and work processes. We fully understand that Delray Beach seeks a system that supports your strategic goals and business unit alignments while enabling administrators to closely manage the business of operating the City efficiently. Our proposed modules are completely integrated and proven, ensuring not only process continuity but also a high level of data visibility to support information-driven decision making. Our system allows for cross-departmental data access ranging from employee time entry to accounts payable status updates to real-time budget versus actual detail. Throughout the implementation process we will work closely with City staff to evaluate your current business workflows and make recommendations for improvements based on streamlining processes and reducing manual and/or duplicative effort.

Implementing a User-Friendly System

A primary challenge of moving to a new ERP system is ensuring user acceptance and adoption, particularly when, like Delray Beach, your City personnel have been utilizing the same ERP system for many years. Tyler New World understands this challenge and addresses it in two primary ways. First and foremost, our Microsoft.Net based system has been designed with ease of use in mind, utilizing a browser interface that end users and administrators find familiar, much like working within standard Microsoft Office applications including Internet Explorer. Most processes allow the user to simply follow logical onscreen steps to completion, and in addition the application facilitates adoption with a robust system of notifications to alert users of tasks or approvals requiring their attention. The user-based permission security functionality assures that each user accesses only those workflows and system screens that are required by their position function. Secondly, our professional services staff will work closely with City administrators and managers throughout the implementation to facilitate communications and a City-wide sense of inclusion to ensure that end users ultimately feel

ownership of the new system. This effort includes not only an effective communications strategy but also the development of champions and “super users” who provide peer support to all of the users within the City.

Adopt an effective training methodology

An ERP system is beneficial only to the extent that users adopt the system, meaning that they must be trained appropriately on how to get the most out of the application. During the implementation process, extensive time is spent ensuring that all users are well trained and confident utilizing the New World application; training represents the most significant effort of the entire implementation. We will train your users and administrators using processes that best meet your needs and expectations, generally a combination of direct user training, development of super users via a “train the trainer” methodology and page-sensitive help features built into the application. We do not sign off an implementation initiative as complete until both Delray Beach and Tyler agree that you have reached a condition of “steady state,” meaning that not only is the application fully installed and configured to your expectations but that you also agree that your users are prepared to use the system without direct supervision by Tyler staff.

Additional Requirements

The proposed New World solution includes a multitude of ways for users and administrators to access data, including dashboards, analytics and over a thousand standard reports that can be saved in user-defined formats, as well as placed into a Favorites menu for ease of access. The reports save you time and effort, allowing “drill-down” functionality to get to the deepest levels of detail. Reports will easily transfer data to Excel for further analysis using graphics or spreadsheets without the need for additional software, and the user can also create a PDF from any report, allowing reports to be saved and/or emailed directly from the New World application to any email address. In addition to canned reports, our Data Analytics functionality allows users to quickly get to virtually all data in the system, formatted as you prefer.

Due in part to our industry-standard Microsoft .NET foundation, our application will easily integrate with many of the third party systems that Delray Beach currently utilizes including Laserfiche, RecTrac, Selectron IVR, Badger, etc., saving you both time and money. Our team will work closely with you throughout the implementation to ensure that these integrations are accomplished effectively.

EXCEEDING YOUR PROJECT OBJECTIVES

Tyler Technologies will provide the domain expertise to draw upon municipal best practices and guide Delray Beach from your current platform to our tested and proven commercial off-the-shelf (COTS) solution, New World. Our proven software technology and agile turnkey implementation methodology provide significant value to our customers by involving them in all stages of the software configuration while minimizing impact on personnel and current operations, ensuring that the final product continues to meet your evolving needs. As you review the RFP responses and

conduct reference checks with New World customers, you will learn how the New World solution has repeatedly enabled increased employee productivity and improved services to residents.

We are experienced converting clients from SunGard systems and have a significant Florida presence, including an active Florida user group. You will be able to draw from our regional best-practices experience, replicate the business process efficiencies utilized by your peers and benefit from a system that leverages the most current technology and network services available. Our platform agility and client dedication combine to make us Delray Beach's ideal choice for a new ERP software vendor.

We look forward to the next steps in your selection process.

4.2 VENDOR BACKGROUND AND QUALIFICATIONS

2.2. VENDOR BACKGROUND AND QUALIFICATIONS

Provide narrative responses to the following questions, including any necessary documentation, for each item listed below.

The first section of your proposal should include all of the relevant information about your company.

Please provide the following information (numbered and in the order presented below).

Primary contact within your organization that our staff should use if we have questions or need clarifications. If you have different points of contact for RFP issues versus technical issues, please make that distinction clear at in this section of your proposal and provide full contact information (e-mail address, web site login information, phone and physical address) for all persons listed.

PRIMARY CONTACT:

John Kazmin

Regional Territory Manager

840 West Long Lake Rd.

Troy, MI 48098

john.kazmin@tylertech.com

Office: (248) 269-1000, x1188

Cell: (239) 292-6907

Complete company profile. We would like to know where your primary place of business (your "home office") is located,

Tyler Technologies, headquartered in Plano, Texas, is a leading provider of information management solutions and services to local governments. The company provides software and services to more than 14,000 local government offices throughout all fifty United States, the U.S. Virgin Islands, Canada, Puerto Rico, and the United Kingdom. These mission-critical applications provide the public sector with the ability to streamline and automate operations resulting in improved productivity and reduced costs.



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dedicated, and achieves results. Tyler has the experience to understand the unique requirements of the public sector, the necessary resources to invest in its products, and the ability to deliver quality services.

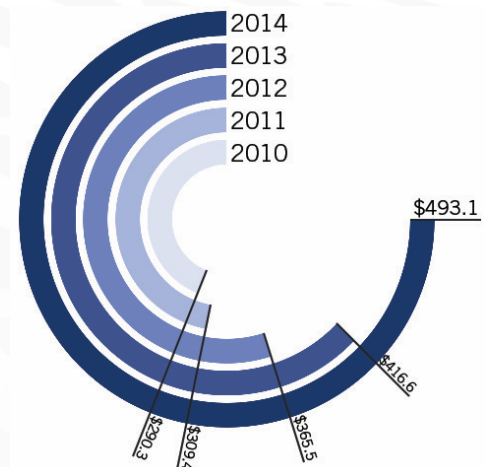
Tyler's expansive offering of professional services is designed to complement its software offerings and produce the optimum working environment for local government customers.

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

INDUSTRY LEADERSHIP

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

Our commitment at Tyler is to ensure the highest level of client satisfaction through the efforts of Tyler's most valued resource: its people. We challenge our employees to pursue new initiatives aggressively and become industry leaders in their respective fields. Tyler employs more than 2,900 individuals, many of whom are seasoned professionals with unique and proprietary skills and years of industry experience. In fact, our employee turnover rate is very low—in recent years, about half of the industry average.



COMPANY RECOGNITION

Tyler has again been included on **Software Magazine's Software 500 ranking of the world's largest software and service providers for 2014**. "We are honored to be recognized for the seventh straight year by *Software Magazine*," said John S. Marr Jr., president and chief executive officer of Tyler Technologies. "We have served the public sector with proven software and services for many decades and we are pleased to continue partnering with a growing portfolio of local government and school clients who rely on Tyler to help meet operational goals."



The ranking is based on total worldwide software and services revenue from the 2013 fiscal year. This includes revenue from software licenses, maintenance and support, training, and software-related services, and consulting. Suppliers are not ranked on total corporate revenue, since many have other lines of business, such as hardware. Financial information is gathered by a survey prepared by Rockport Custom Publishing, LLC. Using public documents and company input. It is published in print as well as posted online at www.softwagemag.com as both a digital edition and searchable database.



Tyler Technologies, Inc. has been named to **Forbes'** 2014 list of **Best Small Companies in America**. Company rankings are based on earnings growth, sales growth and return on equity in the past twelve months and over five years, and a comparison of a company's stock performance with that of its peers.

Tyler Technologies has also been named to the **2014 Solution Provider 500 (SP500)** list by **The Channel Company's CRN**. The list ranks the top revenue-generating technology integrators in the U.S. and Canada whose forward-thinking approach has helped them evolve and thrive in today's cloud and services-driven IT era. The list spans eight categories from hardware and software sales, to managed IT services. Tyler Technologies has been recognized for 11 consecutive years.

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

how long you have been in business,

Tyler was founded in 1966.

your organizational status (private or public)

Tyler Technologies is a publicly traded corporation on the NYSE (TYL).

and the size of your company (number of employees, number of offices,

Tyler currently employs more than 3,600 professionals in 25 locations.

annual revenues (optional for private companies).

Please reference Tyler's 2014 Annual Report Booklet provided with this proposal response.

Tyler consistently maintains a solid balance sheet and strong cash flow and low debt, experiencing consistent revenue growth with 56 consecutive quarters of profitability, and total revenue for 2014 of \$493.1 million. While experiencing significant growth opportunities from an increase in staff and expanding territories, we anticipate additional product offerings and new technology will accelerate this growth substantially in the future. We believe a debt-free balance sheet, substantial cash reserves, and a committed customer base put Tyler in a great position in our industry to weather any unexpected turbulence in the economy.

For additional revenue information please visit www.tylertech.com

Profile of the existing development and support team for the solution you are proposing. For instance, how many employees are dedicated to R&D for product enhancements on the system you propose for the City?

NEW WORLD

Development

- Solution Consultants, new development: 27
- Solution Consultants, warranty: 12
- Product Support (Quality Assurance and Documentation): 8

Implementation: 49

ENERGOV

Development

- Solution Consultants, new development: 24
- Solution Consultants, warranty: 17
- Product Support (Quality Assurance and Documentation): 10

Implementation: 79

Professional Services: 95

How many technical support advisers do you employ and what are their specificities? Where are they located?

NEW WORLD

Support – 21 (Call Center)

The support team is located in Troy, MI.

ENERGOV

Support – 12 (Call Center)

The support team is located in Falmouth, ME.

What makes your development and support team uniquely qualified to support the City of Delray Beach's needs?

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

List of all bids won by your organization in the last five years for solutions similar to the one you propose, whether or not the solution is currently in use by the organization that solicited the bid. Please provide the bid or RFP title and number (or other identifying information for non-bid, non-RFP procurement processes) and the primary contact's information (name, address, phone and e-mail) from the original bid.

Tyler considers its client list proprietary, as disclosure to Tyler's competitors would be harmful to Tyler's business. Tyler has enclosed a representative sample of its client list below. If required, Tyler will provide its complete client list once a nondisclosure agreement has been signed.

1. Marion, IA – May-2015
2. South Elgin, IL – April-2015
3. Pearland, TX – March-2015
4. Canton, OH – March-2014
5. Bedford, TX – February-2014
6. Dinuba, CA – October-2013
7. Monroe, LA – July-2013
8. Winter Springs, FL – December-2012
9. Winnetka, IL – December-2012
10. East Lansing, MI – September-2012
11. Buffalo Grove, IL – December-2011
12. Geneva, IL – November-2011

List of all successful implementations in the last five years for solutions similar to the one you propose. Please provide the timeframe for implementation.

As stated above, Tyler considers its client list proprietary, as disclosure to Tyler's competitors would be harmful to Tyler's business. Tyler has enclosed a representative sample of its successful implementations above. If required, Tyler will provide its complete client list, once a nondisclosure agreement has been signed.

List of all Municipalities utilizing your Public Sector solution in Florida. Is there currently a local user group for the Florida users?

Tyler considers its client list proprietary, as disclosure to Tyler's competitors would be harmful to Tyler's business. If required, Tyler will provide its complete client list, once a nondisclosure agreement has been signed. There is a Florida User Group.

Information about those companies with whom you partner or from whom you license subsystems (if the proposed solution includes components or modules that were not developed by your company).

Not applicable.

Relationship(s) and which part(s) of the solution will be provided by other vendors (if your proposal includes the expectation or option of using subcontractors to fulfill any of the requirements).

Not applicable.

Location(s) and times of operation for outsourced operations (if your company outsources functions [especially customer service or technical support]).

Not applicable.

Number of years the Vendor has been in the public sector software business. Provide public sector vs. private sector for number of clients, as well as revenue percentage comparisons.

Tyler Technologies was founded in 1966. Tyler Technologies made the decision to focus exclusively on the public sector in 1998. Many of Tyler's solutions have been in the Administrative Software Industry since the 1980's.

Chronology of the company's growth, heritage, and staff size and ownership structure. Whether the business is a parent or subsidiary in a group of companies.

About Tyler

Founded in 1966 and based in Dallas, Texas, Tyler Technologies is the largest national provider of integrated software systems and information technology services exclusively focused on the public sector. Simply put — Tyler empowers people who serve the public.

We devote all of our time, energy and resources to help local governments and school districts become more efficient, accessible and responsive to the needs of their constituents. At more than 14,000 local government entities and K-12 schools throughout the United States and its territories, Canada, and the United Kingdom, our clients can attest to our ability to fulfill this promise.

Tyler delivers an expansive portfolio of software and service solutions designed to automate mission-critical public sector operations:

- ERP (Enterprise Resource Planning) financial management, fund accounting, personnel and human resources, and utility billing
- Courts and judicial case management, law enforcement, public safety and corrections
- Property appraisal, automated mass appraisal, and tax billing and collections
- K-12 school financial and human resource management, student information systems and transportation
- Document and content management for land and vital records

To complete our comprehensive portfolio, Tyler offers a full range of professional services, including multiple hosting options, change management, disaster recovery, implementation, product training and ongoing software support. No other company offers the same range of products and services for the public sector.

Tyler is publicly traded on the New York Stock Exchange (TYL), has annual revenues of more than \$493.1 million in (2014) and employs more than 3,600 people

Whether this company or product being proposed has ever been purchased by another company or acquired because of a merger or acquisition? *If yes*, provide details regarding the name of the companies involved, specific products affected, and when such merger or acquisition(s) took place.

Tyler operated as a holding company with operations in many industrial, retail and distribution businesses through 1998. During this time, the company acquired and sold many businesses and by 1987 had annual sales of \$1.1 billion and 10,000 employees.

In 1997, Tyler began a multi-phase plan that changed the company's focus to serving the unique information management software needs of local governments nationwide. Changing its name to Tyler Technologies to reflect this growth strategy, the company entered the local government software market in 1998 and 1999 through a series of strategic acquisitions of companies. Today, Tyler Technologies is the largest company in the country solely dedicated to providing software and services to the public sector, including solutions for state, county and local governments and schools.

Year Acquired	Company Name	Year Founded
1998	Business Resources Corporation	1982
	The Software Group (TSG)	1981
	Interactive Computer Design (Incode)	1981
	Computer Management Services	1975
1999	Eagle Computer Systems	1978
	Micro Arizala Systems (FundBalance)	1984
	Process Inc. Computer Center Software (MUNIS)	1978
	Cole Layer Trumble Company	1938
2003	Eden Systems, Inc.	1981
2006	MazikUSA, Inc. (TEMS)	2003
	TACS, Inc.	1986
2008	Versatrans	1981
	Olympia Computing Company, Inc.	1979
2009	PulseMark, LLC	2007
	Assessment Evaluation Services, Inc.	1994
	Parker-Lowe & Associates	1994
2010	Wiznet, Inc.	1995
2011	The Windsor Management Group (Infinite Visions)	1980
	Yotta MVS, Inc.	1986

2012	UniFund	1988
	Computer Software Associates	1982
	Akanda Innovation, Inc.	1997
	EnerGov	2002
2015	Brazos Technology	2000
	New World Systems	1981

Percentage of revenues this offered system versus other products/ services represent to your company.

Tyler does not break down revenues to the level of specific applications; however, Tyler's ERP and School Division makes up approximately 50% of Tyler's total revenue.

Brief statement of the company's background demonstrating longevity and financial stability. If the company incurred an annual operating loss in the last 5 years.

Financial Strength

As the largest company in the country solely dedicated to providing software and services to the public sector market, we have the necessary resources to invest in our products and to deliver services. We reinforce this with our experience, which enables us to understand the unique requirements of the public sector.

Since its inception, Tyler has experienced steady growth through sales, service and product development, as well as through our disciplined approach to acquisition of viable companies that expand and enhance our suite of products. We continue to enjoy success due to the growth strategy that we have carefully designed and consistently executed over the years — expanding our geographic reach, broadening our product offerings, winning large-scale accounts and extending our relationships with existing clients.

We believe this strategy not only provides the type of steady growth we seek, but it also serves our constituents well. Tyler is in a strong competitive position, and with planned and sustained growth. For both clients and investors, this controlled growth ensures stability for the long run.

Fiscally Sound

Tyler Technologies is fiscally sound, with annual revenues in excess of \$493.1 million (2014). As a responsible business partner, Tyler delivers to clients, staff and investors alike, and provides excellent return on investment and return on effort. We realize our success rests on how well clients are served after the sale because we know they will be with us for a long time.

Over the years, we have built a foundation of more than 14,000 clients and we enjoy an exceptionally high customer retention rate. These relationships provide us with a steady stream of recurring

revenues through maintenance and subscription agreements. Additionally, Tyler's recurring revenues have increased as we have steadily grown our subscription-based business.

Tyler has not incurred an operating loss in the last 5 years.

If the company had a workforce reduction during the past 5 years. *If so, provide details regarding workforce reductions: percentage or workforce, areas affected, senior management team changes, etc.*

No.

Details of all past or pending litigation, liens or claims filed against Vendor.

Completed Litigation:

- The City of San Buenaventura, California v. Tyler Technologies, Inc.: In January 2006, the City terminated its contract with Tyler, which led to litigation in which each side asserted damage claims against the other. In January 2007, the parties reached an amicable resolution of their respective claims, and the lawsuit was dismissed.
- DBM Systems Inc. v. Tyler (MUNIS, Inc.): In March 2003, DBM filed litigation against Tyler alleging a breach by Tyler of an alleged oral agreement to market and sell DBM's business license system. DBM further alleged that Tyler utilized a DBM prototype in developing its own proprietary license system. DBM and Tyler settled its claim in May 2004 for a nominal amount. Tyler continues to utilize its license system without any restrictions.

Pending litigation:

- Tyler has recently been sued in a federal district court located in New York on claims relating to alleged employment discrimination. The lawsuit does not impact Tyler's ability to perform under the contemplated contract, and Tyler is confident that the plaintiff's claims will be dismissed or amicably resolved.

Seniority, tenure and background of the senior management team.

Roger Routh | Vice President and General Manager, New World ERP

Roger has over 21 years of experience at Tyler Technologies. He began his Tyler career as an Implementation Specialist and has since served as an Implementation Project Manager, Sales Representative, West Coast Sales Manager, and Vice President of Strategic Accounts prior to his role as General Manager of New World ERP. In his current role, Roger oversees all aspects of the development, sales, implementation and support of the New World ERP solution. His background includes experience as Special Asset Analyst, and he holds an MBA.

Steve Wittbrodt | Director of Sales, New World ERP

Steve has over 33 years selling hardware and software solutions throughout the United States at companies like IBM, PeopleSoft, Oracle, New World Systems, and now Tyler Technologies. He has spent the last 21 years selling ERP Software solutions to the Manufacturing, Real Estate, and Public Sector industries. He has been both an individual contributor and a National Sales Manager for a

team of 5-10 people. In his current role as the Director of Sales for New World ERP, he is responsible for a West Region, East Region, and the Solution Support team. These experienced teams work with city and county governments, as well as authorities, districts, and libraries, on how New World ERP solutions can help them improve their processes and procedures to best service their employees and citizens.

Steve Vetter | Director of Product Operations and Solution Consulting, New World ERP

Steve has over 27 years' experience working in various project implementation, software development and product management roles for the New World ERP product. He has been in his current role as a Solution Consulting Manager for the past year and has been working on the product since its inception in 2002. The team he currently manages is responsible for the day-to-day support of Financial Management, Human Resources/Payroll, Utility Management and Community Development applications, as well as the eSuite modules associated with those applications. Steve also leads a number of internal and customer-led groups that are focused on the future direction of the applications suite.

Steve has had extensive experience in the development of the New World product. He has headed a number of projects where he led customer advisory groups through the detail story-gathering process to establish the functional requirements for an application, led teams to develop and test the application, and worked with early adopters of the software to deploy the application and refine the functionality before its general release. Steve's 10+ years of in-the-field experience training end users, documenting conversion specifications, managing implementations and providing consultative services to local government agencies has given him the perspective to develop software to meet their diverse needs.

Andy Breeden | Director of Professional Services, New World ERP

Andy has nearly 25 years of experience in the consulting and software industries. Prior to joining Tyler, he was a Senior Manager at the largest systems implementation organization in the world and spent many years with a "Big Six" consulting firm. Andy has managed multi-million-dollar accounts and implementations for some of the largest multinational corporations in North America and the United Kingdom. His background includes projects in Financial Management, Distribution and Customer Relationship Management in the Consumer Package, Automotive, Telecommunications and Travel industries, working with implementation teams that ranged in size from 3 to 75 people. With a broad appreciation for ERP engagements and a current emphasis on New World implementations, Andy works with his management team to provide oversight on accounts and projects across all New World applications: Financial Management, Human Resources, Utilities Management, Community Development and eSuite.

Rae Yriarte | Customer Support Manager, New World ERP

Rae joined Tyler Technologies in 2002 and has held several positions of increasing responsibility. She began her career as a Documentation Specialist generating software requirement specifications for the New World ERP applications. In 2005, Rae was transitioned into the Quality Assurance team and was responsible for testing the Utility Management application. She was promoted to a Development

Team Lead in early 2011, where she was responsible for managing a small team of Solution Consultants whose primary focus was correcting software issues reported by Customers. In late 2011, she was promoted to ERP Customer Support Manager for the .NET and AS/400 platforms. Rae has over 20 years of relevant experience in the software industry and brings a vast amount of knowledge to the team. Prior to joining Tyler, Rae's experience includes creating award-winning online help and documentation for ERP accounting software.

How your company measures customer satisfaction for software applications and customer service & support. Internal performance metrics used to quantify key customer support responsiveness, such as: Issues resolved on first call, average call duration, average time to reach issue resolution, etc.

We employ a variety of survey techniques to measure and ensure customer satisfaction with our New World ERP product. During implementation, several project status meetings will be held on site to make sure we are maintaining customer satisfaction. Upon successful implementation, the senior support executive contacts the customer to verify satisfaction and learn from the project. Once the implementation is complete, customers are surveyed up to twice a year by our Marketing Department. The most recent survey finds that over 85 percent of New World ERP customers rate our support with an "A" or "B" grade. We continue to strive to make these marks even higher and improve our customer support.

Company's commitment to research & development for the specific public administration application being proposed; include development staff size and percentage of annual revenue invested in application development of solution proposed.

Our clients benefit from a solution that is technologically innovative, and we're committed to keeping it that way. We invest significantly in research and development, and have a team dedicated to ensuring our solutions meet or exceed public sector requirements. Consequently, clients receive a product that continually meets their changing needs. Our research team monitors emerging trends and technologies that may impact or benefit our clients. Clients increase efficiency with electronic approvals, workflow, and office productivity tool integration, including e-mail and Microsoft Office. New World brings information closer by providing citizens, employees, and vendors secure, direct access to pertinent information. Tyler's tightly integrated solution can easily be extended to a client's other mission critical applications via Web Services.

Tyler spends approximately \$60 million dollars per year on product development. Tyler employs nearly 570 developers who work on and advance Tyler's products. Based on 2014 revenues of \$493 million, this equals approximately 12.1% of total revenues. Please note that this percentage is different than the official accounting designation of Research and Development (5.2% in 2014).

For each of the applications being proposed, please provide the following background information.

NEW WORLD ERP

	Original Development Organization	Date of First Release (.NET Platform)	Date of Most Recent Release
A. Financial Management	Process Incorporated d/b/a New World Systems ("Logos.NET")	2003	September 2015
B. Payroll/ Human Resources	Process Incorporated d/b/a New World Systems ("Logos.NET")	2003	September 2015
C. Utility Management	Process Incorporated d/b/a New World Systems ("Logos.NET")	2004	September 2015

ENERGOV

	Original Development Organization	Date of First Release	Date of Most Recent Release
EnerGov Licensing & Regulatory Management	EnerGov Solutions	October 2004	December 2015
EnerGov Permitting & Land Management	EnerGov Solutions	October 2004	December 2015
EnerGov IVR	EnerGov Solutions	2007	December 2015
EnerGov e-Reviews	EnerGov Solutions	2010	December 2015
iG Workforce	EnerGov Solutions	2012	December 2015
EnerGov Citizen Access Portal	EnerGov Solutions	2007	December 2015

Note: If any of the proposed applications were not originally developed by the proposing vendor, please provide narrative details for the following subjects:

- a. Date of product merger / acquisition
- b. Name of the products and organizations involved
- c. Description of how integration / interfacing were accomplished (batch vs. real time, consolidated or separate databases, etc.)
- d. List of all customers using proposed applications and interfaces within the last three years that are similar in scope and size.
- e. Description of the development technologies used for each product.

Not applicable.

4.3 CUSTOMER REFERENCES

The following reference list describes in detail some of Tyler's New World ERP installations. Because each system is unique to the customer's needs, the following may not represent the exact system proposed for the City. However, we have selected customers with similarities to the City with respect to product configuration, geographical areas, customer type or operational characteristics.

These references are intended to provide further confidence in the City's selection of Tyler as its ERP solution provider. If the City requires more information or additional references, please contact John Kazmin, Regional Territory Manager, at (248) 269-1000, ext. 1188.

NEW WORLD REFERENCES

Company Name	City of Dania Beach, FL
Company Address	100 W. Dania Beach Boulevard, Dania Beach, FL 33004
Company Website Address	www.ci.dania-beach.fl.us
Contact Person	Nicki Satterfield
Contact Title:	Finance Director
Contact Phone Number:	(954) 924-6800, x3609
Contact e-mail address:	nsatterfield@ci.dania-beach.fl.us

Company Name	City of Winter Haven, FL
Company Address	451 Third Street NW, Winter Haven, FL 33881
Company Website Address	www.mywinterhaven.com

Contact Person	Hiep Nguyen
Contact Title:	Chief Information Officer
Contact Phone Number:	(863) 298-4455
Contact e-mail address:	hnguyen@mywinterhaven.com

Company Name	City of Winter Springs, FL
Company Address	1126 E. State Road 434, Winter Springs, FL 32708
Company Website Address	www.winterspringsfl.org
Contact Person	Randy Arcebido
Contact Title:	Project Manager
Contact Phone Number:	(407) 327-8990
Contact e-mail address:	rarcedido@winterspringsfl.org

Company Name	Alachua County, FL
Company Address	12 Southeast 1 st Street, Gainesville, FL 32602
Company Website Address	www.alachuacounty.us
Contact Person	Todd Hutchinson
Contact Title:	Finance Director
Contact Phone Number:	(352) 374-3605, x2513
Contact e-mail address:	nth@alachuaclerk.org

Company Name	City of LaGrange, Georgia
Company Address	200 Ridley Avenue, LaGrange, GA 30240
Company Website Address	www.lagrange-ga.org
Contact Person	Alan Slaughenhaupt
Contact Title:	Director of Information Technology
Contact Phone Number:	(706) 883-2032
Contact e-mail address:	cas@lagrange-ga.org

ENERGOV REFERENCES

Company Name	Prince William County, VA
Company Address	5 County Complex Court, Woodbridge, VA 22192
Company Website Address	http://www.pwcgov.org/
Contact Person	Mr. Dave Ghysen
Contact Title	MIS Coordinator, Department of Development Services
Contact Telephone Number	(703) 792-7142
Contact Email Address	dghysen@pwcgov.org

Company Name	British Columbia Safety Authority
Company Address	505 6 th Street, New Westminster, British Columbia V3L 0E1 Canada
Company Website Address	http://safetyauthority.ca/
Contact Person	Mr. Dan Rausch
Contact Title	Leader, Application Support & Development
Contact Telephone Number	(778) 396-2166
Contact Email Address	dghysen@pwcgov.org

Company Name	City of Cambridge, MA
Company Address	831 Massachusetts Ave, Cambridge, MA 02139
Company Website Address	http://www.cambridgema.gov/
Contact Person	Mr. Scott Hamilton
Contact Title	Project Manager, Information Technology Department
Contact Telephone Number	(617) 349-7718
Contact Email Address	shamilton@cambridgema.gov

Company Name	City of Redding, CA
Company Address	777 Cypress Avenue, Redding, CA 96001
Company Website Address	http://www.cityofredding.org/
Contact Person	Ms. Lily Toy

Contact Title	Project Manager
Contact Telephone Number	(530) 245-7231
Contact Email Address	ltoy@ci.redding.ca.us

Company Name	City of Grand Junction, CO
Company Address	250 North 5 th Street, Grand Junction, CO 81501
Company Website Address	http://www.gjcity.org/
Contact Person	Mr. Greg Moberg
Contact Title	Development Services Manager
Contact Telephone Number	(970) 244-1430
Contact Email Address	gregm@ci.grandjct.co.us

4.4 RESPONSE TO UNDESIRABLE FEATURES

2.4. RESPONSE TO UNDESIRABLE FEATURES

Respondents should directly address each of the undesirable features listed in section 1.3. to the extent that their solution does not have such undesirable features or if it does, how the respondent can or will mitigate such features. When applicable, examples of success should be illustrated. Responses should include any compensating or alternative approaches or solutions that are applicable to each undesirable feature if they feel it brings benefit to their submission.

Following are features or elements of a solution that the project team clearly did not want included in a solution. While the inclusion of one or more of these features may not exclude a solution from consideration, it is highly unlikely that solutions that incorporate a number of them will be selected. It is strongly recommended that, if your solution includes one or more of these, you thoroughly explain why we would want the feature and clearly show the advantages of that feature over other choices.

1.3.1. REPETITIVE ENTRY

As mentioned above, the City of Delray Beach is committed to a “one touch” approach to data entry. Systems that require users to enter the same or similar information over and over in various parts of the application are unlikely to be selected. Similarly, the solution should have a wealth of information already connected to the people, properties, projects; and records in the system and it should leverage that information to reduce data entry workload. For instance, the City of Delray Beach is much more likely to select a system that automatically populates owner information from the parcel record (while allowing the user to modify that which may be incorrect) than one that either requires us to reenter the information or prevents us from entering updated information.

New World ERP is a fully integrated solution that eliminates redundant data entry and increases productivity. Master records, such as those for vendors and employees, are shared throughout the system. Authorized personnel have direct access to financial information from any application within the system, streamlining workflow and improving efficiency within the departments for immediate access to data in all areas of the New World software. When payroll is processed using New World Human Resources/Payroll, the total gross pay, insurance costs, taxes and other deductions for the pay period are automatically posted in the general ledger and totaled for each employee and as a whole. When used in conjunction with the Utilities Management software, the Financial Management system will automate the billing and accounts receivable process, saving you the time of re-entering data from the Utilities application.

1.3.2. LIMITED SEARCH

We frequently get requests from customers who do not have the “expected” information to perform a search. We need to be able to find records using whatever criteria we have available. Solutions that come with a “boxed” search screen with a few criteria are unlikely to be selected.

Users are given a variety of search options to retrieve information from standard Inquiry and Management Reporting pages in the New World solution. Inquiry pages provide the user with the most commonly used search criteria as the default. For example, the Employee Service inquiry allows the user to search quickly by employee number, name and status. On some inquiry pages, clicking on an icon launches an advanced search option that includes additional search criteria that are appropriate for the topic. In all cases, text fields are set up as SQL %wildcard% searches. The Management Reports allow for more multi-select capabilities (i.e., select employees from a group of departments rather than from just one department) than the inquiry pages.

1.3.3. CLUTTERED SCREENS

We need a balance of quantity of information and ease of access to the information presented. Cluttered, confusing or overpopulated screens were a significant complaint for a number of project team members when certain solutions were discussed. It is highly unlikely that the project team will change their view that clean, easy-to-understand screens are critical to the success of any new system.

New World ERP is designed for an intuitive and efficient user experience. System-wide settings allow departments to set up default displays and requirements to match their needs. Core processes, such as procurement, payroll, and utility billing, employ a workflow that logically breaks the process into steps so users see only the fields required for that step. System settings in each application allow administrators to define defaults, processes and dependencies to further streamline entry and reduce the number of fields that users must interact with.

1.3.4. RESOLUTION-DEPENDENT SCREENS

The enterprise solution should allow for adjustments in monitor resolution without compromising data viewing. Solutions that lock all users into a single resolution are unlikely to be selected.

The New World ERP solution is 100 percent browser-based, which allows it to naturally size according to screen resolution or window sizing. To maximize the user experience, screens have been designed with a minimum resolution of 1024 x 768.

EnerGov applications are supported on resolutions 1680x1050 and higher, though 1920x1080 is recommended and 2060x1600 is recommended for ePlans Review.

1.3.5. PROPRIETARY DATA STRUCTURES

Databases or database structures that are not open to exploration and review through SQL and an ODBC connection are highly unlikely to be selected. Databases for which the vendor is unable or unwilling to provide clear and useful data maps or structural details will not be considered as that hinders our ability to use our data effectively. Availability of dynamic data for field technicians is a requirement.

New World takes full advantage of the functionality provided by Microsoft's SQL Server 2014 architecture. In particular, the Extensible Markup Language (XML) in SQL Server 2014 provides the ability for disparate products to talk to one another to effectively manage data. SQL Server provides the ability to grow your data depending upon the number of years you would like to maintain online, while at the time same maintaining scalability, performance and reliability.

The New World products share a single SQL Server database repository. All data is processed in real-time mode. The data does not need to be updated or transferred from one module to another, when a Payroll batch is processed and posted, the Journal is created immediately. This is provided by incorporating the true business logic of the products into stored procedures that can be shared and reused as needed.

The New World product is founded upon an open architecture and ODBC compliant through the utilization of ADO.NET. It provides end users the ability to directly access the database via third party tools without any modifications to the software or product.

1.3.6. SERVERS & OPERATING SYSTEMS

Solutions based on mainframe or AS/400 servers will not be considered. Those using UNIX (or any variants, including Linux) or any other non-Windows operating systems are unlikely to be selected.

Microsoft Windows Server 2012 is the supported operating system platform for this application. Windows Server 2012 natively supports script automation, system/security/application logs, file sharing and file security, error messages and print spooling functionality.

1.3.7. NON-STANDARD PLATFORMS OR LANGUAGES

Solutions that are founded on platforms or programming languages that are not considered mainstream by the project team (or are considered niche or limited) will not be selected. Examples include Lotus/Domino, FoxPro, and MS Jet. As noted above, preference will be given to Microsoft technologies that are in common use, especially the .net framework and associated programming languages and platforms.

New World ERP is built from the ground up using the following languages: C#, VB.Net, SQL, ASPX. The system uses Microsoft's latest technologies such as .NET, Windows Server 2012, and SQL Server 2014. New World ERP is a suite of native .NET applications and has not been ported over from another platform, technology, or database.

4.5 RESPONSE TO TECHNOLOGY FEATURES

4.5.1 SECTION 1.4: TECHNICAL REQUIREMENTS

1.4.1 Network Protocol

New World ERP is a browser-based application that supports industry-standard Transmission Control Protocol/Internet Protocol (TCP/IP) network communications.

1.4.2 SQL Server

New World ERP utilizes a Microsoft SQL Server database. The compatible versions are SQL Server 2008 R2 and SQL Server 2012. Both versions are currently in production use. Support for SQL Server 2014 will begin in spring 2016 with our v. 9.4 release.

1.4.3 Server Operating System

Microsoft Windows Server 2012 R2 is the latest supported server operating system platform for the New World ERP solution.

1.4.4 Desktop Operating System

New World ERP currently supports Windows 7, Windows 8 and Windows 8.1.

EnerGov is fully supported on Windows 7 – 32-bit (minimum) and Windows 7, 8.1 or 10 – 64-bit (recommended). EnerGov is fully supported on Mac OS X with the following exceptions. This functionality can be obtained using alternative solutions such as RDS to a Windows environment or "Windows on Mac" virtualization (e.g., Parallels Desktop for Mac, VMware Fusion). eReviews is not supported on Mac OS.

Advanced Tyler Content Manager functionality, such as batch document scanning, is not available with the minimum configuration.

1.4.5 Browser

New World ERP currently supports Internet Explorer versions 8, 9, 10 and 11 for all core application modules (e.g., Financial Management, HR/Payroll, etc.). The eSuite application is used by external citizens and employees and therefore has been developed to support all major web browsers (IE, Chrome, Firefox, and Safari).

EnerGov supports the following web browsers:

Windows Workstation Web Browsers

- 32-bit Microsoft Internet Explorer 11
- 32-bit Mozilla Firefox (latest version)

Mac Workstation Web Browsers

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

1.4.6 Wireless Connectivity

The New World ERP suite of applications has been specially designed and coded for today's browser-based environment. With the power and reach of the Internet, proximity to the data servers and direct connectivity are not issues. Any employee with the appropriate permissions and a secure, encrypted connection to the City network (i.e., private line/VPN) can obtain full, remote access to the system using Microsoft Internet Explorer.

Employees and vendors who require limited/self-serve access can connect to the system from home via the eSuite module (which is hosted in the DMZ (perimeter network) and does not require local access to the City network).

1.4.7 Microsoft Architecture

New World ERP was developed from the ground up using Microsoft .NET architecture, unlike legacy solutions that have been migrated to simply "operate" with Windows. The .NET foundation provides industry leading reliability, security, interoperability and performance. Languages used to develop the product are VB.NET, ASP.NET, SQL and C#.

The product is founded upon an open architecture and is Open Database Connectivity (ODBC) compliant through the utilization of ADO.NET. The system takes full advantage of the functionality provided by Microsoft's SQL Server 2012 architecture. In particular, the Extensible Markup Language (XML) in SQL Server 2012 provides the ability for disparate products to talk to one another to effectively manage data. Our architecture utilizes a primary application (processing) environment for the core application suite, a dedicated environment for the SQL (data) environment, and a dedicated reporting environment (system reports and SSRS).

Our application supports all Active Directory login security options. Users can be associated with Active Directory to allow for a single log on.

1.4.8 Virtualization

The New World ERP application has been certified to run on a VMware or Microsoft Hyper-V virtual environment since 2008.

1.4.9 Security

The proposed software protects against unauthorized use of equipment, introduction of fraudulent records into the System, alteration or destruction of information or files, and unauthorized inquiries into records or files by providing a wide range of security features, including the following:

- Provides the ability to define security at various levels of operation as the need arises, (i.e., data entry, report generation, data file inquiry).
- Requires the use of passwords to access data entry programs, data entry files or system inquiries.
- There are a number of configurable rules for setting up passwords (whether the password requires a combination of numbers and letters, etc.).
- Passwords are not displayed when typed, and may be changed at any time.
- The System Administrator can force passwords to expire at given intervals to ensure that users change their passwords on a regular basis.
- Logs all security breach attempts with the capability of a hard copy report to be generated by the system manager.
- Allows specific functions to be performed only at specific terminals.
- Provides the ability for anyone with security clearance to make changes to the database field or the narrative information that is collected.
- Provides the ability to track any changes that have been made to key data files:
 - date/time
 - the user making the change
 - previous value
- Provides for logging system transactions, including time/date stamp and user identifiers for audit purposes.
- Provides for daily backup of data fields as one method of disaster recovery.
- Provides for journaling capability in file storage to facilitate the save/restore process.
- Provides for operator log-on with authorization and access limited to a specified number of options.
- The proposed system includes the ability to terminate the application if more than a user-selected number of password attempts are made incorrectly.
- Provides a minimum of six (6) different security levels.

MULTIPLE SECURITY LEVELS

The system has multiple levels of security, as well as the ability to build “groups” for common access. This allows the administrator to build a “group” for purchase requisitions and a “group” for payroll entry, etc. It also allows for multiple “groups” with more or less access than other groups. Once these are configured, the individual operators are applied to the group(s) that they belong to. In this way, the administrator does not have to make individual security assignments for every operator. The administrator can make exceptions if they choose, and assign more or less access by individual if they choose.

USER BASED SECURITY

The system will provide application level security to include the following:

- Bank Accounts
- Payment Codes
- Collection Stations
- Sub-Ledgers
 - Accounts Payable
 - Budget
 - Revenue Accounting
 - Payroll
 - Miscellaneous Billing
 - Purchasing
 - Project Accounting

Additionally, for each of the Sub-Ledgers is the ability to secure at the specific general ledger account for which departments.

FIELD LEVEL SECURITY

The system provides the ability to restrict access to critical or confidential data throughout the web pages and reports. When the security is applied a “lock” symbol will be represented upon access or viewing.

SYSTEM ACCESS SECURITY

The system provides a means of limiting access to end users based upon the following:

- Time of Day
- Day of Week
- Inquiry-only capability
- Reporting-only capability
- Which web pages/menus are accessible based upon the level of security enabled throughout the system

RESTRICTIONS

The security model of this system is broken down into three major components. The first is Permissions. This security is tied to every screen within the software and provides the ability to grant a user rights for ADD, CHANGE, DELETE and VIEW/USE. Permissions also control access to administration functions, report features and menu options.

The second component is called User-Based Security. This component grants a user access to specific master files and determines their rights among all of the sub-ledgers in regards to which organizations they have rights to. This focuses heavily on the G/L Account access a user has within all of the different modules. It also identifies users as Supervisors within the different modules, which provides the ability to override specific transactions such as those that create an over-budget situation.

The third component is the Process Manager. This is how we define electronic workflow within New World. This allows an organization to set up to 9 levels of approval with 9 approvers at each level. This can also include exception rules such as dollar thresholds that can control the workflow along with specific commodity codes that can create a separate workflow.

Field Level Security allows an organization to set specific fields on a screen to be hidden for some users while fully visible to other users based on their field-level security permissions.

1.4.10 Internet Connections

New World ERP requires installation on a secure, internal network. External access to the system requires a private/secure network connection (e.g. WAN connectivity) or a secure VPN connection. Customers are responsible for providing a secure, firewalled environment to host the New World application server(s). The application will run two instances of IIS: one for the New World application for internal clients and another for the eSuite application that will sit outside of your firewall that is for external citizens, vendors, employee self-services or e-utility payments.

The browser-based architecture of New World ERP makes it less bandwidth-intensive than traditional client/server applications. New World requires a dedicated (i.e., always on) connection supporting the TCP/IP network protocol. The total bandwidth requirement depends on several factors, including the number of remote system users, network topology (Frame Relay, Point-to-Point, VPN, etc.), and other third-party applications utilizing network resources (email, Internet access, etc.)

1.4.11 Third-Party Applications

Tyler's New World ERP software offers multiple integration points to facilitate the exchange of information between the New World ERP application and third-party modules. The integration strategy includes both real-time interfaces and user-initiated imports and exports of data.

4.5.2

SECTION 2.5

2.5.1 Additional Technology

Please discuss a number of technical, structural, and architectural issues that the City of Delray Beach feels are important. Please be sure to highlight those issues in your response.

Our complete suite of public sector applications was developed to provide world class functionality, reliability and scalability. Developed with proven Microsoft .NET technology, our foundation provides lower cost of ownership, scalability and security, with a familiar user interface that allows users to learn more quickly. Because our applications leverage the latest in Microsoft's end-to-end enterprise architecture, your investment is well protected.

TRUE MICROSOFT .NET ARCHITECTURE

New World ERP was developed from the ground up using Microsoft .NET architecture – unlike legacy solutions that have been migrated to simply “operate” with Windows. The .NET foundation provides industry leading reliability, security, interoperability and performance.

- Lower total cost of ownership utilizing Microsoft SQL Server 2012 database and Windows Server 2012
- Mainstream proven technology foundation to minimize risks of obsolescence and future support availability
- Widespread availability of qualified administration and development resources

NEXT GENERATION BROWSER INTERFACE

New World ERP provides an advanced, feature rich, browser-based interface – you no longer have to struggle with cumbersome client-server applications.

- Supports high speed data entry, drop-down selection boxes, drill-down inquiries and browser hot keys with minimal web server interaction
- Immediately validates information and enforces business rules during data entry
- Flexible public service, providing an eGovernment environment

ZERO FOOTPRINT CLIENT

Minimizing costs and saving time, New World applications are deployed on the servers only. Once the application is installed, users have immediate access from their browser. No need for large client applications, Citrix, Java, ActiveX Controls, etc.

- Centralized administration and security reduces ongoing costs and maintenance efforts
- Lower cost of ownership with increased reliability
- Eliminates the effort of updating and installing software on every PC within the organization

ENTERPRISE APPLICATION INTEGRATION

Getting systems to talk with each other is often mandatory in public management. New World provides optional built-in integration technology to communicate with other applications.

- Support for industry standards such as XML, EDI, SOAP or ASCII ensures interoperability options
- Reliable Document/Data Exchange with comprehensive logging, failover and error detection
- Leverage the same technology and same skill set to achieve end-to-end business process integration across all applications, dramatically reducing the initial and ongoing cost of enterprise-wide integration

2.5.1.1 DEVELOPMENT ENVIRONMENT

List the platform(s) and language(s) used to develop and run the solution.

Languages used to develop the product are VB.NET, ASP.NET, SQL and C#.

Describe the architecture of your solutions (browser-based/zero-footprint, thin client, client/server, fat client, dumb terminal, etc.). Describe the framework supporting the solution (XML with web services, XSL Style Sheets, etc.) Explain why this approach is the best choice for our City.

New World ERP was developed from the ground up using Microsoft .NET architecture, unlike legacy solutions that have been migrated to simply “operate” with Windows. The .NET foundation provides industry leading reliability, security, interoperability and performance. Languages used to develop the product are VB.NET, ASP.NET, SQL and C#.

The product is founded upon an open architecture and is Open Database Connectivity (ODBC) compliant through the utilization of ADO.NET. The system takes full advantage of the functionality provided by Microsoft’s SQL Server 2012 architecture. In particular, the Extensible Markup Language (XML) in SQL Server 2012 provides the ability for disparate products to talk to one another to effectively manage data. Our architecture utilizes a primary application (processing) environment for the core application suite, a dedicated environment for the SQL (data) environment, and a dedicated reporting environment (system reports and SSRS).

List all elements of hardware and infrastructure needed to use the solution. We strongly recommend detailed specifications for hardware items, as we will be determining acquisition costs based on your descriptions, and details will assure that we do not “overpower” the hardware, thus driving up the overall solution costs. A network diagram must also be included.

NEW WORLD

SYSTEM HARDWARE

SERVERS (Microsoft Hyper-V)

Host Servers

(3) Dell PowerEdge 630 (1U) Rack Server (Or Similar)

- (2) Intel Xeon E5-2650 2.3GHz, 2133MHz, 10C Processors
- 64GB 2133MHz RDIMMs (Memory)
- Internal Dual SD Module with 8GB SD Card
- Embedded SATA Controller
- (1) Broadcom 5720 Quad Port 1GB NIC (Integrated)
- (1) Broadcom 5719 Quad Port 1GB NIC (PCIe)
- Redundant 750W Hot Swappable Power Supplies
- DVD/ROM, SATA, Internal
- 3 Year ProSupport for IT and Mission Critical 24X7X4 Hour Onsite

Storage Array (SAN)

- (1) Dell EqualLogic PS4100XV 2U iSCSI SAN (Or Similar)
 - (12) 600GB 15K-RPM 3.5" SAS Hot Swap Disk Drives (7.2TB RAW)
 - Dual Controllers with 4GB Battery Backed Cache Memory
 - Supports RAID 5, RAID 6, RAID 10, RAID 50
 - 2 GB Ethernet Network Interfaces Per Controller (4 Total)
 - Redundant Hot Swappable Controllers, Power Supplies, Cooling Fans
 - Includes EqualLogic Array, Host, and Management Software
 - 3 Year ProSupport for IT and Mission Critical 24X7X4 Hour Onsite

SYSTEM SOFTWARE

Host Servers (Microsoft Hyper-V)

- (3) Windows Server 2012 (R2) - Standard Edition (6 VMs Total)
- (250) Windows Server 2012 (R2) - User/Device CAL (Estimated)
- (4) SQL Server 2014 - Standard Core Edition, 2 Cores (8 vCPUs Total)

VIRTUAL MACHINE SPECIFICATIONS

Application/Intranet Web Server

- 4 vCPUs
- 8GB Memory
- 100GB Virtual Disk (OS)
- 500GB Virtual Disk (File Storage)
- Windows Server 2012 (R2) - Standard Edition, 64-Bit

Database Server

- 4 vCPUs
- 16GB Memory
- 100GB Virtual Disk (OS)
- 250GB Virtual Disk (SQL)
- Windows Server 2012 (R2) - Standard Edition, 64-Bit
- SQL Server 2012 - Standard Edition, 64-Bit

Analytics/SSRS Reporting Server

- 4 vCPUs
- 12GB Memory
- 100GB Virtual Disk (OS)
- 100GB Virtual Disk (SQL)
- Windows Server 2012 (R2) - Standard Edition, 64-Bit
- Windows SQL Server 2012 - Standard Edition, 64-Bit

eSuite Web Server

- 2 vCPUs
- 4GB Memory
- 100GB Virtual Disk (OS)
- Windows Server 2012 (R2) - Standard Edition, 64-Bit

Test Server

- 2 vCPUs
- 4GB Memory
- 100GB Virtual Disk (OS)
- 500GB Virtual Disk (File Storage)
- Windows Server 2012 (R2) - Standard Edition, 64-Bit

Training Server

- 2 vCPUs
- 4GB Memory
- 100GB Virtual Disk (OS)
- 500GB Virtual Disk (File Storage)
- Windows Server 2012 (R2) - Standard Edition, 64-Bit

WORKSTATION SPECIFICATIONS**FM/HR Workstation**

- Intel Core i3/i5/i7 Processor
- 4GB System Memory
- 250GB Hard Drive
- Gigabit Ethernet Adapter
- DVD/ROM Drive
- Integrated Graphics
- 19" Color Monitor (1280 X 1024 Resolution)
- Windows 7 / Windows 8.1 Professional with IE 11 (Compatibility View E)

HARDWARE SYSTEM DIAGRAM

Please reference the attached diagram on the following page.

CITY OF DELRAY BEACH, FL

New World ERP – Proposed System Configuration

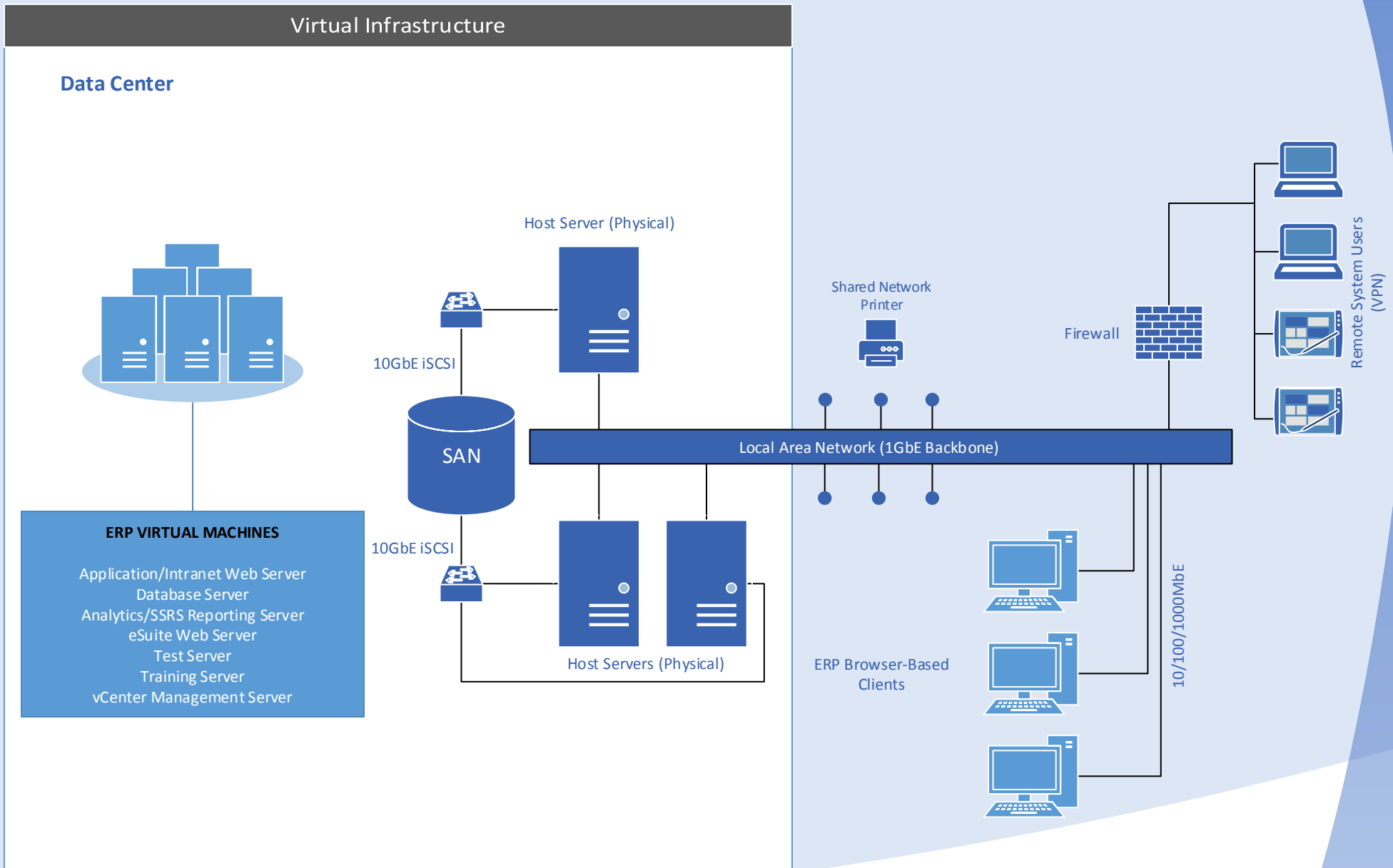


Diagram provided for illustrative purposes only.
Hardware and network requirements may vary depending on the applications licensed and the customer's network environment.

ENERGOV

The following includes server infrastructure required for use with Tyler’s EnerGov application suites. The primary metric in sizing server specifications is the number of estimated concurrent users of each system.

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

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

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

The following outlines server infrastructure required for an EnerGov implementation sized up 25 concurrent users.

Server Function	Qty.	CPU (P) ^[1]	CPU (V) ^[2]	Memory	Storage	Software
EnerGov Application	1	(1) Intel quad core 2.0Ghz +	4 vCPUs	24GB	100GB	Windows Server 2012 R2 Standard
Content Management	1	(1) Intel quad core 2.0Ghz+	4 vCPUs	24GB	300GB	Windows Server 2012 R2 Standard

[1] CPU configuration for physical configuration.

[2] Minimum virtual CPU allocation for virtual configuration.

[3] EnerGov eReview requires additional 500-1TB storage.

Network Requirements

Overview

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

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

Bandwidth

Bandwidth usage can vary depending on application user type and their daily functions. Tyler recommends the following bandwidth requirements:

Client to Server:

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

Server to Server (on-premises only):

- 1GBps network connection

Server to Disk Subsystem (on-premises only):

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

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

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

Microsoft Active Directory (on-premises only)

Microsoft Active Directory is required for authentication with Tyler back office applications. All Tyler servers must be a member of a domain that includes Active Directory user accounts for all back office users. All workstations used to access back office applications must also be a member of the same domain. Active Directory configuration and administration is the sole responsibility of the client and must be configured prior to installation of Tyler servers.

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

Email Server Integration

An SMTP email server is required for sending notifications.

End-user Requirements

Microsoft Windows Workstations

	Minimum ^[1]	Recommended
Operating System	Windows 7 (32-bit)	Windows 7, 8.1 or 10 (64-bit)
Memory	2 GB	4+ GB
Disk Space	100 MB	500 MB
Screen Resolution (EnerGov)	1680x1050	1920x1080 2560x1600 (ePlans Review only)

Required PC Software / Components:

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

Supported Windows Workstation Web Browsers

- 32-bit Microsoft Internet Explorer 11
- 32-bit Microsoft Internet Explorer 9, 10^[5]
- 32-bit Mozilla Firefox (latest version)^[6]

Supported Microsoft Office for Windows^[7]

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

[1] Meeting the minimum PC requirements will ensure the Tyler applications will operate, but will not guarantee performance. All performance and benchmark testing is done with PC's that meet (or exceed) the 'recommended' hardware configuration.

[2] Microsoft .NET Framework required for Tyler Cashiering only.

[3] Microsoft Silverlight required for EnerGov.

[4] JRE required for select Tyler Content Manager advanced functionality only.

[5] Supported with EnerGov only.

[6] Firefox supported with EnerGov.

[7] Office 365 supported, but requires Office desktop client.

[8] Excel and Word export supported only.

Apple Mac OS Workstations

	Minimum ^[1]	Recommended
Operating System	Mac OS X 10.9 (64-bit)	Mac OS X 10.10+ (64-bit)
Processor	1.8 Ghz Intel	2.5+ Ghz Intel
Memory	2 GB	4+ GB
Disk Space	50 MB	100 MB
Screen Resolution (EnerGov)	1680x1050	1920x1080 2560x1600 (ePlans Review only)

Required Mac Software / Components:

- Microsoft Silverlight 5.1^[2]

Supported Mac Workstation Web Browsers^[3]

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

Supported Microsoft Office for Mac

- 32-bit Microsoft Office for Mac 2011

Mac OS Limitations

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

EnerGov Limitations

- eReviews is not supported on Mac OS.

Tyler Content Manager Limitations

- Advanced Tyler Content Manager functionality, such as batch document scanning, is not available with the minimum configuration.

[1] Meeting the minimum PC requirements will ensure the Tyler applications will operate, but will not guarantee performance. All performance and benchmark testing is done with PC's that meet (or exceed) the 'recommended' hardware configuration.

[2] Microsoft Silverlight required for EnerGov and Tyler Content Manager.

[3] For optimal user experience, Tyler highly recommends all Mac workstations used for back office access (non Self Service) are members of the same Active Directory domain as Tyler servers.

[4] Firefox supported with EnerGov only.

Mobile Devices

Application	Any Mobile Device ^[1]	Windows 8 Tablet	Windows Phone	Apple iPad	Apple iPhone
EnerGov Inspections		X		X	
EnerGov Enforcement Management				X	

[1] Not all devices tested regularly.

[2] HTML5 applications only; requires browser with HTML5 support. Some applications may require remote access configuration by the client.

If your solution is modular, explain how the modules interrelate and interact and how information can be passed from one module to the next. If any module(s) cannot interact with others, please explicitly call this out in your response and explain what necessitates the isolation of that module or subsystem. Non-modular (monolithic, stratified or single-point ASP) solutions will not be considered.

New World ERP is a modular, fully integrated solution. Authorized personnel have direct access to financial information from any application within the system, streamlining workflow and

improving efficiency within the departments for immediate access to data in all areas of the New World software. For example, when payroll is processed using New World Human Resources software, the total gross pay, insurance costs, taxes and other deductions for the pay period are automatically posted in the general ledger and totaled for each employee and as a whole. When used in conjunction with the Utilities Management software, the Financial Management system will automate the billing and accounts receivable process, saving you the time of re-entering data from the Utilities application. Benefits of full integration include:

- Automatic updates to the appropriate general ledger accounts from all transactions within the system
- Shared central name throughout all applications allows for true receivable balances for a single customer
- Integrated GIS integration allows for reporting and form letter generation based on your existing mapping

a. Is .net used in all your applications or just your presentation layer?

New World ERP was developed from the ground up using Microsoft .NET architecture.

b. Were your core applications developed in an environment other than .net. If so, how did you move to the .net architecture?

New World ERP was developed from the ground up using Microsoft .NET architecture.

c. What .net language(s) are your core applications written in? (ASP,VB,C++,C#)

VB.NET, ASP.NET, SQL and C#.

d. Do you run on the .net framework?

a. If so, what version(s) of .net framework do you run on?

.NET Framework version 4.5.

e. Widely accepted development environment (i.e. VisualStudio.net, J2EE, or WebSphere)

The developmental tools used for the proposed solution are Microsoft SQL Server, Visual Basic.NET and ASP.NET, as well as Microsoft SSRS for report writing.

2.5.1.2 DATABASE ENVIRONMENT

Discuss in detail the data structure for your solution. Discuss how we as users can extract and exchange data as needed.

The New World product is founded upon an open architecture and is Open Database Connectivity (ODBC) compliant through the utilization of ADO.NET. The system takes full advantage of the functionality provided by Microsoft's SQL Server 2012 architecture. In particular, the Extensible Markup Language (XML) in SQL Server 2012 provides the ability for disparate products to talk to one

another to effectively manage data. Our architecture utilizes a primary application (processing) environment for the core application suite, a dedicated environment for the SQL (data) environment, and a dedicated reporting environment (system reports and SSRS).

Please note whether your database structure supports null values (ISNULL), uses blanks ("" or ISBLANK), populates all fields with a values, or a mix of these protocols. If this varies by table, it is not necessary to list each table's use of blanks or nulls, but simply to state that your solution uses a mix.

The New World ERP solution was designed and architected with industry best practices in mind. In our database architecture, we use practices such as database normalization, referential integrity, and the use of nulls. In some situations, a blank has a meaning different than null, in these situations, we allow blanks as a value.

a. Discuss your experience with data migration from the existing IBM iSeries SunGard (HTE).

The New World team has successfully completed many HTE conversions. As with any conversion, an essential starting point is New World receiving the data in our required format:

All data files should be created in a delimited format, MS Access database or SQL database. The basic rules for a delimited file are as follows:

- Each field value should be delimited with a comma, or special character such as '~'.
- Text fields should be enclosed in quotation marks (example: "John Wilson").
- Date fields should be formatted as mm/dd/yyyy (example: 01/30/2007).
- Currency fields should not include the dollar sign.
- There should not be a comma after the last field in the file.
- Each line of data (record) should end with a carriage return and line feed characters (CR-LF) – these characters are representing as ASCII decimal codes 13 and 10.
- Null values should have no characters (example: ,).
- There should not be any space or zero padding of the values.

Example records:

"201014600","02","A","C",1,06/15/2004,,,"N",.....

"312120320","01","A","R",1,08/02/2005,,,"Y",.....

"134345689","01","I","R",1,01/23/2004,12/05/2006,"Y",.....

The conversion team strongly recommends a mapping trip as part of all conversions for Utility Management.

2.5.1.3 COMMUNICATIONS ENVIRONMENT

For the WAN mobile part(s) of your solution, please quantify the bandwidth required. You can do this as a per-transaction amount, or a minimum/recommended/maximum per user or per unit amount. For 802.11a/b/g/n mobile part(s) of your solution, quantify per-unit/per user minimum bandwidth.

The browser-based architecture of New World ERP makes it less bandwidth-intensive than traditional client/server applications. The total bandwidth requirement depends on several factors, including the number of users, remote system users, network topology, and other third-party applications using network resources (email, internet access, etc.). The proposed New World applications require an Ethernet LAN running at a minimum of 10/100Mbps. The recommended bandwidth between the server(s) and the network backbone is 1000MB (1 GB/sec.). The recommended bandwidth between the backbone and the workstations is 10/100MB (or faster). The minimum recommended bandwidth for remote users on a VPN (if applicable) is a T-1 (1.5MB) or better for optimal response times. See attached hardware proposal and system diagram for more information.

For the online part(s) of your solution, quantify the bandwidth and scaling requirements by number of concurrent users. Please specify how the City of Delray Beach will need to adjust existing systems to expand the communications “pipes” for your solution.

The total bandwidth requirement depends on several factors, including the number of users, remote system users, network topology, and other third-party applications using network resources (email, internet access, etc.). The systems assurance team will consult with IT staff to ensure bandwidth requirements are met.

For the online part(s) of your solution, please specify every piece of software that the end-user will need to operate the solution. Include such tools as Flash, Acrobat Reader, or Media Player. Please specify whether the solution will require the use of cookies (and whether they are session-specific or persistent), if account creation is required and whether personally-identifiable information is collected. If your online solution does require account registration or collects personally-identifiable information, please include your privacy policy (or the privacy policy that you recommend we adopt in order to use the solution). Please include documentation that confirms PCI compliance.

The New World ERP solution requires Adobe Acrobat Reader for viewing PDF documents. Session-specific cookies are tracked to assist in managing session state. Account Registration is required in the eSuite portal product. User verification is done via a flexible credentials system. Personal information such as SSN, Tax ID, or driver’s license is configured by the municipality whether they collect it or not.

For PCI compliance, the merchant (municipality) is required to be PCI compliant if processing credit card payments. We provide payment gateway solutions that enable you to be PCI compliant.

Tyler Cashiering has been validated according to PA-DSS v3.0 to meet PCI Compliance. More information can be found on the PCI Security Standard Council websites Validated Payment Applications by visiting the following URL and searching for the Application Name “Tyler Cashiering”.

https://www.pcisecuritystandards.org/approved_companies_providers/validated_payment_applications.php?agree=true

If your online solution requires the installation of software (even session-specific components such as ActiveX controls or JavaScript), please mention that in your response and explain what level of rights a Windows 7 client running IE10.0+ would need to operate your solution. For instance, will the solution operate correctly for a user with restricted rights and IE set to high- security?

For New World ERP, an ActiveX control is required for printing standard SSRS reports. A RunOnce application is required for printing legacy HTML reports. The site is recommended to be put in the Trusted Sites Zone, so most security concerns can be handled within the isolated Trusted Sites Zone of the browser.

For EnerGov, Tyler Content Manager and Tyler Cashiering, the following applications are required as noted:

- Microsoft Internet Explorer 11, or Apple Safari[1]
- Microsoft .NET Framework[2]
- Microsoft Silverlight[3]
- Java Runtime Environment (JRE)[4]
- PDF reader (e.g. Adobe Reader)
- Antivirus software

[1] Apple Safari supported on Mac OS X only.

[2] Required for Tyler Cashiering

[3] Most applications have been migrated to HTML5 with only select functionality, such as Tyler Content Manager requiring Microsoft Silverlight. EnerGov also requires Microsoft Silverlight.

[4] Required for Tyler Content Manager power users only.

All Tyler back office web applications must be added to Internet Explorer Trusted sites for the following functionality:

- Automatic logon with current user name and password for applications using Windows Integrated Authentication
- Elevated permissions required by Microsoft Silverlight applications to interact with hardware peripherals such as scanners.

a. Do you have standardized XML import/exports?

Support for industry standards such as XML, EDI, SOAP or ASCII ensures interoperability options.

2.5.1.4 BACK-OFFICE ENVIRONMENT

The City utilizes various products and procedures to meet data backup, recovery, archiving, and disaster preparedness objectives. Describe the backup and restoration procedures. If the solution provides selective restore or incremental backup, explain those in detail, including what options are available. Describe any limitations that the solution would place on the City's options with regards to meeting its data integrity goals. Discuss any proprietary or specific hardware or software solutions required by the solution.

Backup procedures are customized to the clients' expectations of recovery and down time in the event of a disaster. Tyler applications support all major backup software vendors such as Symantec BackupExec or Microsoft's Data Protection Manager. Products such as Veeam Backup and Replication are also common for backup and replication of virtual environments.

Recommended Backup Policy for all Tyler Servers:

- Disk Drive Redundancy – All drives should reside on RAID arrays (RAID 1 / RAID 10 Recommended)
- Weekly Full System backups including O/S and all drives
- Weekly backup of master database
- Daily backup of production database to tape and dedicated disk backup location
- Daily backup of production database transaction logs to tape and on dedicated disk backup location
- Daily backup of Tyler transactional files such as spool, attachments, export and import directories
- Backup Verification
- Daily off-site storage
- Multiple sets of tapes for weekly, monthly, and yearly storage

The recovery process would utilize the built in RDBMS tools to restore from the most recent full database backup and then restore the transaction log backups in the same order they were backed up. Describe the backup and restoration procedures. If the solution provides selective restore or

SQL Server includes the ability to back up a database while users are still accessing the system (also referred to as a "hot backup"). During the backup operation, updates are logged within SQL Server's transaction log. Reduced database performance is the most likely issue when backing up SQL Server while the database is online and being used actively. The degree of impact will depend on the power of your server hardware, speed of your backup infrastructure and the volume of transactions hitting the databases. If "hot backups" are desired beyond the normal "off hours" recommendation, these considerations should be taken into account when planning server infrastructure.

Database servers can optionally be configured in an SQL cluster and/or SQL mirror for failover. SAN replication can also be configured to a dedicated offsite location. Snapview is an optional tool that can be used in correlation with an EMC SAN to accommodate for point in time data replication, replication of the data and logs without user interruption, backup of the data without performance interference, and offers many benefits for recovery.

Tyler's recommended "Point in Time" recovery model requires a full nightly backup of the production database and then configuring SQL Transaction log backups on the intervals desired by the site (typically hourly or every 2 hours). Tyler applications are developed so that only full record transactions are committed to the database. This allows for point in time recovery in the event of a database failure.

Discuss the licensing implications of a test bed that the City can use to test new releases, updates and upgrades. If additional licenses are required, please include these costs in your proposal.

We include independent production, test and training environments that does not incur additional software and maintenance fees. The separate test and training environments will require additional virtual machine resources and Microsoft Server licensing.

Explain the update/upgrade process. Are new releases always backward compatible? How often do you release updates and are such releases included in the support contract costs? What is the horizon for testing and installing new updates/upgrades before you end support for obsolete versions?

NEW WORLD UPDATE/UPGRADE PROCESS

To meet our goal of providing industry-leading software, Tyler Technologies expends a significant effort in continuously updating our applications. Driven by input from our customers to ensure that they get the most from our solutions, our Research and Development investment includes regular and consistent expansion and enhancement of our existing product line.

Our Release Management process brings together the customer suggestions submitted through our support procedures with the knowledge gained through our Agile Development process to ensure that each new release of New World delivers the most value possible to our customers. Additionally, new features and enhancements are included in each new release to meet contractual requirements of new customers.

TYPES AND FREQUENCY OF NEW RELEASES

Type of Release	Frequency	Content	Distribution
Major Release	2 per year	<ul style="list-style-type: none"> ▪ Cumulative content from previous Service Packs ▪ New enhancements ▪ Software suggestions 	All customers via MyNewWorld download

Type of Release	Frequency	Content	Distribution
Service Pack	6 per year	<ul style="list-style-type: none"> Software warranty items Bug fixes 	Impacted customer(s) via MyNewWorld download
Systems Maintenance	As needed	Corrections to critical software issues	Impacted customer(s) via email or download

The New World ERP release management procedures are designed to deliver required enhancements as quickly as possible to the customers who need them, while providing the flexibility for other customers to apply only the upgrades that are important to their specific operations. To do this, we provide two major releases and six Service Packs annually. Each of these releases includes software enhancements or customizations contracted by particular customers, state or federally mandated changes, and the highest ranked customer software suggestions from our application Advisory Groups. Customers do not have to install each major release but must be on one of the releases from that year to do year-end processing. The service pack releases are optional, so that customers may skip these incremental upgrades if they have no immediate need for them. Our annual major release includes all enhancements provided in the previous service packs, plus additional updates. We strongly encourage all customers to apply the major release as soon as possible in order to benefit from future warranty releases, software suggestions and product improvements.

These releases include updates provided to correct issues reported through our Customer Support group via our call center, email or the MyNewWorld website.

RELEASE NOTIFICATION AND INSTALLATION

When a new release becomes available, our Customer Support team will notify all customers via an email alert (for incremental service packs, only impacted customers may be notified). New World provides all new releases of our software for customers to download via our secure customer service website. Releases can also be provided on CD upon request.

Each new release notification includes an overview description of the release, instructions for its installation and a detailed list of the software enhancements/corrections provided. Customer Support can assist with the installation of the new release via phone support; however, most releases can be applied with little or no phone assistance. We encourage all customers to utilize a test environment to test new releases and train on new features prior to applying the release in a live environment.

DOCUMENTATION WITH NEW RELEASES

For major releases, we provide Product Enhancement Guides. These guides take a “What’s New” approach to documenting each new release and are intended as a supplement to the base Training/User’s Guide and System Administrator Guide. Product Enhancement Guides provide a summary of all software changes, as well as a detailed description and any required instructions for

using all new features and enhancements. With service pack releases, New World provides a detailed list of all software changes included with the release.

INCLUSION OF CUSTOMER SUGGESTIONS

Tyler actively solicits improvement ideas from our customers regarding our solutions in many ways. Customers provide feedback during our annual customer conference and continuously throughout the year through our Customer Advisory Groups, suggestions sent by email or our website, and as part of our Agile Development methodology.

SUPPORT FOR PREVIOUS RELEASES

New releases are always cumulative, meaning with each release you will get all enhancements and fixes and you are not required to put on all releases. Due to changes in W-2 and 1099 federal tax forms, you are required to install a year-end service pack each year. This allows customers to be no more than a year behind the current release.

a. Explain your built-in performance measuring and monitoring of systems.

Our solution uses industry standard technologies such as Windows Server, IIS, and SQL Server.. This means it lends itself to any of the common performance monitoring tools available. Many of our customers uses tools such as PerfMon. For our hosted solutions, we provide extensive monitoring and analysis with leading tools such as Solarwinds, ExtraHop, Ignite, Splunk, and Riverbed.

b. What mobile solution do you recommend?

We currently support iPad devices for our Mobile Platform. We are looking at adding Android support for certain mobile applications.

ENERGOV UPDATE/UPGRADE PROCESS

All updates are included as part of Software Maintenance.

EnerGov releases are categorized as Major and Minor releases.

- Major Releases are released three times per year and contain significant enhancements to functionality, database structure and sometimes require changes to client tools. These upgrades require the most attention and preparation.
- Minor Releases or patches are provided for the most current General Availability Release on a bi-weekly basis. Patches for the next most current General Availability Release will be less frequent and determined by an on-demand basis. Likely once every 1-2 months.

2.5.1.5 RECORDS ENVIRONMENT

Please explain the process at the data level when records are deleted. Are records deleted immediately or are they flagged for a purge process? If so, is the purge process automated (purge each night or each week)? Can records be accessed between deletion and purge? Is deletion reversible between deletion and purge? Can a deleted record be recovered after the purge process is complete?

New World applications allow for unlimited history. All data is available online and historical data is only limited to online storage capacity. Inquiries can be done in previous years the same as current years. This expedites the time for search-and-locate to keep data online. Purging is not necessary, but is available if needed via a custom script.

If your system requires archiving of old records to maintain system performance, please discuss your recommended sunset for archival, the method you recommend for archiving those records, and the procedure for reviewing an archived record in response to a customer request. Please note whether images or other file attachments are archived with the record, or must be archive separately, and the process we will use for this.

Data is stored in a SQL database. The data for any year can be retrieved utilizing the standard software with no need to archive. This allows real-time access to all years of data with no change in the structure of that data. We currently have clients with over 15 years of data in the system with no degradation of performance.

Discuss how the system helps maintain data integrity. Does it perform a search for similar records before the addition of a new record? Does it offer other tools to help assure that new records match data entry protocols?

In some areas, the proposed New World solution will validate a value to ensure it is not duplicated. In other areas, we provide search capabilities to verify if a value exists before entering a new record.

Explain your system's disaster recovery options. Please provide details of each of the following considerations inherent in our COOP (Continuity of Operation Planning) development. Assume a minimum configuration that will allow our staff to research existing building permit data and to create, modify and process new and existing permit applications, permits and inspections:

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

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

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

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

How It Works

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

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

Backup Process

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

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

Disaster Declaration

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

Post-Disaster Services

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

What hardware is required to operate the solution in a minimum configuration? List all hardware components for both server and client machines.

Minimum configuration to operate the New World ERP solution is a single host server with dual 10C Xeon processors, 64 GB of RAM, two RAID arrays (one for the hypervisor and the other for file storage). The client machine requirement is a machine with a dual core processors and 2GB of RAM running Internet Explorer version 8, 9, 10 or 11.

What infrastructural or architectural elements are required to operate a minimum configuration? List all services (phone, internet, wireless, etc.), all platforms, and “helper apps” and other elements.

The minimum network environment for hosting the proposed New World ERP solution would include redundant 1GbE LAN connections to each host server, redundant 1GbE iSCSI host connections to the storage area network (on a separate IP segment/VLAN), and a high-speed, dedicated Internet connection to accommodate all external VPN user sessions.

What components of your solution are required as a minimum configuration? Are there licensing implications to operating a “new” instance of these components during disaster recovery?

There are no licensing or maintenance implications to operating the application in disaster recovery configuration.

Please estimate the amount of storage required to create a “minimum configuration” data backup that can be used for Continuity of Operation Planning.

New World ERP plans for thick provisioned virtual machines to provide enough storage for 3-5 years, the total storage of the production servers comes to a total of 1,250GB of storage. Realistic storage usage will be much lower and will increase as time and usage of the system progresses.

The City of Delray Beach has discussed entering into agreements with other communities using the same solution in different geographical areas. This ensures that both communities can continue operations after a localized event; essentially, these are “mutual hot-site” or “co- location” arrangements. Please discuss what licensing issues are inherent in the City of Delray Beach hosting another community’s solution and data, or their hosting of our solution during recovery from an event.

As long as each agency has licensing for their production environment, each agency has the infrastructure to support the production environments, and the means to complete the failover there are no licensing or maintenance implications.

2.5.1.6 SECURITY AND REGULATORY

a. List any regulatory, performance or compliance certifications your solution meets such as PCI, HIPAA, ISO 9001, ISO 20000, etc.

The New World ERP solution continues to evolve based on industry best practices as well as from customer feedback. We strive to comply with regulatory requirements, however, due to constantly changing requirements, we do not provide certification and any specific regulatory programs.

Tyler Cashiering has been validated according to PA-DSS v3.0 to meet PCI Compliance. More information can be found on the PCI Security Standard Council websites Validated Payment Applications by visiting the following URL and searching for the Application Name “Tyler Cashiering”. https://www.pcisecuritystandards.org/approved_companies_providers/validated_payment_applications.php?agree=true

b. List any specific features your solution offers to help the City meet its regulatory requirements for PCI, Red Flag, HIPAA, etc.

The New World ERP solution continues to evolve based on industry best practices as well as from customer feedback. We strive to comply with regulatory requirements, however, due to constantly changing requirements, we do not provide certification and any specific regulatory programs. We do provide gateway solutions that enable you to be PCI compliant.

Explain in detail how system security and user rights are managed. Can access be restricted by group or by individual user? Can access be granted or denied based on record type? workflow process? Does your solution offer field-level and/or table-level security? Does the interface offer module-level, screen-level and/or field-level security? At what level(s) can we allow/deny addition or creation of records, modification of records, and deletion of records? Can the system trigger notification of supervisors or administrators when deletions or other actions occur?

The proposed software protects against unauthorized use of equipment, introduction of fraudulent records into the System, alteration or destruction of information or files, and unauthorized inquiries into records or files by providing a wide range of security features, including the following:

- Provides the ability to define security at various levels of operation as the need arises, (i.e., data entry, report generation, data file inquiry).
- Requires the use of passwords to access data entry programs, data entry files or system inquiries.
- There are a number of configurable rules for setting up passwords (whether the password requires a combination of numbers and letters, etc.).
- Passwords are not displayed when typed, and may be changed at any time.
- The System Administrator can force passwords to expire at given intervals to ensure that users change their passwords on a regular basis.
- Logs all security breach attempts with the capability of a hard copy report to be generated by the system manager.
- Allows specific functions to be performed only at specific terminals.

- Provides the ability for anyone with security clearance to make changes to the database field or the narrative information that is collected.
- Provides the ability to track any changes that have been made to key data files:
 - date/time
 - the user making the change
 - previous value
- Provides for logging system transactions, including time/date stamp and user identifiers for audit purposes.
- Provides for daily backup of data fields as one method of disaster recovery.
- Provides for journaling capability in file storage to facilitate the save/restore process.
- Provides for operator log-on with authorization and access limited to a specified number of options.
- The proposed system includes the ability to terminate the application if more than a user-selected number of password attempts are made incorrectly.
- Provides a minimum of six (6) different security levels.

MULTIPLE SECURITY LEVELS

The system has multiple levels of security, as well as the ability to build “groups” for common access. This allows the administrator to build a “group” for purchase requisitions and a “group” for payroll entry, etc. It also allows for multiple “groups” with more or less access than other groups. Once these are configured, the individual operators are applied to the group(s) that they belong to. In this way, the administrator does not have to make individual security assignments for every operator. The administrator can make exceptions if they choose, and assign more or less access by individual if they choose.

USER BASED SECURITY

The system will provide application level security to include the following:

- Bank Accounts
- Payment Codes
- Collection Stations
- Sub-Ledgers
 - Accounts Payable
 - Budget
 - Revenue Accounting
 - Payroll
 - Miscellaneous Billing
 - Purchasing
 - Project Accounting

Additionally, for each of the Sub-Ledgers is the ability to secure at the specific general ledger account for which departments.

FIELD LEVEL SECURITY

The system provides the ability to restrict access to critical or confidential data throughout the web pages and reports. When the security is applied a “lock” symbol will be represented upon access or viewing.

SYSTEM ACCESS SECURITY

The system provides a means of limiting access to end users based upon the following:

- Time of Day
- Day of Week
- Inquiry-only capability
- Reporting-only capability
- Which web pages/menus are accessible based upon the level of security enabled throughout the system

RESTRICTIONS

The security model of this system is broken down into three major components. The first is Permissions. This security is tied to every screen within the software and provides the ability to grant a user rights for ADD, CHANGE, DELETE and VIEW/USE. Permissions also control access to administration functions, report features and menu options.

The second component is called User-Based Security. This component grants a user access to specific master files and determines their rights among all of the sub-ledgers in regards to which organizations they have rights to. This focuses heavily on the G/L Account access a user has within all of the different modules. It also identifies users as Supervisors within the different modules, which provides the ability to override specific transactions such as those that create an over-budget situation.

The third component is the Process Manager. This is how we define electronic workflow within New World ERP. This allows an organization to set up to 9 levels of approval with 9 approvers at each level. This can also include exception rules such as dollar thresholds that can control the workflow along with specific commodity codes that can create a separate workflow.

Field Level Security allows an organization to set specific fields on a screen to be hidden for some users while fully visible to other users based on their field-level security permissions.

Explain your system’s audit trail functions and features. What is tracked, and what can be rolled back and by whom?

General System Audit Trails

All tables within the system's database record the Change User ID along with the Date and Time whenever an item in the table is inserted, updated or removed. This capability provides for a complete audit trail to determine the time and user responsible for the current condition of the item in the table.

Calculation Sensitive Master Tables

All tables that are used for calculation purposes, for example, the pay rate, deduction/benefit and tax tables in the Human Resources module, invoice types and billing code tables in the Financial Management module and billing rate codes in the Utility Management module are all effective date driven. Once an item has been used to calculate a paycheck, receivable invoice, utility bill or business license, the calculation based item is 'locked' preventing any user from modifying it. Simple and consistently applied 'Copy' functions allow users to create new effective dated replacement items as they are needed.

Transaction Based Audit Trails

No summary balances are retained by the system. All balances, for example employee earning and accrual hour balances, general ledger account balances or any of the system receivable balances are all calculated based on the sum of transactions entered for the item. If a general ledger balance is incorrect, the only means to correct the balance is via a transaction (a journal entry in this case) which contains all the audit information described above.

Application Specific Audit Trails

Many applications have unique audit trails that are specific to module. For example a complete change history is retained by the purchasing module to view all incarnations of the purchase order regardless of the number of modifications made to it. Different types of these application specific types of audit trails exist in other applications like Asset Management (assets) and Utility Management (accounts), to name a few.

2.5.1.7 CERTIFICATION

How quickly is your solution tested and certified on the following platforms once they are made available to the public?

- a. Windows desktop operating systems
- b. Windows server operating systems
- c. Microsoft Active Directory
- d. Microsoft SharePoint and Project Server
- e. Browser – Internet Explorer, Mozilla, Chrome, Goggle etc.

We are able to adapt to rapidly changing technology by being a Gold Microsoft Partner and gaining access to pre-release versions of software when made available to the partner community.

2.5.1.8 FUTURE TECHNOLOGY

a. Cloud computing – Explain how your solution integrates with cloud computing or what definite plans for that integration are in place.

New World ERP is currently capable of running in a cloud-hosted environment.

b. Virtualization of desktop applications--if your solution is not supported by browser based solutions, explain your approach to desktop virtualization.

New World is a browser-based solution.

c. Other ERP and standalone products (parks and recreation, fuel monitoring, electronic plans submission management system, etc. (please list)

Tyler offers a wide array of applications focused for the Public Sector including Tyler Parks and Recreation and EnerGov ePlans Review. Refer to <http://www.tylertech.com/solutions-products> for a full listing of all Tyler applications.

2.5.2 ADDITIONAL DOCUMENTS

Please provide the following additional documentation. Please label each document with this section number (2.5.2).

- Network diagram to align hardware with current infrastructure

Please refer to the hardware diagram provided earlier in this section.

- Process maps and diagrams for integration among and between modules, transaction processing, notification trigger points, and other processes included in your solution's workflows.

As indicated previously, New World ERP is a fully integrated solution. We do not provide process maps for our internal integration between application modules. We can provide a discussion around specific questions if needed.

EnerGov integrates with New World Financials by pushing a one-way export to a designated file path. The export incorporates all site-defined transactions for the prior business day. The export file includes both POS and online transactions that occur until midnight of the previous business day. The integration allows for both an automated job to run the financial export or for city staff to manually run the job once the balancing has been completed.

New World receives two primary files from EnerGov; a revenue collection file and a file for Accounts Payable. The Revenue Collection (RC) file is broken into two files, one for "online transactions" and one for POS transactions. The RC file excludes Refunds, NSF's, and voids from the export. The Accounts Payable file will show all refunds that are to be issued.

- Vertical and/or horizontal integration of modules

For integration with 3rd-party products, we can provide overviews or documentation on specific products as needed.

- Data architectural structure

An NDA is required for data dictionary samples.

4.6 SOLUTION DESCRIPTIONS

2.6. SOLUTION DESCRIPTION

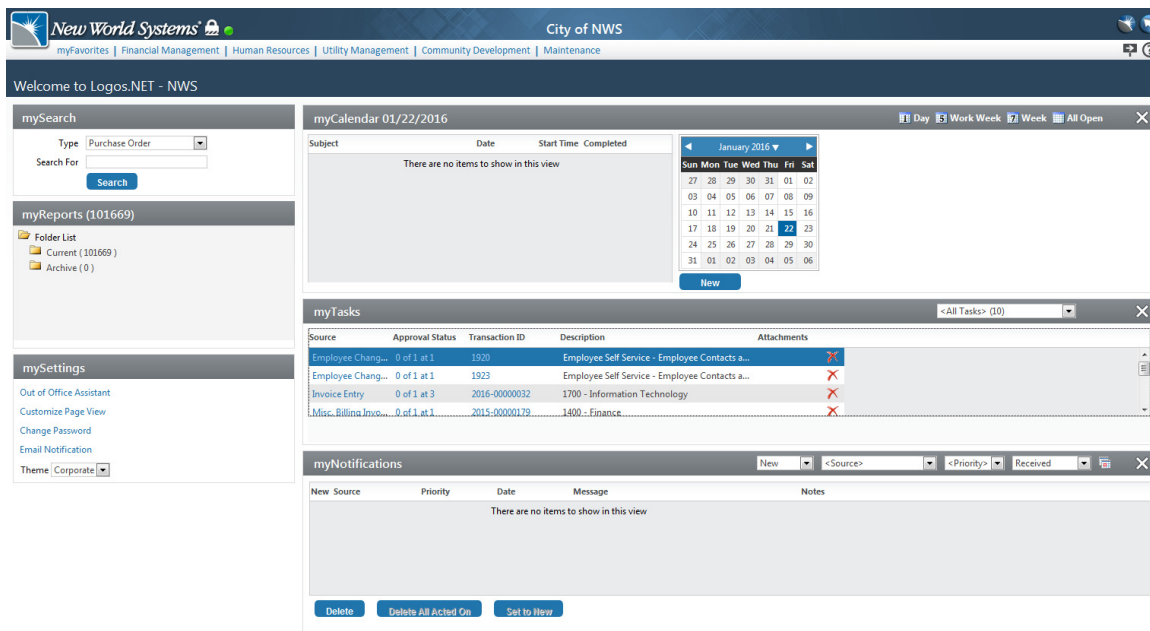
Please organize your solution description by business line, focusing first on the parts of the system that are shared across business groups, then detailing the features for all modules.

Please discuss how your product would support or improve the business processes discussed in this RFP.

NEW WORLD ERP PUBLIC ADMINISTRATION SOFTWARE

NEW WORLD FINANCIAL MANAGEMENT SOFTWARE

Tyler Technologies' New World Financial Management software suite is an integrated, comprehensive financial tool that automates all aspects of government financial management. Designed with built-in accounting procedures and auditing controls, it enables administrators to easily monitor and control all aspects of their organization's finances.



"My Tasks" is an automatic notification system that shows you what needs to be done for the day, week, etc., when you log in to the system.

All transactions are processed in real time and are immediately available for inquiry and reporting. When a user enters financial information, the system immediately verifies the validity and integrity of the data and provides on screen messages for incorrect information. If a user is unsure of what to enter in required fields, the user can select from a pre-defined drop down box, ensuring accurate information and reducing errors.

New World Financial Management is designed so that a user may easily access another menu or module while processing a transaction. The software contains an immense amount of information, and when used to its full capability, these features enhance the speed and accuracy of data entry and provide tremendous processing flexibility.

FULL INTEGRATION

The New World Financial Management application is a completely integrated ERP solution that will help reduce data entry and increase productivity. With a fully integrated system, authorized personnel have direct access to financial information from any application within the system, streamlining workflow and improving efficiency within the departments for immediate access to data in all areas of New World's software.

When payroll is processed using New World's Human Resources software, the total gross pay, insurance costs, taxes and other deductions for the pay period are automatically posted in the general ledger and totaled for each employee and as a whole.

When used in conjunction with the Utilities Management software, the Financial Management system will automate the billing and accounts receivable process, saving you the time of re-entering data from the Utilities application.

- Automatically updates the appropriate general ledger accounts from all transactions within the system
- Shared central name throughout all applications allows for true receivable balances for a single customer
- Integrated GIS integration allows for reporting and form letter generation based on your existing mapping

PRODUCT FEATURES

Inquiry

The system allows managers and administrators to make decisions that are more informed with the ability to easily and quickly look up information by department number, alphabetical search, etc. Authorized users have immediate, accurate access to summary transaction details, such as payroll earnings, cash, purchase orders, accounts payable invoices, billing and receivables and annual budget status. Managers can view departmental budgets versus actual information, including trial balances to ensure departments maintain budget.

Reporting

The Financial Management suite provides 100-plus standard reports with various levels of detail to meet your individual needs and save you time. The easy to read reports show encumbrances, expenses, control account totals, budgets, budget status and much more.

- Easily transfers data to Excel for further analysis using graphics or spreadsheets without the need for additional software.
- Allows the user to create a PDF from any report to allow reports to be saved to a network drive or PC
- Allows reports to be emailed directly from New World to any email address
- Allows reports to be saved in a user-definable folder structure for easy organization and retrieval with the application

Security Features

With the sensitive nature of certain information, such as payroll and benefits, the software is equipped with built-in security requiring a valid user ID and password, allowing only authorized personnel the ability to view information. Systems administrators can also restrict certain users to specific screens, based on the level of security associated with their user ID.

FINANCIAL MANAGEMENT BASE SUITE

General Ledger

The General Ledger module is the core of New World's Financial Management system. Information maintained in the General Ledger's master and transaction files is used extensively in the production of General Ledger, Budgetary, Program and Project Accounting reports.

Chart of Accounts Structure

New World Financial Management software is based on its Chart of Accounts, which meets and exceeds the standards recommended by the Generally Accepted Accounting Principles (GAAP), the uniform minimum standards and guidelines for financial accounting and government reporting.

The Chart of Accounts is a critical element in government accounting systems, and New World designed the module to adapt to virtually any governmental requirement.

- Supports up to six levels of organizations, i.e., fund, division, department, sub-department, section, sub-section
- Supports up to three levels of Account numbers, i.e., Sub Account, Object Code, Detail Account
- Can have different levels of organizational detail for different departments to allow increased reporting options
- Allows organization-defined budgetary accounts according to income statement and balance sheet classifications, organization categories and functions
- Supports up to a 66-character account number structure

- Data entry can be done based on account number or account description throughout the application
- Allows Projects to be independent of the chart of accounts for increased flexibility in reporting

Encumbrance Accounting

Encumbrance Accounting is built into the architecture of the New World Financial Management application. It is a critical feature for local governments, because cities and counties live by their budgets. Encumbrance accounting allows the finance department to keep accurate, up-to-date budget status and includes unpaid purchase orders. Once a budget is determined for each department, it is necessary to track all associated transactions; New World's Encumbrance Accounting automatically updates encumbrances simultaneously with transaction entries, providing real-time information.

- Ability to encumber multiple General Ledger accounts for one line item, providing accurate data
- Automatically notifies the user when close to a pre-defined maximum percentage of budget used
- Uses real pre-encumbrance tracking for all transactions throughout the systems to allow users to see real-time information

Journal Processing

The system supports a variety of transactions and updates creating journals in other New World Public Administration modules. The system automatically assigns journal numbers, tracks all aspects of the transactions and makes the appropriate postings to the General Ledger, detailed transactions and project transactions, streamlining the processing of all journal entries, budget amendments and encumbrance adjustments.

- Allows for automated re-creation and reversal of journal entries
- Attach documents, like spreadsheets and Word documents, for journal entry justification or source
- Import journal entries from Excel directly into Journal processing

Month/Year End Processing

The Financial Management system streamlines month/year end processing, saving your department time. The software automates processes, such as dispersing funds for different fiscal years, year-end procedures, processing encumbrances, reserve accounts and updating account balances, and processes transactions for the next fiscal year while the current fiscal year is being closed.

- Supports multiple fund closings periods
- Creates offsetting entries to eliminate all outstanding interfund balances

Budgetary Accounting

The Budgetary Accounting module is used exclusively for generating budget reports in summarized, detailed and consolidated formats, helping administrators make informed decisions. Based on the data you want to review, you can easily access annual or monthly budgets per department compare budgets annually, or you can receive a listing of all accounts over budget as of the chosen month ending date. Reports can include a range of accounts, dates, levels of detail and other parameters you require.

- Warning messages alert dollar maximums, payment over order prices, encumbrances over budget discount availability and item quantities with no received amounts
- Allows departmental requests for Budget Adjustments with online approval processing

Annual Budget Processing

The Annual Budget Processing module provides the tools to build accurate and reliable budgets, including budget forecasts, preparations and reports. New World's Financial Management solutions maintain current account balances, manage next year's proposed budget figures, produce worksheet and budget reports, and enter budget adjustments to the current year. When the budget process is initialized, the current year budget, five preceding year budgets and actual data for all revenue and expense accounts are used from the General Ledger master files to create the budget work files and post to the General Ledger.

- Allows multi-year budgeting
- Supports zero-based budgeting or budgeting based on user-defined increases
- Allows for an unlimited number of scenarios including current year and future projections
- Integrates with New World's Position Budgeting to update budgets based on Position, Employee and Benefits to give very accurate budgets for Salary, Overtime, Benefits and Taxes

Accounts Payable

Accounts Payable is a fully integrated, governmental fund-based application that meets all the generally accepted governmental accounting requirements, including GAAFR and GAAP. A unique system design provides date sensitivity on transactions, establishing significant flexibility in management reporting, account research and online inquiry. The application maintains budget control and account accuracy through automatic encumbrance releases and expenditure management.

Multiple year vendor analysis information includes number and amount of purchases, late deliveries, damaged goods, out of stock items, returns, bids submitted and awarded, actual to order price variances and state sales tax information.

Fully integrated with the General Ledger, Purchasing, Inventory and Asset Management modules, the Accounts Payable module manages an entire process that begins with a requisition and ends with payment.

- Supports automated interfund accounting

- Multiple single screen data entry methods based on user preferences
- Automatically relieves encumbrances during invoice processing based on invoice information
- Updates revenue and expense accounts, accounts payable, purchase orders, project balance, vendor history and vendor 1099 files upon posting of invoices and creates the general ledger transactions that support all accounts payable information
- Comprehensive void Accounts Payable check process resets the purchase order and encumbrances, making all necessary General Ledger entries
- Supports payment to “one-time” vendors
- Distributes invoice payments among multiple general ledger departments and accounts

Revenue/Cash Receipting

Revenue journals and cash receipt transactions are tracked and maintained in the Revenue/Cash Receipting application. This application automates daily processes, such as writing cash receipts to daily transaction files, as well as updating the General Ledger, transaction and project files. Rather than spend the time creating reports of transactions and transferring monies into appropriate accounts, New World’s Financial Management solution automates your daily processes allowing you to work on other projects.

In addition to interfacing with the General Ledger and Misc. Billing & Receivables, this module also functions with the following New World applications: Utility Management, Permits, Business Licensing, Special Assessments, Code Enforcement and Animal Licensing.

- Automatically creates due-to and due-from accounts if the user has designated a receiving cash account in a fund different from the revenue account fund
- Updates all receivables systems in real time with pending transactions, so users in other areas will know the true balance at any time
- User-defined payment codes to standardize entry and prevent keying mistakes by cashiers

PROCUREMENT MANAGEMENT SUITE

Procurement Processing

The Procurement Management modules automate the requisition and purchasing processes, increasing productivity throughout your department. The system prompts the user to take the proper approval steps, such as obtaining a signature, date of request, date received and payment. After each step is completed, it is updated in the system allowing the requesting department to view its status without having to contact the purchasing department.

This is a valuable electronic procurement tool in New World’s Financial Management solution that enables desktop receiving, order tracking, purchases, flexible order approval routing and electronic vendor invoice matching. This tool not only automates the process but also can help organizations manage documents.

- Supports online selection of vendors and tracks type of items, terms and prices
- Provides online edit checks for budget conditions and includes an override option

- Tracks and reports a vendor's history, such as late deliveries, incomplete orders and price variances
- Includes dollar and commodity approval parameters for each department or office
- Uses NIGP commodity coding throughout the system (commodity file carries the assigned buyer, last purchase unit price, received date and vendor)

Purchasing Base

The Purchasing module streamlines the procurement process, including vendor processing and integration with the General Ledger, Accounts Payable, Requisition Processing and Asset Management modules, enabling the user to enter, issue and maintain purchase orders. Whether the purchase order is for a particular department or a project, all transactions are posted to the appropriate General Ledger account. If there are any changes to the General Ledger account number, project number date or line item, the system updates the General Ledger transaction.

- Automatically transfers information from the purchasing module to the accounts payable module for payment
- Produces listings of all vendors in the vendor master file by vendor name or vendor number
- Supports central purchasing, combining several requisitions on one purchase order, to reduce redundant data entry

Requisition Processing

Requisition Processing automates the first step in the procurement process, allowing personnel to request purchases from their PC efficiently. The system automatically generates a requisition number, and the requester enters the required information, including item, requesting department, ship to code and confirming receipt. The system automatically provides a list of vendors that provide the item at a low cost, reducing data entry and saving you time. Requisition dollars are marked as pre-encumbered and may be used if approved and

purchased. Once the requisition is approved, the system automatically creates a Purchase Order.

Bid & Quote Tracking

The Bid/Quote Tracking module assists in the management and control of the process that occurs prior to creating a purchase order. The system provides a list of appropriate vendors based on the commodity code or item that will receive a bid and tracks each vendor's response; requesting bids electronically dramatically reduces time and cost. Once the vendor is chosen, the Bid and Quote module automatically creates a purchase order, reducing data entry. When used in conjunction with the Contract Accounting module, a contract can be easily generated.

Contract Accounting

The Contract Accounting module allows for tracking of vendor contracts, giving you easy access to information for budgeting approvals and management review through the procurement process. The Contract Accounting Module tracks two major types of contracts, commodity contracts as well as construction/service contracts. With commodity contracts, a user can establish a certain commodity or item with the application and have the system remind users if a contract is available for items they are purchasing. With the construction/service contracts, payment schedules and retainages can be tracked against the terms of the contract. The module allows for an unlimited number of user approved contract changes with full audit trails on the changes.

Inventory Management

The Inventory Management module tracks and manages physical inventory items, streamlining the requisition and purchasing process. New World's Inventory application is integrated with the Requisition module, saving your department time and reducing data entry, as requisitioned items found in Inventory are automatically filled. The system tracks items and the unit of measure, and can create a requisition or purchase order when any inventory item falls below the minimum reorder quantity field.

- Tracks received and returned items in the order unit of measure
- Tracks the users who receive and return items in transfer inventory from one facility to another
- Prints receipts for goods issued
- Updates General Ledger numbers, valid part numbers and dates when items are taken from inventory
- Provides a list of available items in central inventory

ADDITIONAL FINANCIAL MANAGEMENT MODULES

Asset Management

The Asset Management module is a complete asset maintenance system with depreciation schedules, classifications and real-time interaction. It maintains an organization-wide inventory

of all assets and has full integration with the General Ledger application, automatically posting data to the appropriate account.

Helping you increase productivity, the module automatically creates asset records for review from the Purchasing and Accounts Payable Systems. When creating an asset, the user easily chooses the classification, fund source, acquisition method and property type by selecting from a group of pre-defined codes.

- Can track depreciable as well as non-depreciable assets
- Calculates depreciation for any number of months on all depreciable assets
- Provides schedules and reconciliation reports needed for auditors and CAFR statements

Grant Management

Manage all of the grants of your organization from application to collection. The Grant Management module allows the user to create the funding formulas for each grant so that every time a dollar is spent all money will flow to the appropriate grantor. Fully integrated to all New World applications, all transactions, including payroll information, will flow into Grant Management.

- Can track multiple types of grants
- Can track grants where your organization is the Grantor, Grantee or Pass-Thru grants
- Integrates to Accounts Receivable for reimbursement tracking

Project Accounting

The Project Accounting module helps manage multiple projects, ensuring the job is completed on time and within budget. It is used to track and account for all transactions related to special projects or programs. Authorized personnel can easily view all levels of detail and actual monies spent for each project.

The comprehensive system supplies managers with instant access to meaningful, real-time reports presented in an easy-to-read graphical format.

- Set up projects to track at the project, sub-project or task levels of detail
- Track both Expense and Revenue Accounts to see the funding for the project
- Provide YTD or LTD information for all levels of detail
- Provide unlimited user-defined codes, dates, quantities or descriptions for each project
- Designate certain accounts to require projects and have the system enforce the rule throughout the application

Misc. Billing & Receivables

New World Misc. Billing & Receivables module provides flexible revenue management, billing, and processing for all types of monies collected. It automates customer transaction processing, payment collection and account adjustments while maintaining all billing and account information online. The system processes invoices, adjustments, ages all transactions and integrates fully with the General Ledger and Revenue/Cash Collection modules.

Easily stores and manages complete customer information, including customer number, name and address, primary contact, customer type and much more. The system tracks each customer's history, including all invoice and receivable transactions, which can be easily accessed by customer or invoice number.

- Automatically updates payments in the Accounts Receivable files upon posting of invoices or adjustments
- Updates Project and General Ledger information
- Supports standard billing as well as automated cycle billing
- Allows for an unlimited number of invoice types with complete rule setting within each type

Government Reporting

The Government Reporting module provides the tools to produce CAFR ready reports. It was originally designed to meet the GASB 34 requirements and continues to be updated to meet the current GASB pronouncements.

- During chart of accounts setup, the coding for Governmental Reports can be done and will be reused each year.
- All reclassification journals can be done with New World and will only be used for the Governmental Reports.
- All reclassification journals can be recreated from the previous year to speed up the re-class process.
- Reports print in Excel and can be updated for any information not kept on New World or for complaint units not on the software.

Bank Reconciliation

The Bank Reconciliation module allows more than just a check reconciliation process. The process starts with an ending balance from your bank statement. The process is then to check off all the transactions that cleared the bank and the system does the rest. It will tell you your balance by day as well as the amount difference between your bank statement and the system bank reconciliation. No more Excel spreadsheets to keep and full inquiry and reporting are available.

- Upload of the cleared check from your bank
- Full update of NSF checks to the General Ledger, subsidiary ledgers (like Misc. Billing) to update customer balance and bank reconciliation transactions
- Can attach a scanned copy of the bank statement to the reconciliation process for electric review

Work Orders

Work Orders are used to define tasks and to assign work to employees. Activities and costs are tied to the work order. For example, employee labor, cost of inventoried parts, equipment usage/rental and external expenses all need to be tracked by work order so they can later be

allocated internally to other departments (e.g., public works department personnel complete building repairs at the Police Department and the Police Department is billed for the material and labor) or billed externally (e.g., public works department personnel replace a road sign damaged in an automobile accident and the responsible driver is billed for the job) as needed.

eFINANCE

Take advantage of online procurement technology to empower your suppliers, limit your disruptions and increase the efficiency of your organization. With eSupplier and eBid, suppliers can view payment, invoice, purchase and bid history without calling your organization. They can also submit an application to become a vendor or submit their quote for an open bid, thus eliminating the entry of this data into the system.

eSupplier

eSupplier allows potential suppliers to register using a link on the customer's web site. Existing suppliers (i.e., vendors and bidders) can check on the status of items associated to them, such as open purchase orders and make changes to their profile (mailing addresses, contacts and commodities offered).

eBid

eBid allows customers to post bids online. Using a link on the customer's web site, vendors/bidders will be able to view and download bid specifications and any other supporting information.

ePayments

ePayments allows customers to view and pay all receivables including Utilities, Utilities Deposits, Misc. Billing, Business License and Code Enforcement.

NEW WORLD HUMAN RESOURCES/PAYROLL SUITE

Tyler's New World Human Resources and Payroll software is a complete management tool designed to meet the unique needs of the human resources administrator. The easy-to-use, interactive application automates and streamlines your daily processes, saving your organization time. New World Human Resources software helps manage all aspects of personnel and payroll planning, including the tracking and processing of pertinent information within the employee table.

New World Systems City of NWS

myFavorites | Financial Management | Human Resources | Utility Management | Community Development | Maintenance

Employee Search: West, Michael (3672) Timeline Filter: Employee Name

09/30/2015 01/23/2016

Personal | Employment | Jobs | Payroll Data | Employer Reporting

Name

Effective: 09/30/2015

Primary Name: West, Michael

Paycheck Name: Same as Primary Name

W-2 Name: Same as Primary Name

Addresses

Effective: 09/30/2015

Primary	Address Type	Address
<input checked="" type="checkbox"/>	Home Address	76868 Main, TROY, Michigan 48064

Demographics

Effective: 09/30/2015

Social Security #: 212-12-1215

Date of Birth: 11/12/1995

Date of Death:

Gender: Male

Race: White (non-Hispanic Origin)

Marital Status: Single

Light Duty: ☒

Disabled: ☒

Pension Number:

Vendor:

Veteran Information

Veteran Status:

Military Branch:

Disabled Veteran: ☒

Citizenship

US Citizen: ☒

Registration Number:

Work To Date:

Admission Number:

Education

The application stores current and historical data related to demographics, academic and professional credentials, compensation, benefits, assignments, attendance, digital photos, and more. The comprehensive reporting capabilities allow you to choose from over 100 reports or you can create your own.

The Human Resources Management Base Suite application provides the necessary features and functions to control and manage employee information and payroll activities. When used in conjunction with the Position Control, Position Budget, Event Tracking and Personnel Action Processing modules, managers have more detailed, electronic personnel files. In addition to producing payroll checks, it tracks, maintains and provides summarized information that allows management to make informed decisions for budget and planning purposes.

All transactions are edited and controlled online. When a user enters information for a transaction type, the system interacts with appropriate tables to verify the validity and integrity of that information. If a user is unsure of required information for a particular transaction, acceptable options are provided online. Data entry errors must be corrected before the system allows updating or posting to the transaction and tables, reducing inaccuracies. The application easily processes new and updated records, ensuring that you have accurate employee information.

The system is designed so that a user may easily interrupt the processing of one transaction to access another menu or module. The software contains a substantial amount of information. These features enhance the speed and accuracy of data entry and provide significant processing flexibility.

FULL INTEGRATION

New World Human Resources software is fully integrated with other New World software, reducing data entry and errors as well as saving your organization time. With a fully integrated system, authorized personnel have direct access from any application within the system to employee information, such as employee name, age, social security number, employee number, address, job classification, benefit code, and much more, reducing data entry.

When used in conjunction with the New World Financial Management General Ledger, Accounts Payable and Project Accounting modules, the system will:

- Expense benefit hours to the general ledger at time of accrual or use
- Expense payroll, including posting bonuses, benefit payments, and other debits to the appropriate account

PRODUCT FEATURES

Personnel Information

The employee table contains all personnel information, which authorized users can easily access by employee name or number, position number, department, or job classification. Management has direct access to an employee's benefits and employment assignment history.

The system automatically tracks the employee information, for example:

- Medical insurance benefits
- Life insurance information
- Employee personnel summary report
- Full employee scheduling
- History of all employee's attribute changes
- Elective employee deduction information
- Benefit group management

Reporting

The Human Resources suite provides 100-plus standard reports to meet your organization's needs. The easy-to-read reports have selected sequencing by department/alpha, full alpha, job classification and employee number, so you can quickly view the information you need to make better management decisions. Reports are also attached to the appropriate employee table, so you can quickly view information on an employee, such as total maintained by last pay, month, quarter, fiscal and calendar dollar.

- Generates PERS, worker's compensation, unemployment and other federal and state required reports

Organization Specific Setup

The system allows you to tailor the system to your organization's current setup, improving productivity and reducing training. For example:

- Unlimited number of Hours Code
- Unlimited number of Deductions
- Unlimited number of Benefits
- Unlimited number of Positions
- Unlimited number of Benefit Group Codes

State and Federal Regulations

New World proactively meets state and federal requirements for reports, payroll, taxes, etc., to help streamline your daily processes. Each state has different requirements, and Tyler's New World software is compliant with state and federal regulations.

Automate Daily Processes

With New World's Human Resources/Payroll software, your agency will see new effective and efficient processes within the department.

- Automatically totals regular and premium hours per employee for easy balancing
- Ability to set up start/stop dates for deductions and multiple tax and deduction options, including garnished wages for each employee
- Posts employee accruals by user-defined timeframes (e.g., per pay, annually)
- Automatic deductions based on employee assigned bargaining unit
- Automatically issues and creates holiday hours
- Ability to process mid-pay rate changes
- Easily creates date sensitive processes, such as future effective dates

Termination Processes

New World Human Resources streamlines the termination processes by automatically running W-2 Forms for terminated employees, tracking employees who will not be paid, and automatically processing COBRA for eligible persons with the optional Cobra Billing Administration module.

HUMAN RESOURCES MANAGEMENT BASE SUITE

The Human Resources Management Base Suite module provides flexible and accurate payroll processes and employee records. The application automatically calculates payroll check amounts based on time entry and adjusted hours, tracking historical check detail, earnings, hours, benefits and deductions per employee. With the Human Resources Management Base Suite software, your payroll process is fully automated.

Payroll

Your organization can establish unlimited types of benefit hours, such as vacation, sick, and personal time, which can be accrued, balanced and easily edited within the system. Numerous employer fringe benefit costs can be tracked on an individual basis and charged back to the General Ledger and Project Accounting systems. The system provides greater flexibility in the

earning, limits and carryover of vacation and sick hour accruals, compensation, and personal time.

- Direct deposit functionality saves your department time and money, meeting your employees' needs
- Employee and employer total deduction checks integrate to Accounts Payable check run, generating checks for all federal, state, local taxes, employer costs and employee deductions
- Multiple state processing of taxes and W-2s
- Print selective messages on payroll checks by employee or bargaining unit
- Ability to generate a "what if" payroll check with all deductions, taxes, and net amounts
- Automatically calculates FLSA (Fair Labor Standards Act) payroll adjustments for employees who fall under this federal guideline
- Ability to quickly view individual employee's override tax and pension amounts, additional federal, state, or local tax to be withheld, FICA status, and other deductions, as well as the capacity to waive withholding
- Create unlimited job classes, General Ledger distributions, and direct deposit accounts

Employee Table

The employee table tracks detailed information for each employee and allows authorized personnel to quickly and easily access records. Managers can query employee tables to find individual employees with specific skills, positions held, manager reviews and more, providing better decision-making tools. Managers can quickly access a record to view accrued, taken and remaining vacation, sick or personal days for each employee.

The employee table provides personal information for each employee:

- Employee Number
- Name
- Home Address
- Mailing Address
- Phone Number
- Social Security Number
- Driver's License Number/Expiration Date
- EEO (equal employment opportunities)
- Dependent Information
- Emergency Contact
- Date of Birth
- Hire and Termination Information

Other Tables

The New World Human Resources software provides tables to help set up the programs as well as to provide a point reference for federal, local, county, and state taxes, worker's compensation, job classifications, and other payroll processes.

- Create unlimited different employee and employer deduction types with a brief description, abbreviation and account number to interface with the financial system, with deductions based on flat amounts, rate steps or percentages of gross pay
- Ability to create different worker's compensation classifications, including description, calculation method, and formation based on limits of gross pay, deduction amount, or percent.
- Unlimited number of job classifications, with capability of 9999 step rates
- Hours/Other Pay for tracking unlimited types of hours and other pays, with information for each hours code, including a brief description, a rate multiplier, general ledger account numbers, pension/tax codes, and an override rate for special pay consideration; a key file in the overall planning and creation of the Payroll and Human Resources Suite
- Benefit Groups to classify personnel into groups for the assignment of sick, personal, holiday, and bonus sick accrual hours, allowing for maximum stop accrual figures and multiple lines of entry for vacation and longevity pay calculations
- Payroll Security to assign designated employees – by user department – access to inquiries and hours entry, limiting access to authorized personnel only
- Employee Total Cost tracking
- Tracks employee job skills, education levels, previous work experience, medical information, promotions/transfers, and more all with effective date information

ADDITIONAL HUMAN RESOURCE MODULES

Employee Event Tracking

Designed to integrate with New World's Human Resources Management Base Suite application, this highly flexible module provides an accurate, electronic employee record, tracking each employee's history. The Employee Event Tracking module gives you control over what information is tracked in an employee's record with organization-defined codes.

- Query and report on past and future events available by employee event type, date range and department.
- Past events include birthdays, anniversaries, training, performance reviews, grievances and COBRA information.
- Future events include performance/compensation reviews, COBRA eligibility dates, scheduled training and grievance steps.

Personnel Action Processing

Many municipal organizations have a need to maintain and report employee changes to their local personnel board. As part of this responsibility, individual departments enter the changes,

management approves the changes and the personnel department applies the changes to the employee records. A transmittal file is also sometimes sent to personnel board notifying them of the transactions that have occurred.

ADDITIONAL BENEFITS MANAGEMENT MODULES

Benefit Administration

The Benefit Administration module assists in managing all benefit plans within your organization. This module tracks all benefit categories and plans and all related employer expenses and/or employee deductions. Each plan may be associated to one or multiple benefit groups in order to streamline the benefit tracking, processing, and updating tasks.

- Pension benefits with vesting schedule
- Life insurance with policy multiplier and beneficiary management
- Tracking of health, vision, dental, short-term disability, long-term disability, etc.
- Effective date driven for proactive policy changes
- Open enrollment process
- Online benefit administration queries with cost comparison (employee, employer and total costs) and trending charts
- Online quick query of all enrolled parties in each plan and coverage option, enabling a quick approach to enrollment totals

COBRA Billing Administration

The COBRA Billing Administration module assists in tracking eligible terminated employees and/or the employee's dependents reaching maximum age requirements. COBRA Billing Administration tracks qualified, enrolled and terminated employees/dependents. The COBRA Billing System integrates with New World Miscellaneous Billing to automatically produce monthly bills and accept payments through the New World Revenue Collection module.

- Tracks event types with date ranges
- Tracks separate COBRA coverage plans
- Tracks dates in calendar format if optional Event Tracking module is used
- Mail merge letters for event types

Workers Compensation Administration

The Workers Compensation Administration module manages all injury and accident claims and services associated with these claims for your employees. User-definable fields, attachments (pictures, copies of invoices, etc.), notes and invoices may be cross-referenced to the appropriate claim. This module is used to generate the OSHA 300 Form as well as your Workers Compensation Claims Listing, and Injury Location Report.

- Tracks various dates associated with each claim
- User-definable locations, type of injury, and part of the body injured
- Integrates with Payroll to determine wages lost and days away due to injury

Employee Retirement Tracking

The Retirement Tracking module tracks employer-paid retirement contributions of active employees. Employers are the sole administrators of the retirement funding information, and the easy-to-use system allows the organization to add and modify a wide variety of retirement information, such as interest rates, payroll deduction codes and retiree codes.

- Automatically creates retirement table records
- Maintains and automatically calculates taxable and non-taxable pension contributions, life-to-date interest and prior-service buy back information for every participant of a retirement program
- “Contribution Ledger Report” lists year-by-year retirement contributions, interest earned, and total retirement resources for any number of selected employees
- “Retirement Form Letters” details all past and current retirement contributions, devoting one page per employee

ADDITIONAL PAYROLL/HR MODULES

Applicant Tracking

This module tracks all available positions and skills required and compares to current applicants, skills possessed, education, test scores, positions applied for and positions qualified to fill. The system generates letters to the applicants, acknowledging receipt of application, and schedules interviews.

- Provides a demographic breakdown of applicants
- Tracks posted job positions and statuses to indicate availability
- Tracks applicant information such as dates, job information source, education, demographics, and other status information
- Tracks user-defined activities with scoring component

Position Control and Position Budgeting

The Position Control and Position Budgeting application tracks available, filled and new positions, streamlining processes for your department. The system automatically tracks each position’s status, including budgeted and unbudgeted employment, and compares the budget versus the actual pay rate to provide managers with personnel budget forecasts. Based on the bargaining unit, job or job classification, the system generates “what if” projections (percentage, flat dollar amount, or both) for budget processing or bargaining unit negotiations, giving managers information to make better decisions.

- Automatically updates the employee master record file with default position information when a position fills
- Access a detailed position description by position number, cost center, or job classification
- Detailed information associated with each position including:
 - Skills
 - Education needed to fill position

- Certifications
- User-Definable Fields

Time and Attendance Interface

New World understands our customers may be in need of or already use a third party time and attendance package. New World can interface to many known time and attendance packages to eliminate the need to re-enter the information already captured. The Time and Attendance Interface will import a file generated from your time and attendance package directly into the New World Payroll module, eliminating the need of redundant work for your site.

Benefit Tracking (Non-Employee)

Non-Employee Benefit Tracking allows the end user to track non-employee (i.e., retirees) benefit plans, dependent information, open enrollment and billing and payment information.

- Allows for separate non-employee and employee benefit plans
- Effective date processing
- Integrated with Miscellaneous Billing for creation of bills and aging process
- Integrated to Revenue Collection for bill payments
- Open Enrollment Processing separate from employee open enrollment

EHR

eEmployee

Employees can view and maintain personal information. Employees can request changes for name, primary and secondary mailing address, phone number, email and contact information. Employees can view and maintain dependent information and add new dependents. They can also view a history of positions held.

Employees can view a history of paychecks. The user can view and request changes to their direct deposit information. Employees can see their Accrual information (i.e., vacation, sick, personal, etc.) and taxes, pay rate, benefits and deduction history.

eTimesheets

This module allows authorized employees/users to enter their timesheet information directly into the system using a secured link from the customer's web site. The Payroll Administrators can open the pay batch for processing which would control the valid date range for hours being entered. All employee entered information will be verified and approved prior to posting to the actual hours entry payroll process.

eBenefits Administration

This module allows the H/R Administrator to post the available Benefit Plans information on the customer's web site. During the open enrollment period, authorized employees/users can sign up for the benefits being offered for their position. With the appropriate supervisory approval,

the employee's requested benefit package can be applied for the upcoming benefit year. The update is accomplished using the pre-requisite Benefits Administration module.

eTraining

This module would allow the Training Administrator to post a schedule of upcoming training classes on the customer's web site. During the signing up period, authorized employee/users can sign up for the training classes being offered. With the appropriate supervisory approvals, the employee's enrollment in the class is approved and the employee is notified of the enrollment. This enrollment then updates the class in the Employee Event Tracking module, which is the pre-requisite.

eRecruit

Employment candidates can view open positions. They can submit and maintain an online application. The online application can be customized to which pages are included and in which order. The following information can be collected from a potential applicant: education and job history, certifications, skills, other qualifications, optional EEO information and references. Resume text can be collected and associated to the application. When the online application is approved as valid, the information is transferred to the New World Applicant Tracking module.

NEW WORLD UTILITY MANAGEMENT

PRODUCT OVERVIEW

Tyler's New World Utility Management software is used for the preparation and collection of water, sewer, electric, gas, sanitation and other miscellaneous utility billing services. In addition, Utility Management provides a comprehensive customer information system with online account status features for billing, consumption, service orders and other valuable data to help manage utility assets as well as track all utility operations.

All transactions are edited and controlled online and immediately available for inquiry and reporting. When a user enters information, the system checks the validity and integrity of that information. If a user is unsure of required information for a particular transaction, acceptable options are provided through drop downs. Data entry errors must be corrected before the system allows updating or posting to ensure accuracy of all data.

Utility Management is designed so that a user may easily access all Utility Information for a customer in one screen. Easy-to-use menu options, online inquiry and table-driven entry fields place an immense amount of information at the user's fingertips. When properly utilized, these features enhance the speed and accuracy of data entry and provide tremendous processing flexibility.

FULL INTEGRATION

The New World Utility Management software is fully integrated with other New World's software, providing a seamless flow of information between departments, as well as reducing data entry and errors to save your organization time. With a fully integrated system, authorized

personnel have direct access to customer billing and receivable information from any application within the system, enabling you to provide enhanced services to your customers.

When used in conjunction with the New World Financial Management application, billing, payment and adjustment information is automatically updated in the General Ledger.

The Utility Cash Register Interface streamlines the billing and payment process by monitoring all transactions and applying the amounts in the General Ledger. During payment processing, it will also show if the customer owes money in Misc. Billing, Permits, Code Enforcement or Business License.

PRODUCT FEATURES

Automate Processes

The Utility Management application helps increase productivity by automating routine processes, such as collecting and recording deposits, creating refunds, and making billing adjustments in a single step. All account billing and payment information is accessible on the inquiry screen, including pending payments and pending adjustments, providing easy access to account activity. This feature helps you to service your customers better with the ability to give them detailed information about their account.

- Automatically creates refunds based on department-defined business rules
- Pro-rations are applied to charge types within a rate (minimum, maximum, steps, services, etc.)
- Streamline workflow with the ability to reverse transaction adjustments directly from the inquiry screen without having to go to another application
- Automatically makes accounts receivable and consumption information adjustments
- Processes payment information, deposits, interest calculation, deposit refunds and journals of all general ledger transactions

Customer Information

New World provides your organization with the flexibility to tailor the application to meet your business needs and operational requirements to help manage and service your customers efficiently. The Utility Management system automatically tracks customer history, including past statements, payments and credit history, providing your department with detailed information.

- Automatically copies customer information from one account to another without re-entering the data, making the setup of new accounts faster and easier
- Improves customer service by allowing the customer to specify when to process his/her bank draft

Efficient Billing

The Utility Management application is designed to meet governmental billing requirements. Its flexibility allows you to tailor the software to your department's needs. For local governments

who maintain multiple billing cycles, routes and billing frequencies with a unique pro-ratio factor and aging factor, the Utility Management software allows you to automate your billing process, saving you time and improving accuracy.

The system is designed to hold multiple customer/contact information, which allows you to send a bill to each location, improving the collection process by providing statements to the tenant, building management company and landlord. Customer information can be easily accessed by account number or customer name, giving you a complete account history.

- Displays existing delinquent balances of new customers, improving auditing processes
- Transfer information to generate final bills or to create new customers in the system
- Provides an online billing calendar accessible to the entire department, eliminating manual record keeping
- Generates reports in the Billing Register, breaking the total billing down by Rate Code, Customer Type and Service Type
- Ability to print the PostNet or Intelligent Mail bar code on the customer bill to reduce postage costs
- Automatic application of penalties to delinquent accounts and generates first, second and third notices of metered and inactive accounts
- Combines monthly bill for all utility services, so your customers only have one bill to pay
- Ability to print bar codes on customer bill for faster data entry
- Allows for reprint of any bill on demand or final bills on demand
- Flexible handling of deposits and refunds
- Supports a variety of bill formats including post card, letter or laser
- Supports cash receipting, which is fully integrated with the Financial System

Flexible Rates

This comprehensive system provides you with an unlimited number of rates, giving you greater flexibility in rate structures and assigning rates, including future controlling rates, by assigning a start and stop date. The process is fully automated, decreasing manual interaction and improving billing accuracy and managing rates.

New World designed the system to give you more control of how rates are set up with the ability to create organization-defined formulas to use with rates, which doubles the number of elements used in a rate formula. The ability to calculate rate changes with future effective dates enables you to generate accurate revenue projection reports.

Reporting

The Utility Management suite provides 45-plus standard reports with various levels of detail to meet your individual needs and save you time. The easy to read reports show account balances, consumption proof, meter audit, deposit collection and much more.

- Transfers data for further analysis using graphics, spreadsheets or word processing software

- Processes reports interactively and in batch
- Generates management summary reports, providing managers with pertinent information

ADDITIONAL MODULES

Automatic Meter Read (AMR) Interface

Using New World's meter reading feature, your department can easily work with third party vendors. Third parties may only obtain consumption information, and New World automates the process of converting consumption and actual meter read information. You have the capability of converting actual meter reads into actual consumption or actual consumption into an actual meter read, depending on what your organization requires.

- Automated PC meter reads, annual book read entries and consumption estimates, with various proof and audit reports, helps verify the accuracy of this information

Meter Inventory

The Meter Inventory module monitors and controls meter inventories and generates a wide variety of management reports that help you make informed decisions and track current statuses.

- Meter inventory for scheduling maintenance, purchasing meters, testing and editing retired meters

Service Order Processing

Service Orders/Utility Work Orders module gives the end user the ability to track and assign meter issues/problems and resolutions for accounts and allows for these service orders to be printed for employees responsible for responding to the issues or employees may access the service order online.

Utility Cash Register Interface

Supplies payment processing support for the electronic cash registers used in the utility department

eUTILITY

eUtilities

This module allows utility customers to view their account activity using a link to the organization's web site. Customers can check information billings, meter reads, consumption and transaction history. Customers may also have the option of paying the bill online. Customers can initiate changes to their profile including mailing addresses and contact information. The benefit of this module is having information online, therefore reducing the number of phone calls to the Utility department. The online information would be as current as the last transaction. This is a good example of 24/7 customer service. Online payment could also reduce a customer's exposure to penalties for late payment.

TYLER CASHIERING

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

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

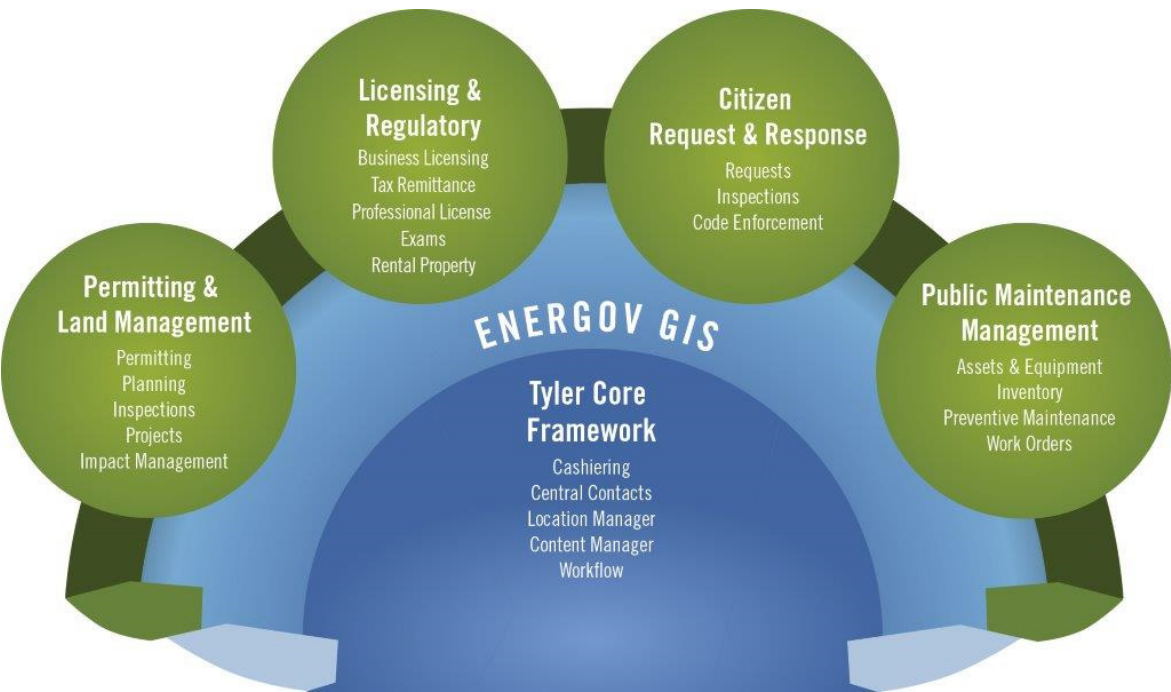
TYLER CONTENT MANAGEMENT

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

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

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

ENERGOV SOLUTION



PERMITTING & LAND MANAGEMENT

Automate land use planning, project review, permitting, inspections and the management of impact cases and objects with the EnerGov Permitting and Land Management Suite. With this multi-dimensional software, urban planning is easily done with the click of a mouse or touch of a screen. Your processes will be more efficient and communication will be on the way up while data errors will plunge. That means revenue has the potential to spike, and your return on investment may be captured sooner than you think.



MANAGE YOUR WORKFLOW

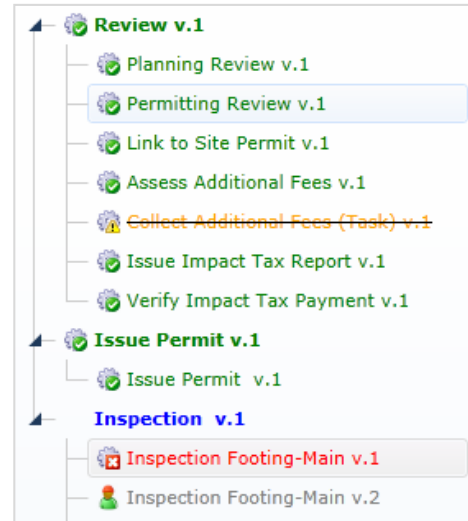
You will experience unparalleled flexibility in automating your organization's permitting, regulatory land use and enforcement processes when you deploy the Permitting and Land Management Suite. Superior configurability options allow for even the most complex business processes and workflows to be managed throughout the entire process lifecycle in a quick and efficient manner. Stop just tracking data, and start realizing the benefits and efficiencies that managing with EnerGov affords.

MANAGE OBJECTS

When you struggle with permitting equipment such as boilers, elevators and objects in a right-of-way that may have no address associated with them, think EnerGov. Our Object Management module helps uniquely identify these items and trace them through the permitting process.

MANAGE IMPACT CASES

Finances and permitting oversight can be a challenge to manage while you are regulating construction projects, and disparate systems can quickly turn project management into a difficult task. Impact Management solutions from EnerGov help you manage conditions of approval that impact project delivery so compliance is insured and revenue collections are more timely.



REDUCE ERROR, LIABILITY AND INCREASE REVENUE

Automating with EnerGov's Land Management Suite is a smart investment that can minimize human error and limit your agency's liability as it relates to permitting and regulatory land use. Flexible enough to take charge of escalation procedures and required operational steps, it is also solid enough to perform accurate jurisdictional GIS and decision-making analysis across the agency. With EnerGov Land Management, you never have to worry if conditions and land use requirements are maintained or enforced, or if corresponding information is tracked.

STREAMLINE YOUR OPERATION

We realize resources can be scarce, and that makes it tough to manage the process of regulating and enforcing in a timely manner. EnerGov's Land Management Suite assists in this process by streamlining and automating many of the time-consuming processes from intake to task and field inspection routing or creating a fully automated regulatory environment.

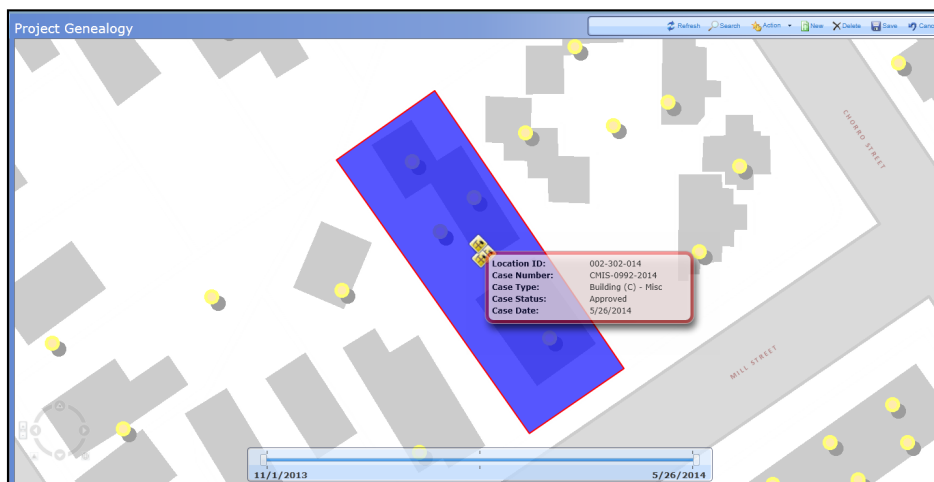
PERMITTING & LAND MANAGEMENT SUITE

EnerGov's flexible system allows you to customize business processes for varying departments while maintaining the integrity of working within one, centralized system. Records in EnerGov can be directly linked to your GIS data, allowing users the ability to see important land-data and make more informed decisions. Tracking plan submittals and their associated reviews, organizing revisions, scheduling meetings and hearings, verifying contractor licenses, issuing permits, collecting fees, and managing the inspection process are tools that will help you streamline your process. EnerGov's ability to manage conditions, holds, GIS information, and historic data help to create a clear picture of the work being managed.

PROJECT & LAND USE MANAGEMENT

From smaller local projects to large-scale land development, Permitting & Land Management's Project Management module keeps related permits constantly accessible during the project management phase. Parameters for the number and type of allowable plans or permits can be easily controlled, and conditions for each are easily established in accordance with local ordinances.

- Group related permits, plans, and code enforcement activity into one Project. Manage and view the status of the overall project, along with being able to see key details of associated records and easily access full record history.
- Track time spent on the project that can be used for reporting and/or to calculate fees.
- Create parent and child project hierarchies to manage critical relationships between multiple projects.
- Enhanced search capabilities allowing users to search by both current and historic project names.
- View all associated records in a timeline and map format using our project genealogy tool. Provides users with a visual display of the project's history and progress.



PLAN MANAGEMENT

All types of plans at any project level can now be assessed with electronic plan review functionality. While actions within the workflow may be limited based on the type of record you are displaying, your productivity certainly won't be. And if you need to measure public outreach, review and hearing processes, it's no problem since the Plan Management module tracks all actionable items from meetings and hearings.

- Create highly-customized workflow to manage the most complex to the simpler day-to-day tasks completed by the planning department. Color-coded and automatic versioning of the workflow helps planning managers view the progress of a project and track what the next steps are.
- Create meetings and hearings that will display on a centralized calendar. Track staff members and the public who have been invited and record history and notes. The

calendar is also visible online for citizens to see what upcoming meeting and hearings they have scheduled with the jurisdiction.

- Use GIS tools to create mailing lists that can be linked to the plan record to send public notices.
- Generate documents and reports, such as public notices and letters, using the information entered on your centralized EnerGov record.

Manage Plan RP-00550-2014

Menu

- Plan Details
 - Review v.1
 - Planning Review - plat v.1
 - Planning Review - plat v.2
 - Planning Review - plat v.3
 - Planning Commission Meeting v.1
 - Finalize PC Public Hearing Date v.1
 - Hold PC Public Hearing v.1
 - Final Actions v.1
 - Obtain PC Chair & Vice-Chair Signatures v.1
 - Make Copies v.1
 - Record at Land Records v.1
 - Scan and Upload Documents v.1

Workflow Details

Name: Description:

Status: Action Priority Order: Sort Order:

Received Date: Due Date: Complete Date:

☐ Needs Resubmit ☐ Completed ☐ Auto Receive

Item Review

Drag a column header and drop it here to group by that column

Status	Assigned Date	Due Date	Assigned User	Priority	Not Required	Comments
Complete	04/29/2014	05/19/2014	Administrator, Sys	0	<input type="checkbox"/>	Paragraph 4
Under Review	04/29/2014	05/19/2014	Iwasaki, Rebecca	1	<input type="checkbox"/>	Must not all
Under Review	04/29/2014	05/19/2014	Llewellyn, Jack	1	<input type="checkbox"/>	
Under Review	04/29/2014	05/19/2014	Mann, Greg	1	<input type="checkbox"/>	
Under Review	04/29/2014	05/19/2014	Meyer, Allen	1	<input type="checkbox"/>	

- Manage the submission of documents and subsequent reviews. Clearly marked and versioned workflow items tracks dates, comments, and outcomes.
- A variety of routing options allow you to determine how item review assignment should occur. Popular options include GIS Zone-to-Reviewer assignment, departmental load balancing, or using pre-determined review teams.
- Electronic Plan Reviews allows citizens to upload files through a portal. The files are added directly to the associated record.
- Plan Reviewers can manage their reviews through user-friendly workstations. Reviewers can add corrections from a library of codes. When using eReviews, reviewers can link their markups directly to corrections.
- Share submittal results with involved parties through citizen portals or through correction letters that can be generated directly from EnerGov.

Corrections Recommendations Conditions Collaboration

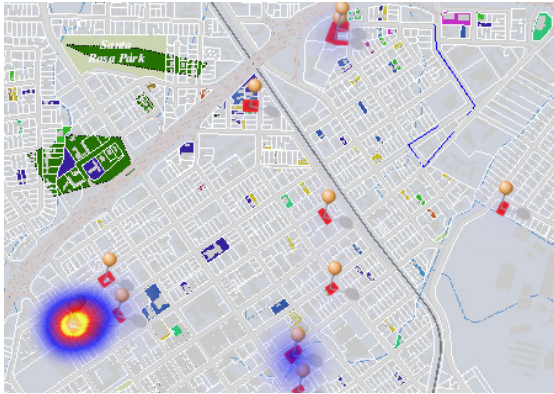
Correction Type	Category	Correction Description
General Correction	General Correction	

Element Number	Page Number	Markup Comments
[Auto]	1	
[Auto]	1	Round trip to the airpo
[Auto]	1	

PERMIT MANAGEMENT

In a perfect world, approvals would come exactly when you need them. EnerGov's permit software helps your agency deal with the reality of project details and cycles by color coding differing versions of plan review submittals and inspections so that project history can be tracked and fee revenue can be collected or recaptured.

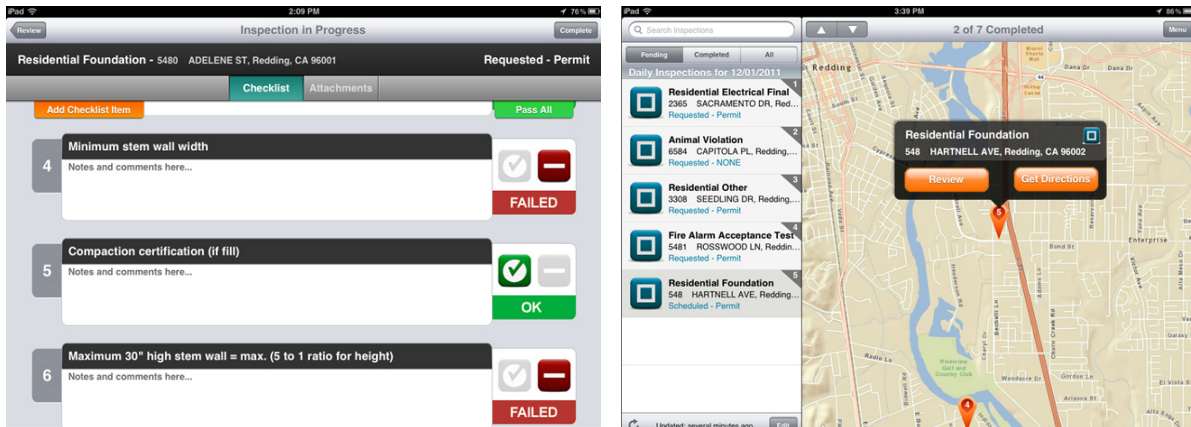
- Create permits directly from a user-friendly GIS-viewer. EnerGov can display relevant GIS data on specific records to automatically fill in fields, add requirements to workflow, or create alerts.
- Utilize the permit record to create a complete, historical picture of what work was applied for, on what property, and who it is associated to. Automatic history-tracking is applied to all records to create a full story. Ability to track notes, meetings, emails and phone calls to add to this historic data.
- Customize workflows to manage the submittal, review, approval, issuance, inspection, and final processes for your various departments. Due dates and assigned to fields allow multiple departments to interact with a single record seamlessly.
- Advanced fee calculation and cashiering options allow tracking payments made on records, billing contacts, and to easily retrieve invoice and receipt information. Widgets and advanced search screens allow managers to track overall fees collected to date to provide a comparison of revenue to date this year compared to last year.
- Automatically verify contractor and subcontractor licenses at the time of application and at permit issuance.
- Utilize conditions of approval and holds to prevent actions from happening on the permit unless certain milestones have been reached or critical issues have been addressed. Helps the users by providing the data up-front and minimizes the risk of errors.
- Associate cash or performance bonds to permit records. Manage partial and full releases accordingly.
- Save time on data entry by copying permits when someone is applying for multiple of the same type of permit.
- Extend the life of a permit automatically based on active inspection requests.
- Renew permits using customized renewal cycles to generate and pay invoices and to extend the permits' expiration date.
- Upload and view (if user security allows) attachments associated to the permit.
- Use documents, reports, widgets, and searching tools to capture critical information regarding history and trends. Plot search results on the map to view the data from a new point-of-view.



INSPECTIONS

Are you looking to take a greener approach to inspection management? Tyler can help. By receiving and scheduling inspection requests electronically, your office will see a significant decrease in phone calls and foot traffic, all interested parties will stay updated and communication will increase while you shuffle less paper. Field workers can also manage the inspection cycle through EnerGov's mobile applications and keep everyone updated in real time or as soon as connectivity is available.

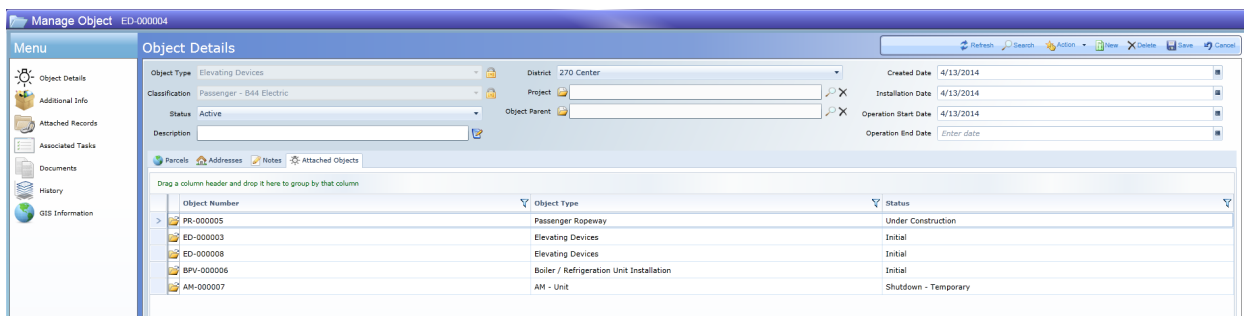
- Empower citizens to request inspections through a citizen portal or through an automated phone system (IVR). Flexible configuration options allow you to further define how many inspections can be request for a day, cut-off times to request inspections for the following day, and much more!
- Easily track which inspections are associated to different projects—visible statuses, version, and inspector notes help track the inspections' history.
- Utilize a variety of scheduling and assignment options including the ability to auto-schedule inspections, assign inspections using load-balancing, use GIS to assign inspectors to zones, and many other options.
- Workspaces designed specifically for inspectors to view the work that's assigned to them, add notes, and update statuses. Inspectors also have quick links to see associated project and parcel history.
- Our iG Inspect product allows inspectors to view inspections in the field, including previous inspection history. Inspectors can take notes, update status, take pictures, and email reports directly from the field.



OBJECT MANAGEMENT

While a lot of permits and plans are associated to an address and/or parcel, sometimes you may need to permit against an object such as an elevator. Objects can be linked directly to a permit, plan, or to other objects.

- Track the status of the object independently. Review the status of each associated object on the originating permit or plan record in a user-friendly grid.
- Create a hierarchy of objects between parent objects and children objects to efficiently manage the connection between multiple objects.
- Track and manage critical dates such as created date, installation date, and operation start and end dates.
- Capture information specific to each type and classification of object using standard and customizable fields.



IMPACT MANAGEMENT

Managing fees and conditions as a result of impact cases such as Rezoning and Special Use Permit approvals can be time-consuming and littered with oversights. The Impact Management module eases the load by automatically adding impact fees and conditions to applicable permits or plans. An overall impact case will track the associated records by recording total money collected to date, the number of records impacted, and much more!

- Empower those interacting with customers to have the most updated and dependable information possible already reflected on the records they are working with. Impact Management will add relevant fees and conditions to the associated records, allowing employees to spend their time where it counts.
- Draw impact polygons on the map using EnerGov user-friendly GIS viewer. An impact case can be associated to this polygon to define what type of conditions will be applied to parcels intersecting this area.
- Track the overall progress of the impact case with statuses, dates, attached records, and conditions, and how much money has been collected to date.
- Add multiple monetary and non-monetary conditions to an impact case. Customize when the conditions should apply to associated records and how to assess the conditions.
- Use fee allocation tools to automatically total how much money has been collected to date, how funds have been allocated, and the remaining funds balance.
- Flexibility and advanced impact fee setup options including adjustments based on inflation.

LICENSING & REGULATORY SUITE

We understand the spectrum of services you have to provide, and EnerGov's Licensing and Regulatory Suite is your one-stop solution. If you need to automate the administration of licensing and regulatory review, approval, issuance, renewal, revenue collection, investigation or enforcement processes, this suite has the power to deliver beyond your expectations by coalescing all regulatory agencies involved. Departments or agencies who may benefit include business licensing, professional and occupational licensing, alcohol control, revenue collection, business tax, regulated services, environmental control, fire and industrial compliance and more.

IMPROVE EFFICIENCIES AND MANAGE CENTRALLY

EnerGov's Enterprise Server framework includes Enterprise Contacts Manager (ECM) that was specifically designed to allow for central management and serve as a single point of entry for all regulatory business modules, details, actions and events. From management of regulatory compliance cases to tracking constituent requests and renewing or applying for a license, EnerGov simplifies the process.

FLEXIBLE APPROACH TO REGULATORY WORKFLOW MANAGEMENT

EnerGov's Licensing and Regulatory Suite enhances your operation by allowing for unparalleled flexibility in automating your organization's comprehensive licensing and regulatory requirements. Superior configurability options allow for government agencies to determine the appropriate licenses and cases to track, as well as associated details related to the agency's specific regulatory requirements. Even the most complex workflow cycles are no challenge for this technological approach.

INVESTIGATIVE AND ENFORCEMENT WORK ORDERS AUTOMATED

EnerGov's Licensing and Regulatory Suite automates your investigation and enforcement work orders, resource allocations and regulatory review routing to centrally connect and simplify operations. That means increased efficiency and a significant ROI.

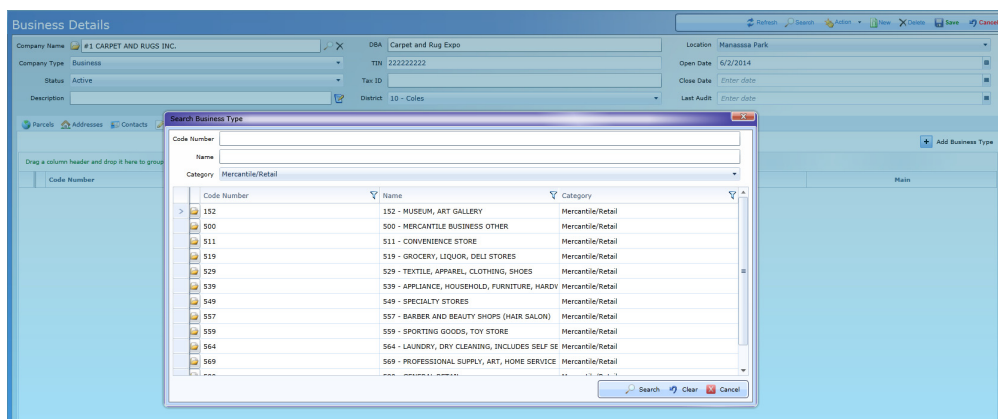
CONNECT DISPARATE DEPARTMENTS, AGENCIES AND CITIZENS

EnerGov's Licensing and Regulatory Suite empowers agencies to better connect departments, external agencies, processes, commercial entities, citizens and services. Utilizing a central database fosters collaboration, communication and efficiencies that affect your bottom line in a substantial way.

BUSINESS MANAGEMENT

Whether you need to track economic growth and development and/or regulate new businesses in your jurisdiction, EnerGov Business Management will help you reach your goals. Allow businesses to register online or in-person. Define the status, key dates of operation, and associated NAICS codes. Inspections can be conducted directly on a business, including reoccurring annual or semi-annual inspections. Use the business record as a starting point to create licenses and/or tax remittance accounts.

- Registering a business online allows your citizens to interact with you at their convenience—regardless of that's during normal business hours or not.
- Define the types of businesses that can be established such as corporations, sole proprietorships, or LLCs. Track critical information regarding this business including the DBA name, tax ID numbers, dates of operation, owners, employees, and emergency contacts.
- Use the business record as a way to group multiple licenses and/or tax remittance accounts. Provides a history of the overall business and its standing with your jurisdiction on a yearly basis.
- Track and report against the location of the business using multiple data points such as the address(es), parcel(s), location (in-city limits or out-of-city limits), and district fields.
- Define custom fields to further track and report against the information that's most valuable to you.



- Allow businesses to apply for and renew associated business licenses online or in person. Utilize updated information from the main business record to create appropriate licenses.
- Customize the license application and renewal process to fit your business needs directly. Determine the expiration dates based on a recurrence cycle so the expiration date will automatically calculate based on the issued date. Furthermore, determine the workflow that works best for your business process by assigning tasks, reviews, inspections, etc.
- Generate documents and reports to print and attach copies of the business license and renewal letters.
- Utilize quick and user friendly screens to streamline the payment and issuance process for renewed licenses. Or, allow citizens to complete this process online minimizing the amount of paperwork done in your office.

The screenshot shows a web-based form for a business license application. The form is titled 'License Number' with the value '000009-04-2014'. Below this, the 'Business Name' is 'Bonefish Grill', the 'License Type' is 'Restaurant', and the 'License Year' is '2015'. The form also includes fields for financial data: 'Original Estimated Receipts' (\$0.00), 'Reported Receipts' (\$450,000.00), 'Allowed Deductions' (\$5,600.00), 'Actual Gross Receipts' (\$444,400.00), and 'Estimated Receipts' (\$520,000.00). At the bottom, there are two buttons: 'Calculate Fee' and 'Renew'.

PROFESSIONAL LICENSE MANAGEMENT

Need to track licenses against an individual? Professional Licensing in EnerGov allows citizens to apply for and renew their personal licenses. These capabilities are extended online, where citizens can fill in their application, pay their fees, and renew licenses outside of business hours and at their own convenience. Utilizing professional licensing as a part of EnerGov allows for a seamless association between contacts, their current licenses, and what work they are aiming to accomplish in your jurisdiction.

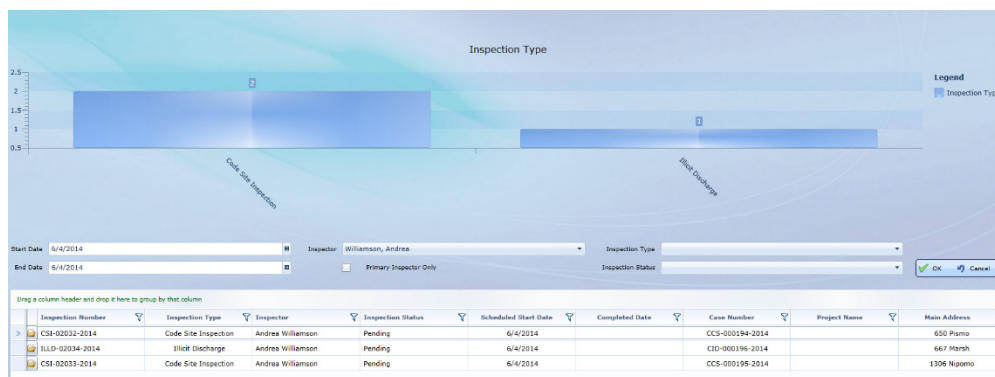
- Allows users to apply for and renew professional licenses in person or online. Serve the needs of the public by opening this extended flexibility while minimizing the amount of paperwork that needs to be completed internally.
- Ability to track critical dates of the license such as the application, issued, expiration, and last renewal dates. The expiration date will automatically generate based on the license cycle, which is configurable.
- Streamline your business processes by allowing EnerGov to verify if a contact has the proper professional license. Does a permit require a contractor to have a specific license? Does a business owner need a current professional licensing? EnerGov can cross-reference these requirements to provide users with relevant, updated information at defined points of the process.

- Define customizable workflow for professional licenses and the renewal process. Allows multiple departments and users varying levels of interaction and provides overall accountability.
- Generate documents and reports such as licenses and renewal letters. Automatically attach copies of these reports, and other relevant documents, directly to the license for future reference.

INSPECTIONS & INVESTIGATION

Need to schedule and track inspection history? EnerGov's versatile inspection management tools allow inspections to be linked to businesses, licenses, requests, code cases, permit, plans, and various other modules. Advanced configuration and scheduling tools are geared towards providing a user-friendly way for citizens to monitor their inspections while allowing you to schedule, track, and search for inspections.

- Create inspections related to businesses, licenses, permits, or code cases, allowing a complete history of site visits and inspections to be tracked on one record.
- Track how many times an inspector or officer has visited the site with automatic versioning in the workflow.
- Workspaces designed specifically for inspectors to view the work that's assigned to them, add notes, and update statuses. Inspectors also have quick links to see associated project and parcel history.
- Additional tools to track all of the correspondence used to resolve issues from emails, phone calls, posted notices, walk-in inquiries and much more.



REQUEST MANAGEMENT

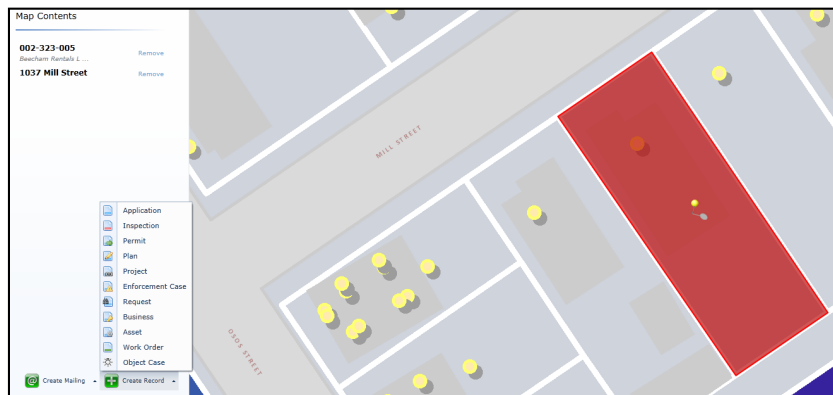
Citizen requests and complaints can now be easily managed with the help of EnerGov's Citizen Response System. Reports of potholes, overgrown lots, damage to public facilities or other issues can be reported by citizens through a web portal, along with the location and any pictures or notes taken. Government staff can then assign inspections, work orders and code enforcement action, making citizen responsiveness as easy as a click.

- Online portal allows citizens to submit complaints and/or requests. As an administrator, you have the flexibility to customize options such as allowing anonymous complaints, requiring a specific address, or allowing individuals to submit a general location.

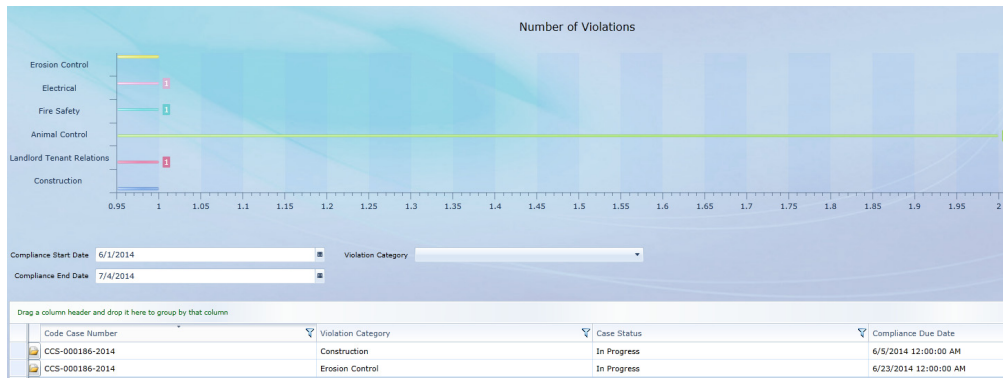
- Utilize activity and inspection tools to track the steps taken to address the complaint.
- Built-in fields to determine the assignment of the complaint, the priority, and critical dates help prioritize daily responsibilities, enabling you to better serve the public.
- Easily escalate a complaint/request into a full code case. EnerGov will automatically copy relevant information onto the code case so you don't have to re-enter the same data.

ENFORCEMENT CASE MANAGEMENT

Within your economic development efforts, it's important that communities in your jurisdiction stay clean and safe. Rental units are no exception. EnerGov's Rental Property module supports the enforcement of ordinances in regard to exterior maintenance such as weed control, garbage or junk. Its workflow system also accommodates one-time or recurring inspections for utility connection within rental units to keep long-term tenants in compliance. It does so through its unique capability to identify the property and its owner or manager, their registration or licensing, and site inspection cases or cycles.



- Highly customizable workflow that allows multiple violations to be associated to one code case. Each violation can be resolved independently and has its own set of compliance dates, priority, fees, notes, and status.
- Ability to extract data from the code case into customizable reports to generate notices, letters, and reports regarding the history of the code case.
- Assignments on the code case can be managed on the overall code case and on individual inspections and tasks, allowing multiple individuals and departments to have ownership in the process.
- Advanced security settings allow contacts on code cases to be hidden from the public and from internal staff.
- Batch update code cases to change the assigned to, contacts, status, and more. Batch update widget allows administrators to monitor the progress of updates and easily view impacted records.
- Widgets and advanced searching tools empower code officers and managers to know what violations are approaching their compliance dates, what their workload looks like, and items they need to follow-up on.
- Ability to see code cases associated to the parcel and/or contact directly on each code case.



eREVIEWS

POWERFUL ELECTRONIC PLAN REVIEW AUTOMATION

EnerGov's eReviews extension adds a unique and powerful dimension to the EnerGov platform. This technology allows your agency's plan review and submittal process to be managed within a browser-based, paperless environment and easily interfaces with the Permitting & Land Management, Licensing & Regulatory and Asset Management Suites. Users also enjoy collaborative interaction with constituents through seamless integration into EnerGov's Public ePortal. More importantly, eReviews allows agencies to link the digital review process to GIS (via EnerGov GIS based on Esri's ArcGIS Server) to allow for geospatial viewing, interaction and reporting. EnerGov's eReviews is your answer to a more effective review process.

SYSTEM FEATURES

- Paperless Plan Submission Process
- Powerful and Seamless Workflow Collaboration within the EnerGov Regulatory Process
- Digital Markups and Approval Stamps
- Analyze Files with Version Overlay Comparisons
- Calibration, Scaling and Snap Functions for Measurements
- Version Control/Comprehensive Audit Trail
- "Approved" Plans Published for Field Inspector Access
- Plans Archived for Agency and Emergency Retrieval
- Departmental Permission and much more



ENERGOV APPLICATION EXTENSIONS

IG® WORKFORCE MOBILE PLATFORM

iG Workforce is the industry's first government platform for the next generation of mobility. EnerGov was the first software solution to offer a comprehensive and robust mobile workforce platform and family of apps that take advantage of native iOS tablet environment.

ENERGOV CITIZEN ACCESS

EnerGov Citizen Access is an integrated constituent-facing web portal that provides your community with 24-hour access to comprehensive government services. From applying and paying for permits and licenses to requesting inspections and service requests, EnerGov Citizen Access can enable your agency to reach its services goals, and better engage a connected public via 24/7 online access.

If you recommend that the City of Delray Beach hire one or more full-time administrators to maintain the system after implementation, please discuss that in this section as well, including their role, minimum education and experience, and other details that we can use to estimate the cost.

Tyler's will assign a project team to the City's project who have years of experience working with clients such as the City of Delray Beach and are subject matter experts in their functional area. Project Managers and Implementation Consultants, as well as most other project resources, will be assigned to the Implementation project at the Phase Level. This is done to ensure that all project resources assigned to each phase of the project, can leverage past experience and assist the City in making intelligent and informed decisions. In addition, Tyler has proposed a partially Dedicated Project Manager to oversee the project. This resource will be included in addition to the phase level resources described above.

For information on the roles of each resource assigned, please refer to the Project Resource Roles section outlined in Sample Implementation Plan.

Please provide a list of customers who currently use the solution you propose. If possible, please note any that are similar in growth and demographics to the City of Delray Beach. We are a coastal community of approximately 65,000 citizens and 32,683 parcels with strong, vibrant growth. Please note that the City of Delray Beach is most interested in two general types of references--those that have recently implemented the proposed solution successfully and those who are currently implementing the proposed solution. This list will not be used as a contact list and may include some of the same customers you listed in section 2.3. Please separate your references as follows:

Those using exactly the same solution you propose for the City of Delray Beach and with a similar scope of work.

Those using other solutions that were implemented by the same team that you propose for the City of Delray Beach, or those using the same solution with dramatically different scopes of work.

Those who use other solutions and that were implemented by other teams.

Tyler considers its client list proprietary, as disclosure to Tyler's competitors would be harmful to Tyler's business. Tyler has enclosed a representative sample of its client list above. If required, Tyler will provide its complete client list, once a nondisclosure agreement has been signed.

Discuss the search feature and functionality in adequate detail. What fields can be used to search? Can we use multiple criteria? Can we search for like items or sound-like?

Users are given a variety of search options to retrieve information from standard Inquiry and Management Reporting pages in the New World solution. Inquiry pages provide the user with the most commonly used search criteria as the default. For example, the Employee Service inquiry allows the user to search quickly by employee number, name and status. On some inquiry pages, clicking on an icon launches an advanced search option that includes additional search criteria that are appropriate for the topic. In all cases, text fields are set up as SQL %wildcard% searches. The Management Reports allow for more multi-select capabilities (i.e., select employees from a group of departments rather than from just one department) than the inquiry pages.

4.7 LICENSE AGREEMENT (2.6)

Provide a list of any third party licensing agreements necessary to implement your solution. Further, provide a detailed explanation of how the software is licensed. Of particular interest are any requirements that the City purchase such third-party software through the respondent's company and any impact that has on the license agreement the City would have with that software provider. Also, provide any alternative procurement processes the City can use to obtain any require third party software and any warranty, support, or challenges this would have on the installation and maintenance of the respondent's software.

Please reference the Sample License Agreement in Section 7 of this proposal response.

4.8 IMPLEMENTATION

2.8. IMPLEMENTATION

Answer the following questions and provide the necessary documentation for each item listed below.

As discussed above, the City of Delray Beach feels that implementation is the key to the success of this project. Include extensive discussion of your proposed implementation plan and timelines.

IMPLEMENTATION METHODOLOGY

This Sample Implementation Plan defines the principal activities and responsibilities of Jefferson County (Customer) and Tyler for the implementation of an integrated system consisting of:

New World ERP Modules and Functions
Financial Management
Human Resources/Payroll
Utility Billing

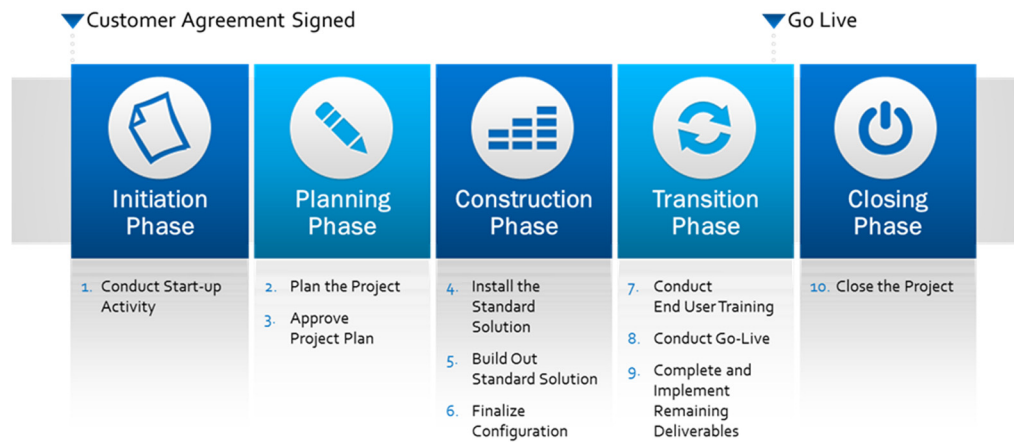
The integrated technology shall be provided by Tyler Technologies to transition from the existing technology supporting Customer's participants and to support Customer's operation.

This Plan requires that Tyler Technologies and Customer provide the management leadership and staff commitment to fulfill their responsibilities as described in the Agreement.

GENERAL ASSUMPTIONS

1. This Plan will be utilized by Tyler Technologies and Customer to manage implementation of the Tyler Technologies technology and to transition Customer from its existing technologies and operation to the technology provided and described in the Agreement.
2. Work will be performed at Customer's location and Tyler Technologies' project offices and will be performed on business days during Customer's normal business hours, except when both parties agree otherwise.
3. The project consists of the delivery, installation, configuration, testing, implementation and go-live of the Licensed Standard Software that provides the functionality and operation described in this Agreement.
4. Additional work activities and software functionality not described in the Plan will be considered a change to this project and will be authorized by Customer using the Project Change Request.
5. Customer and Tyler Technologies expect and agree that the Plan will be modified from time to time, especially after Tyler Technologies gains a more complete understanding of Customer's existing technologies, business practices and operations.

5 Phase Project Implementation Methodology (PIM)



Tyler Technologies has successfully completed thousands of implementation projects. Tyler Technologies has developed this standard project implementation methodology to be predictable, repeatable, lower risk and maximize project success. This standard approach is based upon a blend of Project Management Institute (PMI) Project Management Book of Knowledge (PMBOK) guidelines and knowledge obtained from years of successful Tyler Technologies project management activity deploying public sector solutions.

Following the PMI methodology, projects are divided into five distinct phases:

1. **Initiation** – Engage project management, establish initial communication channels and begin planning.
2. **Planning** – Create and approve the Project Plan.
3. **Construction** – Execute the Project Plan to build, configure, test and review the system to verify system readiness.
4. **Transition** – Train users, perform data conversion (if required), execute go-live, complete Post Go-Live activities, finalize Customer application customizations, optimize implementations (if applicable) and complete final acceptance of the operating system.
5. **Closing** – Review and approve the project closure, disengage project management and formally transfer Customer to Tyler Technologies Account Management team.

Each phase is broken into a series steps with each step having the following items:

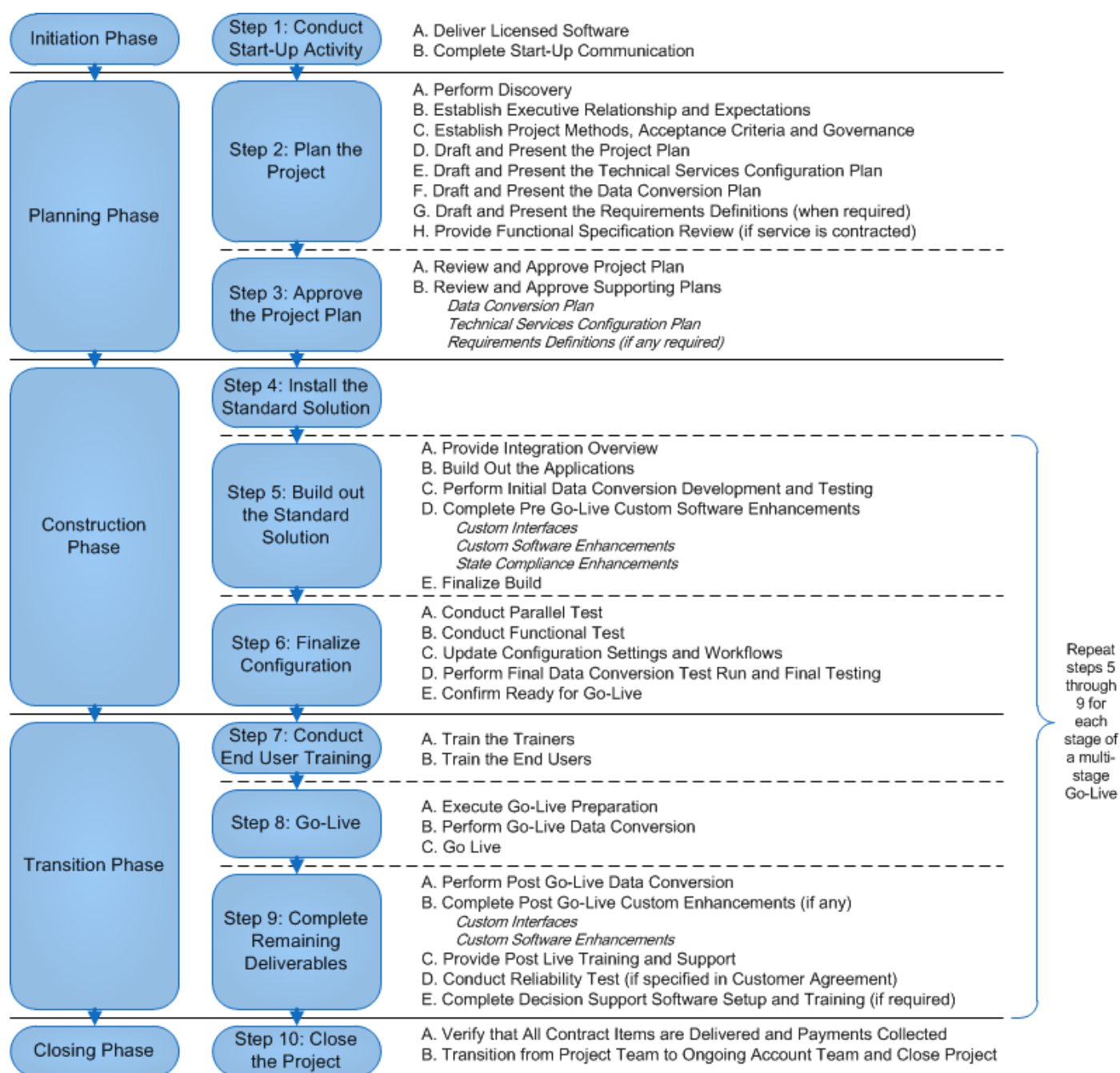
1. Tyler Technologies Responsibilities – Tasks Tyler Technologies staff is responsible to complete.
2. Customer Responsibilities – Tasks Customer staff is responsible to complete.
3. Product and Service Deliverables — Contract items that are delivered during the step.
4. Standard Payment Milestones – Events when completed trigger standard payments.
5. Key Milestones – Events that are key to monitoring the status and health of the project.
6. Completion Criteria - requirements in order to consider the step complete.

The Phases, Steps, Milestones, Product and Service Deliverables, and Work Breakdown Structure (WBS) that comprise the PIM are summarized in the matrix on the following pages. Each step and project deliverable are described in detail in the sections following this matrix. Although the PIM steps are shown in diagrams as sequential, steps will overlap based on individual project needs and circumstances.

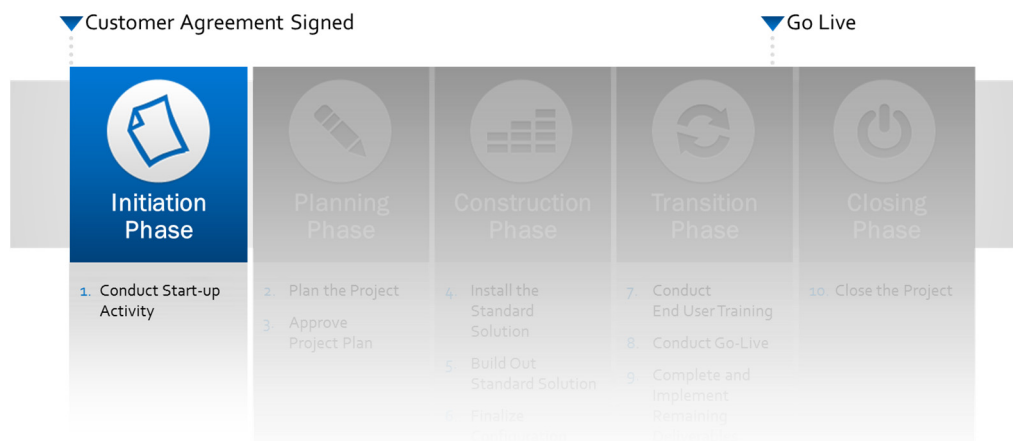
Also note, the Phases, Steps, Milestones, Product and Service Deliverables, and WBS are embedded in the Project Plan template, which is used in conjunction with this methodology.

Note, the Construction Phase (Steps 5 and 6) and the Transition Phase (Steps 7 through 9) are repeated for each application if the project contains staged go-live events.

Work Breakdown Structure (WBS)



Initiation Phase



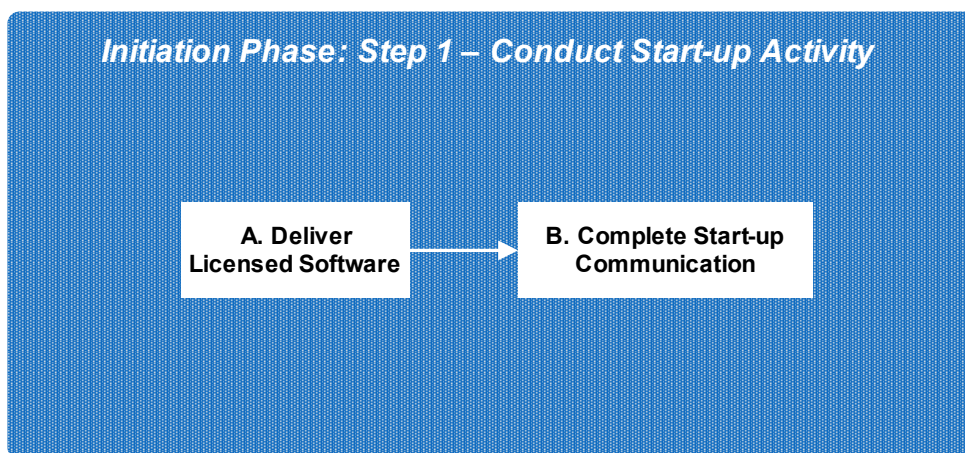
Purpose: Deliver standard licensed software, engage project management, establish initial communication channels and begin planning.

Description of Phase: The Initiation Phase initiates with the Agreement being signed by both parties. This phase consists of one step:

- Step 1: Conduct Start-up Activities

Tyler Technologies will deliver the standard licensed software. Also, the initial communication takes place between Tyler Technologies and the Customer, the Project Managers are assigned and the Tyler Technologies Sales representative initiates the formal transition of the project to the Tyler Technologies Operations team. The Operations team (when completely formed) includes Executive Sponsorship, Project Management and Professional Services Application Specialists.

Step 1: Conduct Start-up Activities



Deliver Licensed Software

When the Agreement is signed, Tyler Technologies will deliver to Customer the standard licensed software in the Agreement. This delivery excludes any custom software enhancements or custom interfaces (which will be delivered later in the project once completed).

Responsibilities	
Tyler Technologies	Customer
<ul style="list-style-type: none"> Deliver the standard licensed software electronically by either shipping DVDs containing the software, or posting the software to a Customer Portal for download. If posted to a Customer Portal for download, Tyler Technologies will notify Customer the software is available and is considered “delivered.” 	<ul style="list-style-type: none"> Receive the DVDs containing the standard licensed software shipped, or Download the standard licensed software from the Customer Portal.

Complete Start-Up Communication

Overview: The Tyler Technologies Project Manager will complete one or more conference calls with Customer. The objectives for this communication are:

- Describe key teams/groups and identify their roles & responsibilities during the project.
- Discuss expectations of Customer and Tyler Technologies.
 - Notify Customer their senior leadership will be required for executive project reviews and signing approval documents.
 - Discuss Project timeframes
- Discuss Account Management Planning meeting agenda and objectives.
- Review Account Management slide deck, adjust as necessary.
- Set date for onsite Account Management Planning meeting and discuss site preparation.
- Discuss keys to project success.
- Request topology diagram of Customer’s network.

Responsibilities	
Tyler Technologies	Customer
<ul style="list-style-type: none"> Schedule Tyler Technologies staff to participate in the start-up call(s). Clearly define the objectives for each of the start-up call(s). Request topology diagram of the Customer's network. Request a copy of Customer's Organization Chart. Review Customer Competency Matrix. 	<ul style="list-style-type: none"> Schedule Customer resources to participate in the start-up call(s). Participate in the call and discuss agenda items during the start-up call(s). Provide the topology diagram of the Customer's network. Provide a copy of the Customer's Organization Chart.

Planning Phase

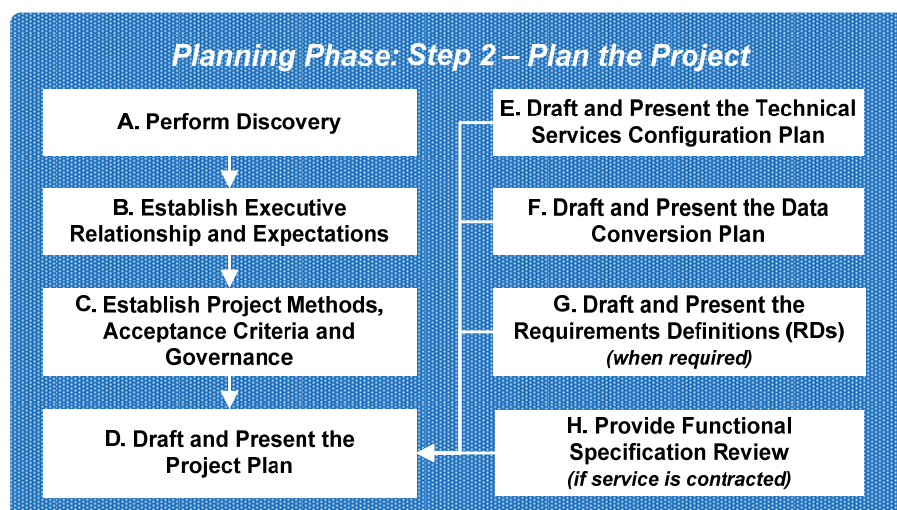
Purpose: Create and approve the Project Plan.

Description of Phase: The Planning Phase consists of two steps:

- Step 2: Plan the Project
- Step 3: Approve the Project Plan

During this Phase, the Tyler Technologies and Customer Project Managers organize the project, establish project teams, confirm requirements, develop the Executive Summary Project Plan, develop the MPP, develop the Data Conversion Plan, establish acceptance criteria and obtain senior management approval for these plans.

Step 2: Plan the Project



A. Perform Discovery

Overview: Tyler Technologies and Customer Project Managers will review Customer's business practices, environment and workflow. Key events include:

1. In-depth review of Customer operations and policies to establish an understanding of Customer's environment.
2. Review of contracted RDs for Custom Software Enhancements and/or Custom Interfaces.

Key participants include:

- New Account Sales or Customer Care Account Manager
- Tyler Technologies Project Manager
- Tyler Technologies Application Specialists
- Customer Project Manager
- Customer SMEs

Responsibilities	
Tyler Technologies	Customer
<ul style="list-style-type: none"> ▪ Review Customer workflow requirements as described above. ▪ Document workflows and requirements reviewed. ▪ Review any and all documents detailing discovery activity completed during the sales process, including: <ul style="list-style-type: none"> ▪ Discovery Document (Demonstration Team) ▪ Best Process Review (Demonstration Team) ▪ Turnover Document 	<ul style="list-style-type: none"> ▪ Coordinate with Customer participants to be available as necessary including supervisors, SMEs and others to discuss all licensed applications, modules and functions.

B. Establish Executive Relationship and Expectations

Overview: The assigned Tyler Technologies Executive Sponsor will meet with Customer Senior Manager(s) to establish a business relationship between Tyler Technologies and Customer executives. During this meeting, these key topics will be reviewed:

1. Executive overview with Executive Management and identification of Customer Executive Sponsor(s).

2. Review of project scope (Agreement, project implementation methodology) with Customer Senior Management.
3. Discuss initial Project Schedule and resource management policy.
4. Presentation of the overall implementation strategy, roles, responsibilities and keys to project success.

Key participants include:

- Senior/Executive Sponsor
- General Manager of Professional Services
- New Account Sales or Customer Care Account Manager
- Tyler Technologies Project Manager
- Customer Senior Management/Executive Sponsor
- Customer Project Manager

This meeting is commonly referred to as the Executive Sponsor Meeting.

Responsibilities	
Tyler Technologies	Customer
<ul style="list-style-type: none"> ▪ Executive Sponsor will meet with Customer senior managers to discuss topics listed above. Once complete, the Executive Sponsor (and/or designee) will document and distribute the information to the appropriate members of the project teams. The Tyler Technologies Executive Sponsor responsibilities include: <ul style="list-style-type: none"> ▪ Review summary of project ▪ Establish framework for future senior manager meeting agendas and schedule, roles and responsibilities of Tyler Technologies and Customer senior managers ▪ Discuss Customer initial senior input for Project Schedule 	<ul style="list-style-type: none"> ▪ Schedule appropriate senior managers participate in the meeting. ▪ Reach Agreement with Tyler Technologies on senior management status reporting, meeting agendas and schedules. ▪ Accept responsibility for prescribed expectations of Customer senior management team.

C. Establish Project Methods, Acceptance Criteria and Governance

Overview: The assigned Tyler Technologies Project Manager will coordinate a series of onsite meetings with key Customer staff associated with project planning, development and

implementation. In this series of meetings, Tyler Technologies and Customer will establish project methods, acceptance criteria and governance. Key topics include:

1. Review of project scope (Agreement, project implementation methodology) with Customer project management.
2. Discuss initial Project Schedule and resource management policy.
3. Presentation of the overall implementation strategy, roles, responsibilities and keys to project success.

Key participants include:

- General Manager of Professional Services
- New Account Sales or Customer Care Account Manager
- Tyler Technologies Project Manager
- Customer Project Manager
- Customer project planning staff as appropriate

These meetings are commonly called the Account Management Planning meetings.

Responsibilities	
Tyler Technologies	Customer
<ul style="list-style-type: none"> ▪ Project Manager will meet with Customer staff to discuss topics listed above. Once complete, the Project Manager (and/or designee) will document and distribute the information to the appropriate members of the project teams. The Tyler Technologies Project Manager responsibilities include: <ul style="list-style-type: none"> ▪ Review project methodology ▪ Establish framework for account management, roles and responsibilities of Tyler Technologies and Customer ▪ Establish initial Project Management Workbook (PMW) with Customer: <ul style="list-style-type: none"> ▪ Roles and Responsibilities ▪ Communication Plan ▪ Risk Management Plan ▪ Initial issues/concerns ▪ Discuss Customer initial input for Project Schedule <p>Once compiled, documents will be provided to Customer for review.</p>	<ul style="list-style-type: none"> ▪ Discuss with Tyler Technologies and help outline a document describing the project methods, acceptance criteria and governance topics. ▪ Provide written list of any specific issues found by Customer with the project documentation prepared through this process. ▪ Reach Agreement with Tyler Technologies on adjusting documents to reflect issues identified.

D. Draft and Present the Project Plan

Overview: In parallel to *Establish Executive Relationship and Expectations*, the assigned Tyler Technologies Tyler Technologies and Customer Project Managers will review of Customer's business practices, environment and workflow to examine the fit into the Tyler Technologies software product. Following this assessment, Tyler Technologies and Customer will create the initial draft of the MPP. Key topics include:

1. High level review of Customer workflows and policies to establish the foundation to facilitate discussions related to a proposed timeline, custom requirements and an initial training schedule.
2. Address go-live requirement for custom interfaces, custom software modules and/or data conversions.

3. Development of the initial draft of Project the Plan.

The initial draft of the Project Plan can be a full MPP or it can be the Project Schedule from the PMW. At this time, the draft plan is based on the future availability of Tyler Technologies and Customer resources, the successful completion of project tasks over time, and the mitigation of potential project delays. It is a baseline project plan that may require alterations due to changes in the project as the plan is executed.

Key participants include:

- Senior/Executive Sponsor
- General Manager of Professional Services
- New Account Sales or Customer Care Account Manager
- Tyler Technologies Project Manager
- Customer Senior Management/Executive Sponsor
- Customer Project Manager
- Customer SMEs

Responsibilities	
Tyler Technologies	Customer
<ul style="list-style-type: none"> ▪ Review Customer workflow requirements. ▪ Document the workflows and requirements reviewed. ▪ Distribute the documents to the appropriate members of project team. ▪ Develop initial draft of MPP. ▪ Review initial draft of MPP with Customer. 	<ul style="list-style-type: none"> ▪ Identify any Customer schedule dependencies, constraints, conflicts and requirements. ▪ Work with Tyler Technologies Project Manager on developing the initial draft of the MPP. ▪ Provide written list of any specific issues found by Customer with the project documentation prepared through this process.

E. Draft and Present Technical Services Configuration Plan

Overview: In parallel to *Establish Project Methods, Acceptance Criteria and Governance* and *Draft and Present the Project Plan*, the Technical Services team will work with the Project Manager to coordinate and facilitate a set of conference calls with Customer to address the Technical Services activities required to deploy application servers and software at Customer location. The key objective of the conference calls is to ensure all parties understand what is required for each component the Technical Services team will deploy, infrastructure requirements for deployment and environmental factors that could affect deployment.

Responsibilities	
Tyler Technologies	Customer
<ul style="list-style-type: none"> Technical Service Lead facilitates conference call with Customer and Tyler Technologies technical resources to address the initial Technical Services planning and analysis. Document Customer site technical information. Develop a Technical Services Plan (incorporated within the MPP) detailing the tasks required to execute the Technical Services activities for deployment. 	<ul style="list-style-type: none"> Identify any Customer schedule dependencies, constraints, conflicts and requirements. Work with Tyler Technologies Project Manager on developing the initial draft of the Technical Services Plan.

F. Draft and Present the Data Conversion Plan

Overview: In parallel to *Establish Project Methods, Acceptance Criteria and Governance* and *Draft and Present the Project Plan*, Tyler Technologies will provide conversion assistance to Customer to help convert the existing data files defined in the Agreement. If additional files are identified after the execution of the Agreement, estimates will be provided to Customer prior to Tyler Technologies beginning work on those newly identified files.

Based on the Agreement, Customer and Tyler Technologies will conduct the data conversion and migration. Tyler Technologies will analyze Customer source data, develop and deliver a Data Conversion/Migration Plan. This conversion effort includes data coming from one unique database or source, not multiple sources. No data cleansing, consolidation of records, or editing of data will be part of the data conversion effort. Any data cleansing, removal of duplicate records or editing must take place by Customer prior to providing the data to Tyler Technologies.

A data conversion analysis and assessment to verify the scope of effort for the project will be conducted onsite at Customer location. Customer will be responsible for actual travel expenses for this trip.

The scope specification shall include identification of Customer files to be converted, the number of records to be converted and the number of data drops provided to Customer. The standard number of data drops is three (3) test and 1 (one) final production data drop.

Responsibilities	
Tyler Technologies	Customer
<ul style="list-style-type: none"> ▪ Data Conversion Lead facilitates conference call with the Customer and Tyler Technologies participants to address the data conversion process and initial requirements. ▪ Document Customer's preliminary conversion requirements. ▪ Develop a Data Conversion Plan (incorporated within the MPP) detailing the tasks required to execute the data conversion activities. ▪ Distribute and explain the Data File Conversion Implementation Guide. 	<ul style="list-style-type: none"> ▪ Customer will provide data in standard conversion record layouts as required by Tyler Technologies with an accurate count of records contained in the files. ▪ Appoint key contact regarding delivery and loading of conversion data. ▪ As provided in the project plan for conversions, Customer will provide a dedicated resource in each application area to focus on conversion mapping and testing.

G. Draft and Present Requirements Definitions (RDs) (for additional custom software or modifications)

Overview: In parallel to *Establish Project Methods, Acceptance Criteria and Governance* and *Draft and Present the Project Plan*, the Tyler Technologies Project Manager will coordinate a series of discussions with key Customer SMEs associated with requested scope changes/additions to the contracted Custom Software Enhancements and/or Custom Interfaces. Working with Customer, Tyler Technologies will develop the additional Requirements Definition (RDs) to support contract changes associated with the additional development activity.

Responsibilities	
Tyler Technologies	Customer
<ul style="list-style-type: none"> ▪ The Project Manager will meet on site or via conference calls with Customer staff and review requirements for additional Custom Software Enhancements and/or Custom Interface development. ▪ Once the process of requirements definition gathering is complete, the Project Manager working with Customer will review the draft 	<ul style="list-style-type: none"> ▪ Meet with Tyler Technologies Project Manager and review requirements for additional Custom Software Enhancements and/or Custom Interfaces. ▪ Review and validate the draft Requirements Definitions (RDs) as documented. ▪ Provide written list of any specific issues found by Customer with the Requirements

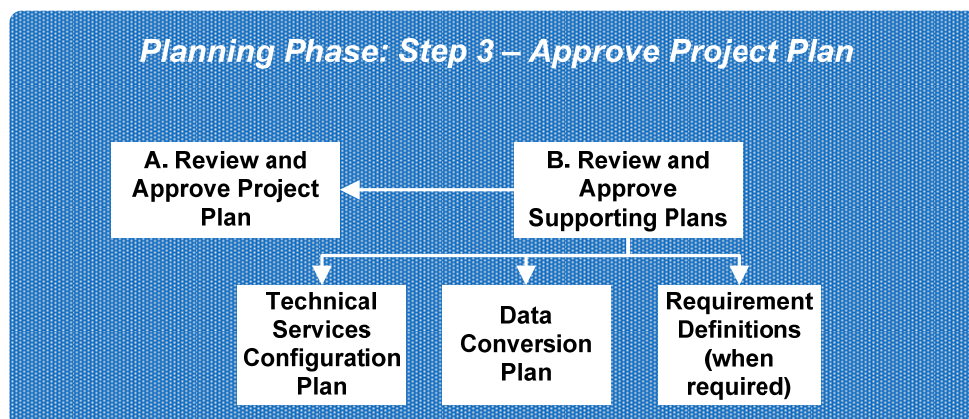
<p>Requirements Definition documents and distribute them to the appropriate members of the Project Team for validation.</p> <ul style="list-style-type: none"> Submit approved Requirements Definitions to Tyler Technologies Sales Administration team to generate a contract addendum to add the additional RDs to the scope of the project. 	<p>Definitions prepared through this process.</p>
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H. Provide Functional Specification Review

Overview: The Tyler Technologies Project Manager will meet onsite with Customer and review the functional specifications for the licensed software, if service is contracted.

Responsibilities	
Tyler Technologies	Customer
<ul style="list-style-type: none"> The Project Manager and an appropriate number of Tyler Technologies Application Specialists, working with Customer, will review the functional specifications for the licensed software (typically functional specifications are attached in the Agreement from the Tyler Technologies Response to Customer RFP). Approve validation of the functional specifications on behalf of Tyler Technologies. 	<ul style="list-style-type: none"> Customer working with Tyler Technologies Project Manager and SMEs will review the functional specifications for the licensed software (typically attached in the Agreement from the Tyler Technologies Response to Customer RFP) if review services are purchased. Approve validation of the functional specifications on behalf of Customer.

Step 3: Approve the Project Plan



A. Review and Approve the Project Plan

Overview: The objective of this step is to approve the MPP based upon the planning completed in reviewing Customer work processes discovered during Step 2B above. The resulting document defines the specific project tasks, timelines for completion and ownership of each activity throughout the remainder of the project.

The approved project plan can be the MPP or it can be the Project Schedule from the PMW as drafted during the *Draft and Present Project Plan* step of the Project Implementation Methodology. At the time of approval, the plan is based on the future availability of resources, the successful completion of project tasks over time and the mitigation of potential project delays. It is a baseline project plan that may require alterations due to changes in the plan as the project is completed.

Responsibilities	
Tyler Technologies	Customer
<ul style="list-style-type: none"> Ensure there is a clear alignment of the MPP and the Supporting Plans (Systems Assurance Configuration Plan, Data Conversion Plan and Requirements Definitions for custom software/interfaces) to the implementation of the standard application solution in Customer's live environment. Review resources confirmed in the project schedule. Ensure Tyler Technologies resources can be locked into the schedule with sufficient notification of assignment prior to deployment of service deliveries. 	<ul style="list-style-type: none"> Review the draft MPP. Document any specific deficiencies found with the Plan and provide to Tyler Technologies within fifteen (15) days of receipt. Approve the MPP on behalf of Customer, by either: <ul style="list-style-type: none"> Signing off on the draft MPP by Customer Project Manager and Executive Manager, or Providing no response to Tyler Technologies within fifteen (15) days of

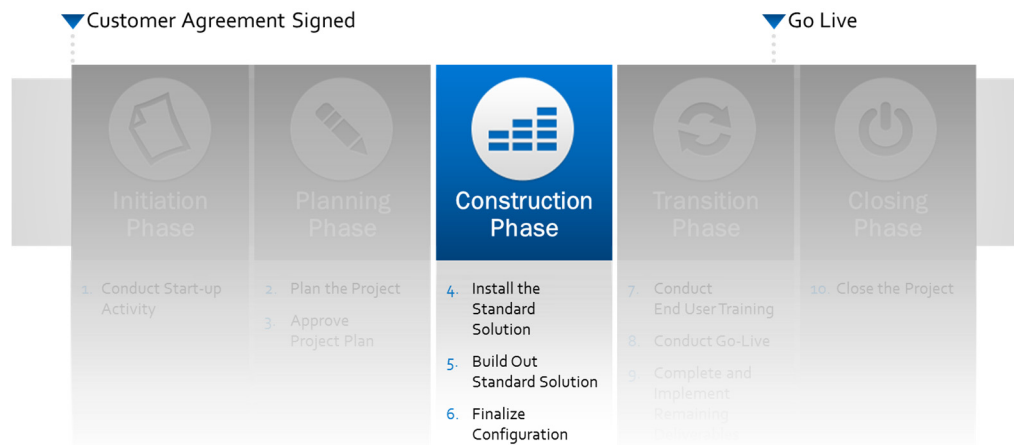
<ul style="list-style-type: none"> ▪ Review the draft MPP with Customer staff. ▪ Approve the MPP on behalf of Tyler Technologies. ▪ Upon mutual approval of the MPP, establish the document as the baseline for the project. If there are no deficiencies communicated, the Plan shall be deemed accepted at the expiration of the fifteen (15) days. 	<p>receipt of the draft MPP, in which case the plan is deemed approved</p>
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B. Review and Approve Supporting Plans

Overview: The objective of this task is to approve the Supporting Plans: Technical Services Configuration Plan, Data Conversion Plan and Requirements Definitions.

Responsibilities	
Tyler Technologies	Customer
<ul style="list-style-type: none"> ▪ Ensure there is a clear alignment of the Project Plan and the Supporting Plans (Technical Services Configuration Plan, Data Conversion Plan and Requirements Definitions (for additional custom software or modifications) to the implementation of the standard application solution in the Customer's live environment. ▪ Review the draft supporting plans with Customer staff. ▪ Approve the Supporting Plans on behalf of Tyler Technologies. 	<ul style="list-style-type: none"> ▪ Review the draft supporting plans. ▪ Document any specific deficiencies found with the Supporting Plans and provide to Tyler Technologies within fifteen (15) days of receipt. ▪ Approve the Supporting Plans on behalf of Customer, by either: <ul style="list-style-type: none"> ▪ Signing off on the Supporting Plans by Customer Project Manager and Executive Manager, or ▪ Providing no response to Tyler Technologies within fifteen (15) days of receipt of the Plans, in which case the plan is deemed approved

Construction Phase



Purpose: Execute the Project Plan to install, setup, build, review, finalize configuration and verify system readiness for training and go-live.

Description of Phase: The Construction Phase consists of three steps.

- Step 4 – Install the Standard Solution
- Step 5 – Build Our Standard Solution
- Step 6 – Validate Configuration

During this Phase, the Tyler Technologies and Customer Project Managers lead the project, coordinate project team activities, communicate direction, report on project progress and monitor resources. The team's focus during this Phase is to execute the Project Plan. Customer and Tyler Technologies project teams install the system, implement the database, review the configuration, apply final application configuration requirements and lay the groundwork to migrate to the Tyler Technologies application. Success requires commitment from Tyler Technologies and Customer to include necessary leadership and governance by both parties over their respective teams.

The methodology diagram indicates each step of the Construction Phase follows the previous step, but occasionally steps may occur concurrently.

Steps 5 and 6 of the Construction Phase are repeated for each Application if the project contains multiple go-live events.

Step 4: Install the Standard Solution

Construction Phase: Step 4 – Install the Standard Solution

Install the Standard Solution

Overview: During this step, Tyler Technologies validates and finalizes Customer’s hardware configuration, software requirements and implementation. The result of this effort is documented in the Technical Services Setup Plan.

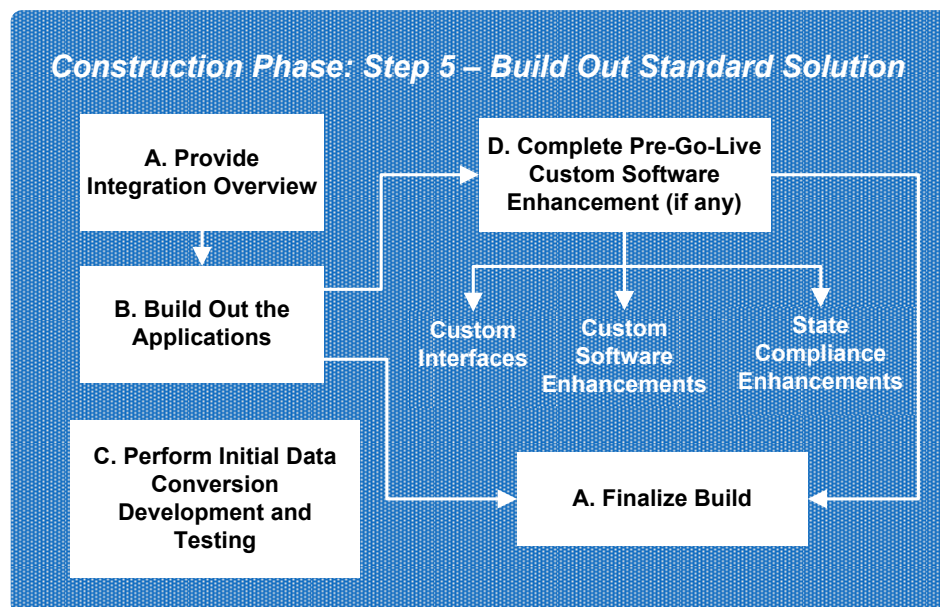
Tyler Technologies will install the licensed standard software (including standard interfaces) and standard database on Customer supplied servers and configure the system to meet application specifications.

These services do not include hardware and/or third party product costs, which shall be Customer’s responsibility. Whenever possible, these services will be provided remotely, resulting in savings in travel expenses and time. If onsite installation is required, Customer will be responsible for the actual travel expenses and time.

Responsibilities	
Tyler Technologies	Customer
<ul style="list-style-type: none"> Configure the system as required and provide knowledge transfer to Customer System Administrator: <ul style="list-style-type: none"> Verify with Customer personnel the computer processor(s), operating system software, third party software, associated workstation requirements, printers, network communications and other related components supplied by Customer. Document the required site resources (e.g., facility, power, network, cooling, etc.) necessary to operate the application; as part of the review, Tyler Technologies will make recommendations for necessary site 	<ul style="list-style-type: none"> Provide Customer technology staff to assist Tyler Technologies with executing the Technical System Setup Plan. Provide in writing, information on existing hardware and operating system software components and terminal networks, as well as projected utilization statistics (i.e. number of users, number of concurrent users, number of transactions, database sizes) and other information reasonably required to validate final hardware requirements. Review and approve the final hardware and operating system configuration with the Tyler Technologies project team. Review Tyler Technologies’ recommendations regarding any existing

<p>modifications to meet minimum operating requirements for the application.</p> <ul style="list-style-type: none"> ▪ Review with Customer the minimum requirements for workstations as identified in Agreement, as applicable to the application. ▪ Train Customer to install client workstations, administer servers, manage disaster recovery systems and review any other items of concern related to hardware and software configuration. ▪ Review ongoing Customer management expectations of how system will be managed by Customer. ▪ Identify role of Tyler Technologies vs. Customer post system setup. ▪ Provide Customer with a Technical System Setup document that includes the following: <ul style="list-style-type: none"> ▪ Identification of any special space requirements ▪ Functional system diagram, showing a high level view of the Tyler Technologies standard software subsystems and their associated hardware 	<p>communications networks and workstations and make any modifications identified by Tyler Technologies to ensure compatibility with the equipment and system to be installed.</p> <ul style="list-style-type: none"> ▪ Ensure hardware is ordered, delivered and installed prior to scheduling Tyler Technologies' Technical Services visit onsite. ▪ Provide information technology support staff onsite and accessible via phone or email for knowledge transfer and to help address any concerns encountered during the system installation. ▪ Provide approval indicating completion of system set-up and administration training.
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Step 5: Build Out the Standard Solution



Steps 5 through 9 are repeated for each Application if the project contains multiple go-live events.

A. Provide Integration Overview

Overview: Tyler Technologies and Customer Build Teams will meet for one or two days to review the New World ERP application in its entirety to generate a solid understanding of how each of application component functions, how components are integrated and how data is managed throughout the system.

The Provide Integration Overview focuses on developing an end-to-end perspective across all applications for the Customer's Build Team on how data management and construction decisions in one area of the software can impact other areas.

Key participants include:

- Tyler Technologies Project Manager
- Tyler Technologies Application Specialist
- Customer Project Manager
- Customer Build Team Members
- Customer SMEs

Responsibilities	
Tyler Technologies	Customer
<ul style="list-style-type: none"> ▪ To provide appropriate Application Specialists onsite to assist with integration overview. ▪ To guide Customer through the application integration and operational specifications of the licensed components. 	<ul style="list-style-type: none"> ▪ Coordinate with Customer participants to be available as necessary. ▪ Provide and schedule necessary facilities for session. ▪ Assign, schedule and ensure attendance and participation of appropriate staff for session.

B. Build Out the Applications

Overview: The *Build Out of the Applications* includes reviewing the available functionality of each application and module and assisting/training Customer SMEs to:

1. Define Customer workflows
2. Build out validation sets
3. Make application configuration settings
4. Set up standard forms as required for each application and module purchased

To define Customer workflows, a hands-on Build Review of each application is completed in a class room with computer workstations with access to the application software. Build Reviews are facilitated by Tyler Technologies Application Specialists for each application area. Customer operations staff expert(s) on the application area attend the reviews to learn how to set up, configure, and maintain the software.

The Build Reviews are conducted by walking through each function within each application from the user/administrator point-of-view and examining every project construction element as it relates to a particular process. During the review, Customer staff makes decisions regarding the configuration elements and they set up the system accordingly on-the-spot where possible. In addition, homework is assigned to Customer staff to complete additional tasks outside of the Build Review sessions regarding definition of workflows and/or set up of the system configuration. The homework results are reviewed in subsequent review sessions with the full group.

The goal is at the conclusion of each application's Build Review; the application is properly configured with all related system variables fully defined and set-up.

The Build Reviews include:

1. Reviewing the various Customer work processes and the functional relationship to the software.
2. Review of any applicable Requirements Definition documentation for Custom Enhancements and/or Interfaces regarding impacts on Customer workflows.
3. Identification and documentation of any desired configuration modifications to the standard software solution (not previously contracted).
4. Validation of any custom modification decisions related to implementation of the standard software solution and the post-live custom requirements.
 - a. Custom software modifications
 - b. Custom interfaces
5. Identification of any Customer-specific reports (management reports, public inquiries, etc.).

Responsibilities	
Tyler Technologies	Customer
<ul style="list-style-type: none"> ▪ Provide access to up-to-date user manuals for workshop participants. ▪ Tyler Technologies' Project Manager and Application Specialist(s) will act as facilitators to lead the walk through of the Tyler Technologies standard software solution with Customer staff and train Customer Staff on how to configure and set up each Application. ▪ The Tyler Technologies Project Manager will assist Customer Project Manager to prepare the Customer team for the Build Reviews ▪ The Tyler Technologies Project Manager and/or Application Specialist will provide additional applicable documentation required during the review. ▪ The Tyler Technologies Application Specialist will present the configured applications facilitate an interactive exchange with Customer and to review the configured applications with Customer. ▪ A Tyler Technologies Executive Manager may participate in the Build Reviews, as well as in a project review meeting with Customer's 	<ul style="list-style-type: none"> ▪ Customer Project Manager is responsible for preparing Customer team for the Build Reviews, ensuring all necessary Customer team members attend the reviews, configure the system and complete homework assignments. ▪ Customer is responsible to make decisions regarding configuration and set up and to apply those decisions to the configuration and set up of the application software. ▪ Once initial Build Out is complete for each application area, Customer team leaders and SMEs will walk the review group through Customer workflow and policy set up in the configured Tyler Technologies applications. ▪ During the walk through, Customer will determine any additional workflow modifications and/or minor software configuration changes required and will document in writing the list of any additional configuration changes required. ▪ Customer is responsible for ensuring the implementation of any workflow changes prior to rollout and training to its end-user community.

<p>senior staff.</p> <ul style="list-style-type: none"> ▪ The Tyler Technologies Project Manager will work with Customer Project Manager to finalize the content of the User Training Plans as part of the Build Reviews. 	<ul style="list-style-type: none"> ▪ Provide in writing a list of any required non-standard Tyler Technologies reports not yet identified or included in the Agreement. ▪ Customer Project Manager will work with Tyler Technologies Project Manager to finalize the content of the User Training Plans as part of the Build Reviews. ▪ Presentation of the final configuration and set up to Customer staff: “Here’s how the system has been constructed.”
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C. Perform Initial Data Conversion Development and Testing

Overview: In parallel *Build Out of the Applications*, Tyler Technologies and Customer will perform the initial data conversion development, mapping and testing to convert the existing data files defined in the Agreement. If additional files are identified after execution of the Agreement, estimates will be provided to the Customer prior to Tyler Technologies beginning work on those newly identified files.

Based on the Data Conversion Plan, Customer and Tyler Technologies will conduct the initial data conversion tasks. Note, no data cleansing, consolidation of records or editing of data will be part of the data conversion effort. Any data cleansing, removal of duplicate records or editing must take place by Customer prior to providing the data to Tyler Technologies.

Responsibilities	
Tyler Technologies	Customer
<ul style="list-style-type: none"> ▪ Program the data conversion tools per the Data Conversion Plan. ▪ Test the data conversion tools to validate they correctly follow the mappings. ▪ Provide converted test data files to Customer for testing. 	<ul style="list-style-type: none"> ▪ Cleanse the data to be converted as required prior to providing to Tyler Technologies. ▪ Map the data fields for the files to be converted so they align to the Tyler Technologies data base fields. ▪ Provide Tyler Technologies with the data files to be converted by extracting live data from the legacy system and submitting to Tyler Technologies. ▪ Assist Tyler Technologies in analyzing the source data extracted as requested. ▪ Correct any data issues in the source identified by Tyler Technologies when necessary.

	<ul style="list-style-type: none"> ▪ When provided with a converted test data set, test the conversion to validate for accuracy and completeness. ▪ Identify any concerns within fifteen (15) days of receiving the data conversion test files. Should Customer not identify concerns within the fifteen (15) day period, the data conversion shall be deemed ready for go-live.
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D. Complete Pre-Go-Live Custom Software Enhancements (if any)

Overview: During this step, working with Customer, Tyler Technologies will complete development and installation of any Custom Software Enhancements, Custom Interfaces and/or State Compliance Enhancements in Customer environment required for go-live. The results of this step are a completed system ready for go-live.

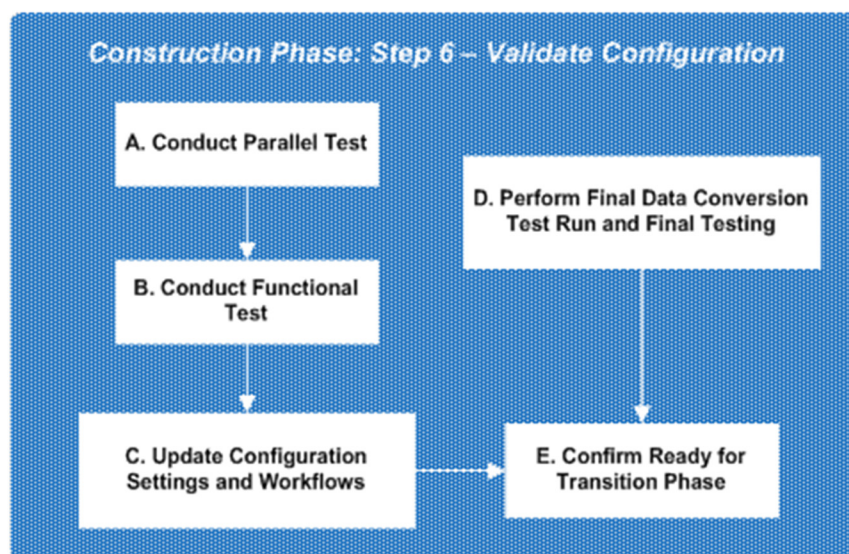
Responsibilities	
Tyler Technologies	Customer
<ul style="list-style-type: none"> ▪ Complete development tasks for Custom Enhancements, Custom Interfaces and/or State Compliance Enhancements. ▪ Working with Customer, implement the Custom Enhancements, Custom Interfaces and/or State Compliance Enhancements as required for go-live. 	<ul style="list-style-type: none"> ▪ Provide liaison to participating Customer agency staff and third party vendors as required supporting installation and test of interfaces to third party systems. ▪ Test the Custom Enhancements, Custom Interfaces and/or State Compliance Enhancements. ▪ Notify Tyler Technologies within 15 days of installation of Custom Software of any issues discovered during test.

E. Finalize Configuration

Overview: The Finalize Build includes a review of overall application functionality, the integration of the system to additional modules, interface operations and data capture processes. During Finalize Build, Customer staff confirms decisions previously made regarding the configuration elements they set up the during t

Responsibilities	
Tyler Technologies	Customer
<ul style="list-style-type: none"> Tyler Technologies' Project Manager and Application Specialist(s) will act as facilitators during the Finalize Build process. The Tyler Technologies Project Manager will assist the Customer Project Manager to prepare the Customer team for the Finalize Build activity. The Tyler Technologies Project Manager and/or Application Specialist will provide additional applicable documentation required during the review. The Tyler Technologies Application Specialist will present the configured applications and facilitate an interactive exchange with the Customer and to review the configured applications with the Customer. 	<ul style="list-style-type: none"> Once initial Build Out is complete for each application area, Customer team leaders and SMEs will walk the review group through the Customer workflow and policy set up in the configured Tyler Technologies applications. During the walk through, Customer will determine any additional workflow modifications and/or minor software configuration changes required and will document in writing the list of any additional configuration changes required. Customer is responsible for ensuring the implementation of any workflow changes prior to executing the parallel test and functional test.

Step 6: Finalize Configuration



Steps 5 through 9 are repeated for each Application if the project contains multiple go-live events.

A. Conduct Parallel Test

Overview: The parallel test is the process used to validate the overall function of the Tyler Technologies software using Customer's production data. During the test, the Customer will utilize their current production system and the Tyler Technologies software in simultaneously for data entry and production activities. The results between the two systems will be compared to confirm that both systems operate as expected and the results of the data import and management processes are equal. The parallel test uses production data to insure Tyler Technologies software will be able to function with the data available and the input processes used to populate the data in the Tyler Technologies software.

Responsibilities	
Tyler Technologies	Customer
<ul style="list-style-type: none"> ▪ Tyler Technologies' Application Specialist(s) will act as facilitators during the parallel test and will assist Customer to: <ul style="list-style-type: none"> ▪ Review the process used for data capture to emulate this process on both systems ▪ Review all calculations and required data management processes on both systems ▪ Generate required reports from both systems and review reports for accuracy and data discrepancies ▪ Review journal entries on both systems and confirm data accuracy ▪ Review any other printed documents generated from both systems and confirm data accuracy ▪ The Tyler Technologies Project Manager will assist the Customer Project Manager to prepare for the Parallel Test by confirming the following (As applicable): <ul style="list-style-type: none"> ▪ The previous data set as required for the test is available in the Tyler Technologies system ▪ The required Customer SMEs have the appropriate availability to participate in the parallel test ▪ The appropriate work location with client 	<ul style="list-style-type: none"> ▪ The Customer Project Manager is responsible for preparing the Customer team for the parallel test, ensuring all necessary Customer team members attend the events, participate in the process and complete assignments associated with the successful conclusion of the parallel test. ▪ The Customer must provide access to current production system for data comparison activity required by the parallel test. ▪ Customer is responsible for identifying data discrepancies and making decisions required to resolve the discrepancies. ▪ Provide in writing a list of any required non-standard Tyler Technologies reports not yet identified or included in the Agreement.

availability to work with the Tyler Technologies software and the production system	
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B. Conduct Functional Test

Overview: The functional test is a determination if the software solution is ready for user training and go-live. It can be performed by Customer, or if functional test services are contracted from Tyler Technologies, the functional test can be performed jointly by Tyler Technologies and Customer. The functional test is intended to validate the licensed software satisfies the functional specifications included in the Agreement and/or RFP response from Tyler Technologies. If no functional specifications were provided in the Agreement or RFP response, then the functional test is simply a final review of readiness to begin User Training.

Responsibilities	
Tyler Technologies	Customer
<ul style="list-style-type: none"> ▪ If Customer has purchased Functional Test Services, then: <ul style="list-style-type: none"> ▪ To provide appropriate Application Specialists onsite to assist with functional test ▪ To guide Customer through the functional specifications one at a time, and demonstrate/verify the specification is satisfied by the software ▪ To assist Customer to record the results of each functional test ▪ To assist Customer to tally the test results ▪ To confirm pass/fail of the functional test per the test criteria (if contracted) ▪ If Customer has not purchased Functional Test Services from Tyler Technologies then Tyler Technologies will provide Customer the Functional Test Checklist. 	<ul style="list-style-type: none"> ▪ If Customer has purchased Functional Test Service, then: <ul style="list-style-type: none"> ▪ To walk through functional specifications one at a time to witness, observe and verify the specification is satisfied by the software ▪ To assist Tyler Technologies to record the results of each functional test ▪ To assist Tyler Technologies to tally the test results ▪ If Customer has not purchased Functional Test Services, then Customer shall: <ul style="list-style-type: none"> ▪ Verify the software meets the specifications defined in the Functional Test Checklist for licensed software ▪ Document concerns identified during the review of the Functional Test Checklist using the standard notification process provided by Tyler Technologies

C. Update Configuration Settings and Workflows

Overview: During this **step**, Customer updates the Workflows, Validation Sets, Configuration Settings and Standard Forms based on the results of the functional test.

Responsibilities	
Tyler Technologies	Customer
<ul style="list-style-type: none"> Review results of functional test with Customer. Provide guidance to Customer to changes to the software based on the results of the functional test. 	<ul style="list-style-type: none"> Apply configuration or other changes as determined by the functional test results.

D. Perform Final Data Conversion Test Run and Final Testing

Overview: In parallel to Update Configuration Settings and Workflows, Tyler Technologies and Customer will perform the final data conversion test run and testing of the converted data files defined in the Agreement.

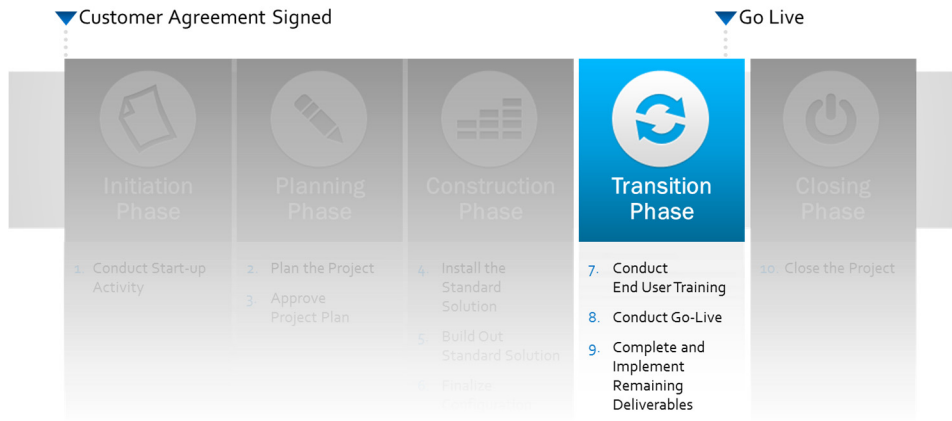
Responsibilities	
Tyler Technologies	Customer
<ul style="list-style-type: none"> Provide final converted test data files to Customer for testing. 	<ul style="list-style-type: none"> When provided with a converted test data set, test the conversion to validate for accuracy and completeness. Identify any concerns within fifteen (15) days of receiving the data conversion test files. Should Customer not identify concerns within the fifteen (15) day period, the data conversion shall be deemed ready for go-live.

E. Confirm Ready for Transition Phase

Overview: Review the overall project status to ensure all requirements for the go-live event have been completed and the go-live event can occur with minimal disruption or risk. Document all related issues and concerns and jointly agree, in writing, to move forward with training and transition to the live environment.

Responsibilities	
Tyler Technologies	Customer
<ul style="list-style-type: none"> Tyler Technologies Project Manager will review the Project Management Workbook with the Customer to ensure all applicable issues and action items were addressed. Tyler Technologies will assist Customer to prepare the go-live Checklist. Develop Conversion Cutover Plan (as part of the Go-Live Plan). Final verification Tyler Technologies resources are scheduled to conduct Customer go-live activities. Review Training Plans with Customer. 	<ul style="list-style-type: none"> Working with Tyler Technologies, review the Project Management Workbook to ensure all applicable issues and action items have been addressed to move forward with training and transition to the live environment. Ensure its team is fully committed to the go-live event and the proper governance and leadership is in place to guide the Customer through a successful go-live event. Assist Tyler Technologies to prepare the Go-Live Checklist. Plan, schedule, communicate and coordinate all user planning, preparation and go-live tasks and events. Ensure requirements for training sessions have been met and attendees have been notified of their required participation. Working with Tyler Technologies, review the Training Plans to ensure training will meet the needs of the user base.

Transition Phase



Purpose: Train users, perform data conversion, **execute** go-live, complete post-go-live activities, finalize Customer application customizations and optimize implementation (if appropriate).

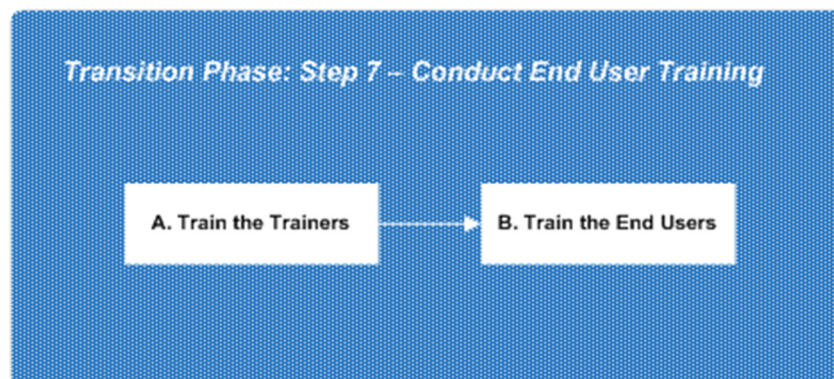
Description of Phase: The Transition Phase consists of three steps.

- Step 7 - Conduct End User Training
- Step 8 - Conduct Go-Live
- Step 9 - Complete and Implement Remaining Contract Deliverables

During this Phase, Tyler Technologies and Customer project teams train users, cut over from legacy systems and complete post go-live requirements.

The Transition Phase is repeated for each Application if the project contains multiple go-live events.

Step 7: Conduct End User Training



Steps 5 through 9 are repeated for each Application if the project contains multiple go-live events.

A. Train the Trainers

Overview: Tyler Technologies' Application Specialist(s) provide user training to Customer staff.

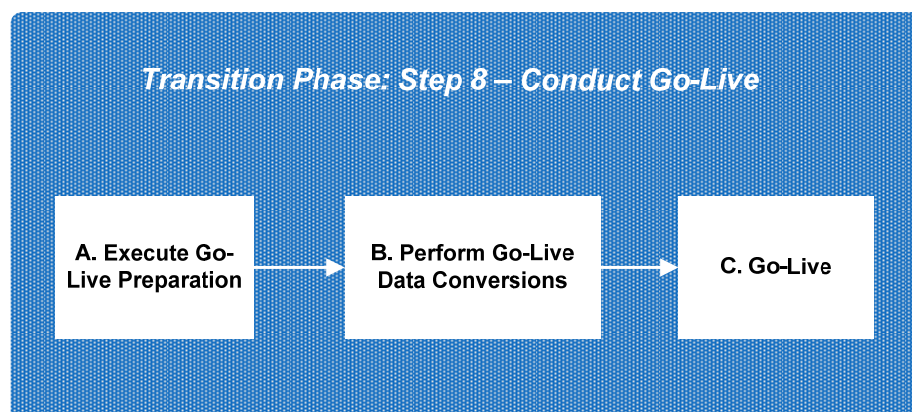
Responsibilities	
Tyler Technologies	Customer
<ul style="list-style-type: none"> ▪ The Tyler Technologies Project Manager will assist Customer Project Manager to prepare the Customer team for Train-the Trainer Training. ▪ The Tyler Technologies Project Manager and/or Application Specialist will provide additional applicable documentation required during the course. ▪ The Tyler Technologies Application Specialist will present the configured applications in a manner that facilitate an interactive exchange with Customer staff to: <ul style="list-style-type: none"> ▪ Understand the functional use of the application ▪ Establish that attendees have the knowledge to successfully train others ▪ Develop training techniques and lesson plans to successfully train end users ▪ Resolve common training problems to minimize disruption and delays during the end user training process ▪ Monitor training course attendance and ensure all appropriate users receive training. ▪ Identify in writing any issues regarding training delivery. ▪ Provide a recap of the training activities related to each application. 	<ul style="list-style-type: none"> ▪ Assign, schedule and ensure attendance and participation of appropriate staff for training sessions. ▪ Provide and schedule necessary facilities for training sessions. ▪ Ensure training facilities are set up and configured with all requisite hardware/software. ▪ If a Train-the-Trainer approach is used, select Customer trainers and receive the Train-the-Trainer training from Tyler Technologies. ▪ If a Train-the-Trainer approach is used, Customer must provide end user training. ▪ Monitor training course attendance and ensure all appropriate users receive training. ▪ Identify in writing any issues regarding training delivery.

B. Train the End Users (if applicable)

Overview: Tyler Technologies' Application Specialist(s) provide user training to Customer staff.

Responsibilities	
Tyler Technologies	Customer
<ul style="list-style-type: none"> ▪ None, unless Customer has purchased End User Training Services from Tyler Technologies. ▪ If Customer has purchased End User Training Service, then: <ul style="list-style-type: none"> ▪ The Tyler Technologies Project Manager will assist Customer Project Manager to prepare the Customer team for the End User Training ▪ The Tyler Technologies Project Manager and/or Application Specialist will provide additional applicable documentation required during the course ▪ The Tyler Technologies Application Specialist will present the configured applications in a manner that facilitate an interactive exchange with Customer staff to understand the functional use of the application ▪ Monitor training course attendance and ensure all appropriate users receive training. ▪ Identify in writing any issues regarding training delivery ▪ Provide a recap of the training activities related to each application 	<ul style="list-style-type: none"> ▪ Assign, schedule and ensure attendance and participation of appropriate staff for training sessions. ▪ Provide and schedule necessary facilities for training sessions. ▪ Ensure training facilities are set up and configured with all requisite hardware/software. ▪ If a Train-the-Trainer approach has been selected and Customer is providing End User Training, Customer must do the following: <ul style="list-style-type: none"> ▪ Train all users. ▪ Monitor training course attendance and ensure all appropriate users receive training. ▪ Identify in writing any issues regarding training delivery. ▪ Provide Tyler Technologies with a recap of the training activities related to each application

Step 8: Conduct Go-Live



Steps 5 through 9 are repeated for each Application if the project contains multiple go-live events.

A. Execute Go-Live Preparation

Overview: During and immediately after User Training, Tyler Technologies and Customer work together to prepare for go-live as documented in the PMW.

Responsibilities	
Tyler Technologies	Customer
<ul style="list-style-type: none"> ▪ Working with Customer, execute the Pre-Go-Live Checklist. ▪ In preparation for go-live, Tyler Technologies will assist Customer to verify the operational readiness of the production environment. This activity may be managed by the Project Manager. The key areas to be reviewed (when applicable) and the Tyler Technologies team members that will assist in the review are: <ul style="list-style-type: none"> ▪ Infrastructure and related operational environment (Technical Services) ▪ Application configuration, compliance adherence and custom software modifications (Application Specialists) ▪ Standard and custom interfaces (Interface team/Application Specialists) ▪ Data conversion (Data Conversion team) 	<ul style="list-style-type: none"> ▪ Verify the operational readiness of the production environment (Tyler Technologies will assist). ▪ Prepare production server for go-live (Tyler Technologies will assist): <ul style="list-style-type: none"> ▪ Set counters ▪ Other maintenance tasks ▪ Schedule, communicate and coordinate all user planning, preparation and go-live tasks and events.

<ul style="list-style-type: none"> ▪ Tyler Technologies assists Customer in preparing production server for go-live: <ul style="list-style-type: none"> ▪ Set counters ▪ Other maintenance tasks ▪ Provide final updates, when applicable, to the following: <ul style="list-style-type: none"> ▪ Standard software ▪ Custom software ▪ Hardware ▪ Interfaces ▪ State reporting ▪ Data conversion ▪ In preparation for go-live, Tyler Technologies will coordinate an internal Pre-Live Leadership Meeting with resources assign to provide go-live services for Customer. 	
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B. Perform Go-Live Data Conversion

Overview: In parallel to *Execute Go-Live Preparation*, Tyler Technologies and Customer will perform the go-live data conversion.

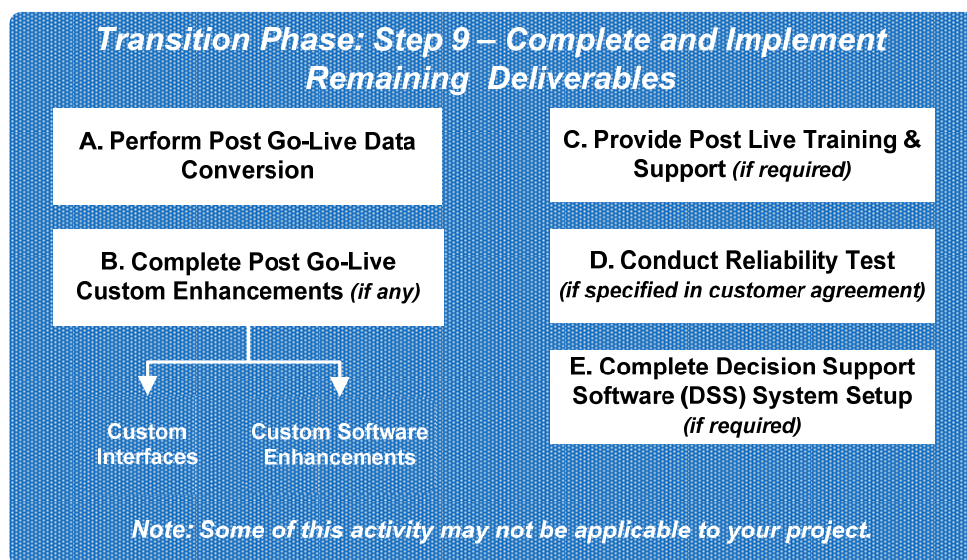
Responsibilities	
Tyler Technologies	Customer
<ul style="list-style-type: none"> ▪ Execute the go-live data conversion per the Data Conversion Plan. (Typically this process involves moving tested data conversion from Test Environment into Production Environment.) 	<ul style="list-style-type: none"> ▪ Assist Tyler Technologies as requested in executing the go-live data conversion plan. ▪ When provided with the go-live data set, test the conversion in the Production Environment to validate for accuracy and completeness. ▪ Identify any concerns as soon as possible, but no later than fifteen (15) of Tyler Technologies applying the go-live data conversion files to the Production environment. Should Customer not identify concerns within fifteen (15) days, the go-live data conversion shall be deemed accepted.

C. Go-Live

Overview: With assistance from Tyler Technologies, Customer goes live on all applications, modules and interfaces identified in the Agreement and as documented in the PMW.

Responsibilities	
Tyler Technologies	Customer
<ul style="list-style-type: none"> Execute the Go-Live Checklist. Tyler Technologies conducts Customer turnover to Customer Support. Tyler Technologies receives clearance for onsite to depart Customer site. 	<ul style="list-style-type: none"> Provide SME staff to assist with go-live for each of the applications to serve as the first line of support during the go-live period. Place the software into production and begin operational use in consultation with Tyler Technologies and in accordance with the PMW. Provide a detailed list of questions and issues that require explanation or resolution by Tyler Technologies at the end of each day during go-live period.

Step 9: Complete and Implement Remaining Contract Deliverables



Steps 5 through 9 are repeated for each Application if the project contains multiple go-live events.

A. Perform Post Go-Live Data Conversion

Overview: Tyler Technologies and Customer will perform the post-go-live (and final) data conversion.

Responsibilities	
Tyler Technologies	Customer
<ul style="list-style-type: none"> Execute the post-go-live data conversion per the Data Conversion Plan. 	<ul style="list-style-type: none"> Assist Tyler Technologies as requested in executing the Post Go-Live Conversion Plan. When provided with the post go-live data set, test the conversion in the Production Environment to validate for accuracy and completeness. Identify any concerns as soon as possible, but no later than fifteen (15) days after Tyler Technologies applying the post go-live data conversion files to the production environment. Should Customer not identify concerns within fifteen (15) days, the final data conversion shall be deemed accepted.

B. Complete Post Go-Live Custom Enhancements (if any)

Overview: Tyler Technologies will provide Customer remaining contracted Custom Software Enhancements and/or Custom Interfaces and Installation Services per the Agreement.

Responsibilities	
Tyler Technologies	Customer
<ul style="list-style-type: none"> Complete development and deliver Custom Software Enhancements and Custom Interfaces to Customer. Assist Customer to implement Custom Software Enhancements and/or Custom Interfaces as appropriate. Provide training for Custom Software Enhancements and/or Custom Interfaces as appropriate. Perform Final Acceptance Testing Services working with Customer. (if applicable) 	<ul style="list-style-type: none"> Provide resources and work with Tyler Technologies to support the installation of software upgrades when enhancements and/or custom software are available, including interfaces and state reporting. Coordinate access to third parties as requested by Tyler Technologies to install and test the interfaces. Test the Custom Software Enhancements and Custom Interfaces. Provide timely approval (within 15 days of

	<p>delivery) of each Custom Software Enhancement and/or Custom Interface as meeting the requirements of each appropriate Requirements Definition Document.</p> <ul style="list-style-type: none"> Perform Final Acceptance Testing working with Tyler Technologies. (if applicable)
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C. Provide Post Live Training and Support (if required)

Overview: If required and planned in the MPP, Tyler Technologies will provide Customer with Training and Support Services post go-live to ensure successful transition from Customer previous systems to the Tyler Technologies software.

Responsibilities	
Tyler Technologies	Customer
<ul style="list-style-type: none"> Provide remotely or onsite Training as specified in the MPP Provide additional support services remotely or onsite as specified in the Project Plan (MPP including reviewing: <ul style="list-style-type: none"> Infrastructure and related operational environment Application configuration, compliance adherence and custom software modifications Standard and Custom Interfaces Data conversion Release pathing/open item review 	<ul style="list-style-type: none"> Customer staff to attend training as specified in the MPP

D. Conduct Reliability Test (if specified in Agreement)

Overview: The Reliability Test is a determination if the software solution performs in Customer's live production environment in accordance with reliability requirements as defined in the Agreement. It is performed by Customer. If no reliability requirements are defined in the Agreement, then this step is skipped.

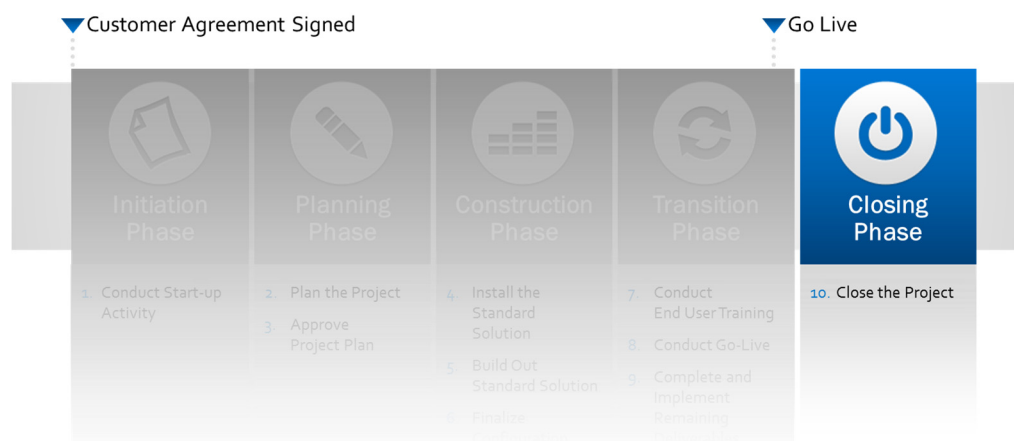
Responsibilities	
Tyler Technologies	Customer
<ul style="list-style-type: none"> To respond to Customer in accordance with the terms and conditions of the Agreement when notified of reliability test issues. 	<ul style="list-style-type: none"> If specified in Agreement, to conduct the Reliability Test in accordance with the terms and conditions of the Agreement. If specified in Agreement, to notify Tyler Technologies of reliability test issues in accordance with the terms and conditions of the Agreement.

E. Complete Decision Support Software Setup and Training (if required)

Overview: If licensed, Tyler Technologies will provide Customer with implementation DSS modules and provide purchased training services.

Responsibilities	
Tyler Technologies	Customer
<ul style="list-style-type: none"> Facilitate one or more consultative session(s) (onsite) with executive staff to discuss data needs and information requirements for decision making. Lead solution design and review sessions to document and collaboratively design reporting cubes and dashboards to assist with data needs and decision making as discussed during the consultative session(s). Configure and train on DSS software. Provide training session(s) to provide an overview of using each DSS licensed module including basic reporting and dashboard creation and other standard features. Build Customer specific reporting cube(s) and dashboard(s) as agreed upon during solution design and review. 	<ul style="list-style-type: none"> Ensure appropriate managerial level personnel/decision makers are available for the consultative sessions to discuss data needs and information requirements for decision making. Ensure infrastructure is in place to support DSS implementation (generally setup in Step 4 of Construction phase). Approve agreed upon requirements of reporting cubes and dashboards. Assign, schedule and ensure attendance and participation of appropriate staff for training sessions. Provide and schedule necessary facilities for training sessions. Ensure training facilities are set up and configured with all requisite hardware/software. Monitor training course attendance and ensure all appropriate users receive training. Identify any issues in writing.

Closing Phase



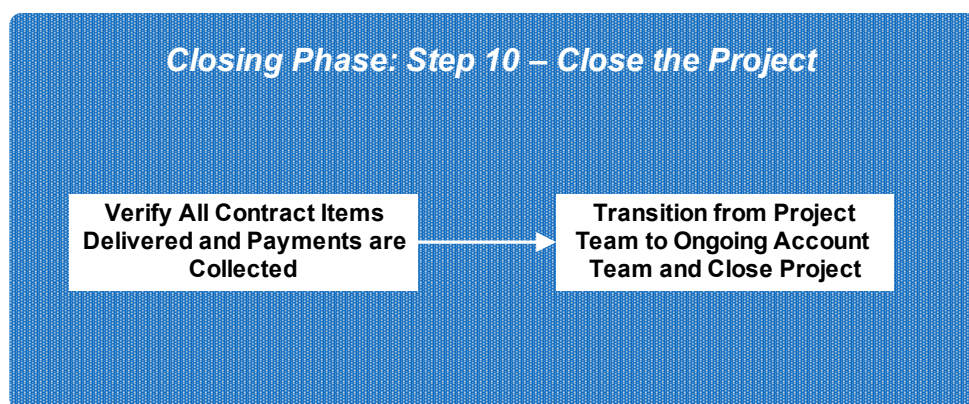
Purpose: Review the project, approve closure, disengage project management and transition Customer to the Account Management Team.

Description of Phase: The Closing Phase consists of one step.

- Step 10 – Close the Project

During this Phase, the Tyler Technologies Project Manager reviews the project with Executive Management, closes out all remaining documentation tasks and disengages from the project. The Account Management Team assumes all responsibilities for ongoing support of the system and Customer.

Step 10: Close the Project



Verify All Contract Items Delivered and Payments are Collected

Overview: Tyler Technologies and Customer will review the Agreement and Project Plan to confirm all deliverables and services have been deployed per the terms of the Agreement. The Project Manager will confirm all payments have been collected related to contract terms and conditions.

Responsibilities	
Tyler Technologies	Customer
<ul style="list-style-type: none"> The Project Manager will review final project status with Customer to ensure all product and services contract deliverables contracted in the Agreement are delivered, billed and all invoices have been paid. 	<ul style="list-style-type: none"> Complete any remaining payments from the Agreement.

Transition from Project Team to Account Team and Close Project

Overview: Tyler Technologies Project Manager will schedule a formal turnover with Customer to the Tyler Technologies Account Management Team. The Tyler Technologies Account Management team includes the Executive Sponsor, Customer Support and Customer Care. The managers of Customer Care and Customer Support will introduce their organization structure and review the services each team provides.

Project Closure will be formally communicated to Customer, ensuring Customer and the Tyler Technologies Customer Support team members are aware the deployment of the Tyler Technologies software and services has been completed.

From this point forward, Customer and Tyler Technologies shall operate in a support relationship as provided for in the Software Support Maintenance Agreement (Exhibit C) of the Agreement.

Responsibilities	
Tyler Technologies	Customer
<ul style="list-style-type: none"> The Tyler Technologies Project Manager will coordinate a meeting, either via teleconference or onsite, to review the project status and transition ongoing communications with Customer to the assigned Account Team. Prepare the Project Closure Letter. 	<ul style="list-style-type: none"> Provide appropriate personnel for the Customer Support turnover meeting. Provide a location with a conference phone for the support turnover meeting.

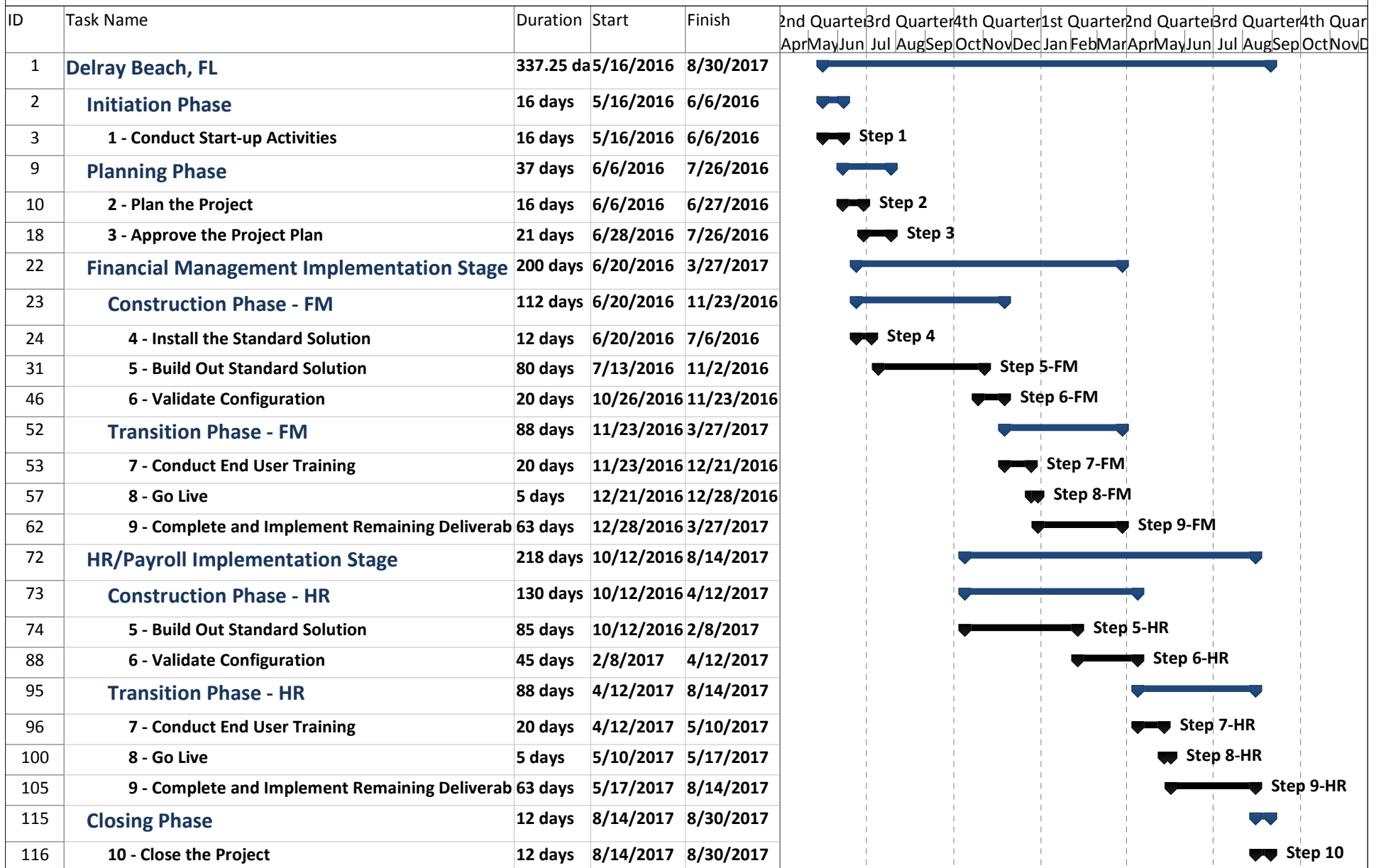
<ul style="list-style-type: none">Managers of Tyler Technologies Customer Support participate in the meeting with Customer.The Project Manager will deliver the Project Closure Letter to Customer.	
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PROJECT SCHEDULE

Tyler uses Microsoft Project Server as its project management tool for managing tasks, schedules and resources. A sample Microsoft Project Gantt Chart and a sample Project Plan (including Work Breakdown Structure and Resource Groups) are attached. The dates included in the sample Gantt Chart and Project Plan are for illustrative purposes only.

A more precise schedule and WBS with the appropriate tasks and schedule will be determined upon contract award. The availability of City resources to perform tasks, final determination of the overall task list, City schedule constraints (seasonal peak workloads, vacations, holidays, commitments of resources needed to support local events, etc.) and the actual project start date must be determined. A typical implementation project of this size and scope usually spans 15-18 months from contract signing through go live.

Delray Beach, FL Sample Gantt Chart



Delray Beach, FL Sample Project Plan

ID	Task Name	Duration	Start	Finish	Resource Names
1	Delray Beach, FL	337.25 days	5/16/2016	8/30/2017	
2	Initiation Phase	16 days	5/16/2016	6/6/2016	
3	1 - Conduct Start-up Activities	16 days	5/16/2016	6/6/2016	
4	Execute Agreement	0 days	5/16/2016	5/16/2016	
5	Deliver Licensed Standard Software	1 day	5/23/2016	5/23/2016	Logos Project Manager
6	Conduct Initial Customer Project Start-up Phone Call	1 day	5/27/2016	5/27/2016	Logos General Manager, Logos Customer, Logos
7	Conduct Internal Turnover Meeting \ Internal Contract Review (1st occurrence)	1 day	6/6/2016	6/6/2016	Logos Project Manager
8	Step 1 Complete	0 days	6/6/2016	6/6/2016	
9	Planning Phase	37 days	6/6/2016	7/26/2016	
10	2 - Plan the Project	16 days	6/6/2016	6/27/2016	
11	Conduct the Technical Services Conference Call	0.25 days	6/6/2016	6/6/2016	Logos Project Manager, Logos Customer, Logos
12	Conduct Account Management Planning Meeting	1 day	6/13/2016	6/13/2016	Logos Project Manager, Logos Customer
13	Draft the Initial Project Management Workbook (PMW)	1 day	6/13/2016	6/13/2016	
14	Confirm HR/Payroll State Reporting Requirements	2 days	6/6/2016	6/7/2016	Logos Customer, Logos Project Manager
15	Draft the Project Plan (MPP)	1 wk	6/14/2016	6/20/2016	Logos Project Manager
16	Obtain NWS Senior Management Approval of Draft Project Plan	1 wk	6/21/2016	6/27/2016	Logos Project Manager
17	Step 2 Complete	0 days	6/27/2016	6/27/2016	
18	3 - Approve the Project Plan	21 days	6/28/2016	7/26/2016	
19	Conduct Project Plan Review Meeting	1 day	6/28/2016	6/28/2016	Logos Project Manager
20	Approve Project Plan (MPP)	2 wks	7/13/2016	7/26/2016	Logos Customer
21	Step 3 complete	0 days	7/26/2016	7/26/2016	
22	Financial Management Implementation Stage	200 days	6/20/2016	3/27/2017	
23	Construction Phase - FM	112 days	6/20/2016	11/23/2016	
24	4 - Install the Standard Solution	12 days	6/20/2016	7/6/2016	
25	Pre-requisite Hardware / Software Setup & Installed	0 days	6/20/2016	6/20/2016	Logos Customer
26	Verify Hardware Ready for Technical System Setup Trip	0 days	6/20/2016	6/20/2016	Logos System Assurance
27	Perform Technical System & Software Set Up, Train Users on Server Admin & Maintenance	2 days	7/4/2016	7/6/2016	Logos System Assurance
28	Technical Services Specification Document Delivered	0 days	7/6/2016	7/6/2016	Logos System Assurance
29	Technical System Setup Complete	0 days	7/6/2016	7/6/2016	
30	Step 4 Complete	0 days	7/6/2016	7/6/2016	

Delray Beach, FL Sample Project Plan

ID	Task Name	Duration	Start	Finish	Resource Names
31	5 - Build Out Standard Solution	80 days	7/13/2016	11/2/2016	
32	Consulting Service - Review and Build Out 1 - <Chart of Accounts, Security, Workflow>	15 days	7/13/2016	8/3/2016	Logos FM Prof Serv
33	Review and Build Out - FM <Identify modules to cover>	5 days	8/3/2016	8/10/2016	Logos FM Prof Serv
34	Complete Build Tasks, Application Testing & Internal Process Development	10 days	8/10/2016	8/24/2016	Logos Customer
35	Review and Build Out - FM <Identify modules to cover>	5 days	8/24/2016	8/31/2016	Logos FM Prof Serv
36	Complete Build Tasks, Application Testing & Internal Process Development	10 days	8/31/2016	9/14/2016	Logos Customer
37	Review and Build Out - FM <Identify modules to cover>	5 days	9/14/2016	9/21/2016	Logos FM Prof Serv
38	Complete Build Tasks, Application Testing & Internal Process Development	10 days	9/21/2016	10/5/2016	Logos Customer
39	Review and Build Out - FM <Identify modules to cover>	5 days	10/5/2016	10/12/2016	Logos FM Prof Serv
40	Complete Build Tasks, Application Testing & Internal Process Development	10 days	10/12/2016	10/26/2016	Logos Customer
41	Review and Build Out - FM <Identify modules to cover>	5 days	10/26/2016	11/2/2016	Logos FM Prof Serv
42	Consulting Service - Configuration Documentation, Process Changes Documentation, Training Matl Customization	25 days	8/31/2016	10/5/2016	Logos FM Prof Serv
43	Consulting Service - Assist with Report Construction	3 days	9/21/2016	9/26/2016	Logos FM Prof Serv
44	Standard Interfaces Construction Complete - FM	0 days	9/21/2016	9/21/2016	
45	Step 5 Complete - FM	0 days	10/26/2016	10/26/2016	
46	6 - Validate Configuration	20 days	10/26/2016	11/23/2016	
47	Mid-Construction Review - System Configuration Assurance	10 days	10/26/2016	11/9/2016	Logos FM Prof Serv
48	Assist with Acceptance Test Development	5 days	11/9/2016	11/16/2016	Logos FM Prof Serv
49	Validate Configuration	5 days	11/16/2016	11/23/2016	Logos FM Prof Serv
50	Start Go Live Readiness Review Meetings - FM	0 days	10/26/2016	10/26/2016	Logos Project Manager
51	Step 6 Complete - FM	0 days	11/23/2016	11/23/2016	
52	Transition Phase - FM	88 days	11/23/2016	3/27/2017	
53	7 - Conduct End User Training	20 days	11/23/2016	12/21/2016	
54	Conduct Train-the-Trainer Training - FM	10 days	11/23/2016	12/7/2016	Logos FM Prof Serv
55	Conduct End User Training - FM	10 days	12/7/2016	12/21/2016	Logos Customer
56	Step 7 Complete - FM	0 days	12/21/2016	12/21/2016	
57	8 - Go Live	5 days	12/21/2016	12/28/2016	
58	Perform Go-Live Data Conversions - FM (when applicable)	0 days	12/21/2016	12/21/2016	
59	Complete Go-Live Checklist - FM	5 days	12/21/2016	12/28/2016	Logos Project Manager
60	Provide Onsite Live Support - FM	5 days	12/21/2016	12/28/2016	Logos FM Prof Serv

Delray Beach, FL Sample Project Plan

ID	Task Name	Duration	Start	Finish	Resource Names
61	Step 8 Complete - FM	0 days	12/28/2016	12/28/2016	
62	9 - Complete and Implement Remaining Deliverables	63 days	12/28/2016	3/27/2017	
63	Perform Post-Go-Live Data Conversions	0 days	12/28/2016	12/28/2016	
64	Remaining Conversions Complete - FM	0 days	12/28/2016	12/28/2016	
65	Provide Post Live Training & Support (if required)	5 days	1/18/2017	1/25/2017	
66	Provide Post Go-Live Support - FM	5 days	1/18/2017	1/25/2017	Logos FM Prof Serv
67	Complete Decision Support Software (DSS) System Setup and Training	13.13 day	3/8/2017	3/27/2017	
68	Confirm DSS Installation	1 hr	3/8/2017	3/8/2017	Logos Project Manager
69	Conduct Finance Business Analytics Requirements Gathering / Training Planning Call	1 hr	3/8/2017	3/8/2017	Logos FM Prof Serv
70	Provide Finance DSS Training and Assistance	3 days	3/22/2017	3/27/2017	Logos FM Prof Serv
71	Step 9 Complete - FM	0 days	3/27/2017	3/27/2017	
72	HR/Payroll Implementation Stage	218 days	10/12/2016	8/14/2017	
73	Construction Phase - HR	130 days	10/12/2016	4/12/2017	
74	5 - Build Out Standard Solution	85 days	10/12/2016	2/8/2017	
75	Review and Build Out - HR <Maintenance tables, Workforce Admin>	5 days	10/12/2016	10/19/2016	Logos HR Prof Serv,Logos Customer
76	Complete Build Tasks, Application Testing & Internal Process Development	20 days	10/19/2016	11/16/2016	Logos Customer
77	Review and Build Out - HR <Identify modules to cover>	5 days	11/16/2016	11/23/2016	Logos Customer,Logos HR Prof Serv
78	Complete Build Tasks, Application Testing & Internal Process Development	20 days	11/23/2016	12/21/2016	Logos Customer
79	Review and Build Out - HR <Identify modules to cover>	5 days	12/21/2016	12/28/2016	Logos Customer,Logos HR Prof Serv
80	Complete Build Tasks, Application Testing & Internal Process Development	10 days	12/28/2016	1/11/2017	Logos Customer
81	Review and Build Out - HR <Identify modules to cover>	5 days	1/11/2017	1/18/2017	Logos Customer,Logos HR Prof Serv
82	Complete Build Tasks, Application Testing & Internal Process Development	10 days	1/18/2017	2/1/2017	Logos Customer
83	Consulting Service - Configuration Documentation, Process Changes Documentation, Training Matl Customization	25 days	11/23/2016	12/28/2016	Logos HR Prof Serv
84	Consulting Service - Assist with Report Construction	3 days	1/18/2017	1/23/2017	Logos HR Prof Serv
85	Conduct Payroll Processing Training - HR	5 days	2/1/2017	2/8/2017	Logos HR Prof Serv,Logos Customer
86	Standard Interfaces Construction Complete - HR	0 days	1/18/2017	1/18/2017	
87	Step 5 Complete - HR	0 days	2/8/2017	2/8/2017	
88	6 - Validate Configuration	45 days	2/8/2017	4/12/2017	
89	Mid-Construction Review - System Configuration Assurance	10 days	2/8/2017	2/22/2017	Logos HR Prof Serv
90	Assist with Acceptance Test Development	5 days	2/22/2017	3/1/2017	Logos HR Prof Serv

Delray Beach, FL Sample Project Plan

ID	Task Name	Duration	Start	Finish	Resource Names
91	Conduct Parallel Trip 1 - HR	5 days	3/1/2017	3/8/2017	Logos Customer,Logos HR Prof Serv
92	Conduct Parallel Trip 2 - HR	5 days	4/5/2017	4/12/2017	Logos HR Prof Serv,Logos Customer
93	Start Go Live Readiness Review Meetings - HR	0 days	4/12/2017	4/12/2017	Logos Project Manager
94	Step 6 Complete - HR	0 days	4/12/2017	4/12/2017	
95	Transition Phase - HR	88 days	4/12/2017	8/14/2017	
96	7 - Conduct End User Training	20 days	4/12/2017	5/10/2017	
97	Conduct Train-the-Trainer Training - HR	10 days	4/12/2017	4/26/2017	Logos HR Prof Serv
98	Conduct End User Training - HR	10 days	4/26/2017	5/10/2017	Logos Customer
99	Step 7 Complete - HR	0 days	5/10/2017	5/10/2017	
100	8 - Go Live	5 days	5/10/2017	5/17/2017	
101	Perform Go-Live Data Conversions - HR (when applicable)	0 days	5/10/2017	5/10/2017	
102	Complete Go-Live Checklist - HR	5 days	5/10/2017	5/17/2017	Logos Project Manager
103	Provide Onsite Live Support - HR	5 days	5/10/2017	5/17/2017	Logos HR Prof Serv
104	Step 8 Complete - HR	0 days	5/17/2017	5/17/2017	
105	9 - Complete and Implement Remaining Deliverables	63 days	5/17/2017	8/14/2017	
106	Perform Post-Go-Live Data Conversions	0 days	5/17/2017	5/17/2017	
107	Remaining Conversions Complete - HR	0 days	5/17/2017	5/17/2017	
108	Provide Post Live Training & Support (if required)	5 days	5/24/2017	5/31/2017	
109	Provide Post Go-Live Support - HR	5 days	5/24/2017	5/31/2017	Logos HR Prof Serv
110	Complete Decision Support Software (DSS) System Setup and Training	13.13 day	7/26/2017	8/14/2017	
111	Confirm DSS Installation	1 hr	7/26/2017	7/26/2017	Logos Project Manager
112	Conduct Human Resource/Payroll Business Analytics Requirements Gathering / Training Planning Call	1 hr	7/26/2017	7/26/2017	Logos HR Prof Serv
113	Provide Human Resource/Payroll DSS Training	3 days	8/9/2017	8/14/2017	Logos HR Prof Serv
114	Step 9 Complete - HR	0 days	8/14/2017	8/14/2017	
115	Closing Phase	12 days	8/14/2017	8/30/2017	
116	10 - Close the Project	12 days	8/14/2017	8/30/2017	
117	Verify All Contracted Items are Delivered and Payments are Collected	5 days	8/14/2017	8/21/2017	
118	Verify All Contracted Items are Delivered	5 days	8/14/2017	8/21/2017	Logos Project Manager,Logos Customer

Delray Beach, FL Sample Project Plan

ID	Task Name	Duration	Start	Finish	Resource Names
119	Ensure AR is current and billings are submitted for revenue recognition, notify Business Office to close project (update Project Complete date to reflect targeted closure date and change scheduling status for Project Complete task to 50-Confirmed)	1 day	8/14/2017	8/15/2017	Logos Project Manager
120	Transition from Project Team to Ongoing Account Team Members	7 days	8/21/2017	8/30/2017	
121	Schedule Transition to Account Team Meeting	1 day	8/21/2017	8/22/2017	Logos Project Manager
122	Conduct Transition Meeting with Account Team	1 day	8/29/2017	8/30/2017	Logos Project Manager, Logos Customer
123	Step 10 Complete	0 days	8/30/2017	8/30/2017	

Please include the name and background of the proposed team leader, along with a summary of team members and their specialties. We understand that committing to team leaders at this point in the process may require a change in resources if you are the chosen vendor. It should be noted that if the final list of team leader and/or members changes, it is expected that their specialties will be the same.

Tyler Technologies provides superior, comprehensive software with outstanding training and support services from a dedicated and experienced staff. Our project personnel play a key role in your successful use of the software.

The New World ERP team works with customer management to co-manage the implementation project. Your New World ERP support team includes a project manager to oversee the successful implementation of the project and application specialists to install software and provide on-site education and training and ongoing support. Many of our Professional Services personnel joined Tyler with experience from the public sector and have a unique understanding of your training needs to help achieve the maximum benefits from our software.

The following project personnel resumes have been provided to give the City an idea of personnel experience. Tyler has provided resumes for a number of our project managers and application specialists. Because we have multiple projects in process at any given time and due to scheduling constraints, Tyler cannot guarantee a particular project manager for the City at this time. While we cannot guarantee that these exact individuals will work on your project, Tyler will select a project personnel team to make sure that the implementation process runs smoothly.

Rich Boven, Professional Services Manager

Rich Boven has been in the New World Professional Services department since September of 2006. Rich began his career at Tyler as an application specialist focusing primarily on the Financial Management application. After a few years of experience, he transferred into more of a consulting role, focusing on General Ledger and Financial Reporting as well as redesigning customer workflows to align with New World's best practices. During Rich's tenure he's successfully provided project management services to over 30 customers. Lately, Rich has primarily focused his efforts on managing a project team in the West region.

Tyler Project Experience

Town of Babylon, New York

Victoria Marotta, Finance Director, (631) 957-3043

Provided project management and consulting services.

Winter Springs, Florida

Shawn Boyle, Director of Finance and Administrative Services, (407) 327-5960

Provided project management and consulting services.

Morgan City, Louisiana

Deborah Garber, Finance Director, (985) 385-1770

Provided project management and consulting services.

Reno County, Kansas

Mike Mathews, IT Director, (620) 694-2981

Effectively managed and provided training for Financial Management and HR/Payroll. Worked on decentralizing data entry to reduce paper flow and increase efficiency. Provided end users real-time data to make informed decisions.

Tualatin Valley Water District, Oregon

Bob Shields, Accounting Supervisor, (503) 848-3070

Project manager and trainer. Implemented a new chart of accounts and project tracking system tied to inventory, work orders, assets and payroll.

Holland, Michigan

Tim Vagle, (616) 353-1377

Managed and trained Financial Management applications. Provided structure and work-flow recommendations to the Finance team. Coordinated HR/Payroll conversion activities to meet aggressive time constraints.

Clinton County, Pennsylvania

Suzy Watson, IT Director, (570) 893-4129

Coordinated project activities and provided process flow consultation.

Turlock, California

Julie Burke, Finance Director (209) 668-5542

Successfully implemented and managed Utilities, Community Development, HR/Payroll and Financial Management activities across internal and external teams.

Burlington, Vermont

Rich Goodwin, Assistant CAO for Finance, (802) 865-7013

Successfully implemented and managed Financial Management and HR/Payroll applications.

Salem, Virginia

Brad Orth, Chief Information Officer, (540) 375-8780

Provided project management services to the City of Salem and Salem Schools. Reviewed City and School reporting requirements and built Annual School Report for Salem Schools.

Apache, Colorado

Ryan Patterson, Finance Director (928) 337-7634

Successfully implemented Financial Management, HR/Payroll and Community Development applications.

Education

B. A., Accounting and Finance, Western Michigan University

PMP Certification

Adam Szumski, Application Specialist

Adam joined Tyler in August 2014. His responsibilities include the implementation of three financial management system configurations from the initial building activities through Go-Live and post Go-Live events. He has also assisted with other projects as needed, both on site and via remote sessions. Adam's expertise includes core Financial Management modules (Purchasing, Accounts Payable, Asset Management) and Business Analytics/ Decision Support Services (DSS).

Prior to Tyler, Adam worked as a budget analyst with a Pennsylvania county during its transition between ERP solutions. During his time with the County, he oversaw the general ledger data migration, created user accounts and the system security structure and trained over 100 employees on system processes that include procurement, accounts payable, annual budgeting and business analytics. While primarily focused on Financial Management applications, Adam has also had exposure to human resources as an occasional backup for payroll-related processes (e.g., employee payroll maintenance, payroll processing, benefits administration).

Tyler Project Experience

Walker County, Georgia

Greg McConnell, Finance Officer, (706) 638-1437

Walker County is an active project that Adam has been a part of since the first week of system building. The County has improved its governmental asset reporting and its alignment to Georgia's mandated chart of accounts. The project has also enhanced the County's use of project accounting tracking.

San Benito County, California

Joe Paul Gonzales, (831) 636-4016

Adam supported the County with its data conversion/historical balance import. He also helped improve the efficiency of its investment distribution profile to ensure interest income was allocated properly to funds with invested equity in the County's pooled cash account. He also covered training new staff on Purchasing and Accounts Payable processes. Lastly, custom human resource business analytics were designed to improve employee deduction reporting.

Shreveport, Louisiana

Charles Madden, Director of Finance, (318) 673-5505

Adam helped implement multiple system import functions (project budgets, annual budgets, journal imports, third-party payments) and trained over 60 City staff members on the use of the Purchasing and Accounts Payable modules. A particular challenge in Shreveport was getting all outstanding Purchase Orders from their legacy system into the New World system and carried

over into the new fiscal year at go-live. Adam assisted in the planning of this crossover process and led the development and troubleshooting of the carryover process for open purchase orders when the fiscal year ended.

Caddo Parish Sheriff, Louisiana

Gwet Folsom, Accounting Director, (318) 681-0697

Caddo Parish Sheriff Office (CPSO) is an exciting new project that is already improving the manual, paper-heavy financial processes of requisition/purchase order and accounts payable invoice creation within the organization. Adam implemented the chart of accounts import process during our first session, a new process that significantly improves the efficiency of chart-building exercises.

Education

Bachelor of Arts in Political Science, Wilkes University

Masters of Public Administration, University of Pittsburgh

Aaron Villa, Application Specialist

As an Application Specialist Aaron is responsible for implementing the New World ERP Human Resources / Payroll application. He oversees the implementation process of the Human Resources / Payroll Application, including, but not limited to, the configuration of the application, delivery of training for all Human Resources modules on the assigned projects, assistance in execution of data conversion and transition to customer technical support.

Aaron has three years of experience and has participated in over 50 different implementations, including being the main resource on 27 of those.

Tyler Project Experience

City of Lewisville, Texas

Melinda Galler, Assistant City Manager, (972) 219-3452

This was a large implementation. Aaron worked with the Payroll and Finance teams to coordinate their training plan and testing of Payroll, Benefits Administration, Position Control and applicable state reports to completion. He also held train-the-trainer classes where department users learned the software and their roles in the City's policies. Aaron assisted the IT department in supplying the proper fields for the HR conversion and also assisted with installing interfaces to the City's time-keeping system.

City of Dinuba, California

Cass Cook, Director of Finance, (559) 591-5900

This was a small-medium sized implementation. Aaron worked with the Payroll and Finance teams to coordinate their training plan and testing of payroll, benefits administration, position control and applicable state reports (including CalPERS) to completion. He also held train-the-trainer classes where department users learned the software and their roles in the City's policies.

City of Cypress, California

Matt Burton, Director of Finance, (714) 229-6713

This was a small-medium sized implementation. Aaron worked with the Payroll and Finance teams to coordinate their training plan and testing of Payroll, Benefits Administration, Position Control and applicable state reports (including CalPERS) to completion. He also held train-the-trainer classes where department users learned the software and their roles in the City's policies.

Sweetwater Authority, California

Rich Stevenson, Director of Finance, (619) 409-6711

This was a medium sized implementation. Aaron worked with the Payroll and Finance teams to coordinate their training plan and testing of Payroll, Benefits Administration, Position Control and applicable state reports (including CalPERS) to completion. He also held train-the-trainer classes where department users learned the software and their roles in the City's policies. Aaron assisted the Authority's IT department in supplying the proper fields for the HR conversion.

City of Montebello, California

David Kim, Director of Finance, (323) 887-1449

This was a medium sized implementation. Aaron worked with the Payroll and Finance teams to coordinate their training plan and testing of Payroll, Benefits Administration, Position Control and applicable state reports (including CalPERS) to completion. He also held train-the-trainer classes where department users learned the software and their roles in the City's policies. Aaron assisted the City's IT department in supplying the proper fields for the HR conversion and also assisted with installing interfaces to the City's time keeping system.

City of Lexington, Virginia

Gary Swink, Director of Finance, (540) 462-3731

This is a medium-sized implementation that went live summer of 2014. The City was previously on the iSeries 400 platform and has upgraded to the .NET platform. Aaron trained end users on the .NET system and assisted Georgetown County in correcting their data exceptions for the migration through multiple parallels.

City of Youngstown, Ohio

Annette Klimko, General Accounting Manager, (330) 742-8883

This was a large implementation. Aaron worked with the Payroll and Finance teams to coordinate their training plan and testing of Payroll, Benefits Administration, Position Control and applicable state reports to completion. He also held train-the-trainer classes where department users learned the software, and their roles in the City's policies.

Greene County, New York

Diane Bartholomew, Director of Finance, (518) 719-3530

This was a medium sized implementation. Greene County was previously on the iSeries 400 platform and upgraded to the .NET platform. Aaron trained end users on the .NET system and assisted Greene County with correcting their iSeries 400 data exceptions for the migration. He also rolled out new modules to the County, including Position Control, Benefits Administration, Employee Event Tracking, and Applicant Tracking.

City of Delray Beach

Enterprise Resource Planning (ERP) Solution
2016-069L

Village of Lemont, Illinois

George Schafer, Village Administrator, (630) 257-1590

Lemont was a brand new customer and a small implementation. Aaron worked with the Finance and Payroll teams at Lemont and directed them in the configuration of the Human Resources/Payroll application. He also trained end users and led the testing and configuration adjustments. Lemont experienced a very smooth go-live, despite the Village not converting any of its historical data.

Georgetown County, South Carolina

Scott Proctor, Director of Finance, (843) 545-3200

This is a medium-sized implementation that will be going live soon. Georgetown County was previously on the iSeries 400 platform and is upgrading to the .NET platform. Aaron trained end users on the .NET system and assisted Georgetown County with correcting their iSeries 400 data exceptions for the migration.

City of Manteca, California

Suzanne Mallory, Director of Finance, (209) 456-8050

This was a medium-sized implementation. Aaron worked with the Payroll and Finance teams to coordinate their training plan and testing of Payroll, Benefits Administration, Position Control, and applicable state reports to completion. He also held train-the-trainer classes where department users learned the software and their roles in the City's policies and also assisted with installing interfaces to the City's time-keeping system.

Education

B.B.A., Marketing & Communication, University of Michigan – Dearborn

Steve Wheeler, Application Specialist

Steve Wheeler joined Tyler Technologies in 2008 and is a Utility Management Application Specialist on the New World ERP Professional Services Team. Utilizing more than 12 years of software training and implementation experience, Steve works closely with the solution consulting, warranty and support teams to successfully complete Utility Management implementations in a timely and efficient manner, taking customers through effective requirements definition, setup, user training, data management and thorough testing processes.

Prior to Tyler, Steve worked for EDS (now Hewlett Packard) on the General Motors account, where he implemented plant floor process management software throughout the United States and Mexico. In that role, Steve designed systems and user acceptance test cases and managed the testing process, designed and coded subroutines and end-user interfaces, and monitored the application in production environments during and after the go-live process.

Tyler Project Experience

City of Turlock, California

Julie Burke, Project Manager, (209) 668-5540

Responsibilities included gathering requirements and setting up Utility Management in preparation of migration from a home-grown iSeries/400-based application.

City of San Luis, Arizona

Olivia Jenkins, Project Manager, (928) 341-8570

Steve successfully took over and completed the implementation for a City migrating from Caselle software, an iSeries 400-based application. He also helped resolve some post-implementation issues.

Village of Plainfield, Illinois

Traci Pleckham, Director of Management Services, (815) 439-4252

Responsibilities included gathering requirements and setting up Utility Management in preparation of migration from a Decision Systems application.

Douglas County, Nevada

Terry Lundergreen, Chief Deputy Treasurer, (775) 782-9022

Successfully navigated the transition from the New World iSeries 400-based application for a county that handles 7 billing jurisdictions, simplifying the rate structure in the process. In a later project, Steve was specifically requested to return to manage the merging of four of the

jurisdictions to simplify operations.

City of Sterling, Illinois

Cindy Von Holten, Director of Financial Services, (815) 632-6636

Responsibilities included gathering requirements, setting up, and testing Utility Management modules in a new software installation in a limited time frame, after water provider American Water ceased billing sewer and garbage services.

City of Bismarck, North Dakota

Keith Demke, Director of Utility Operations, (701) 355-1704

Implemented the Utility Management modules in migration from a home-grown iSeries 400-based application. Steve was able to work with the conversion specialist to resolve inconsistencies in the meter and services data to keep the go-live on schedule and relatively trouble-free, and to prepare for a later City-wide implementation of a recycling service that is billed through Utility Management.

City of Salem, Virginia

Scott Wade, Senior Programmer Analyst, (540) 375-8783

Steve worked closely with the customer to overcome a long list of data challenges in a migration from a homegrown iSeries 400-based application. Steve developed conversion rules to simplify meter inventory and to enable the meter read interface to work properly with KVAR electric readings.

Education

B.S., Mechanical Engineering, Michigan Technological University

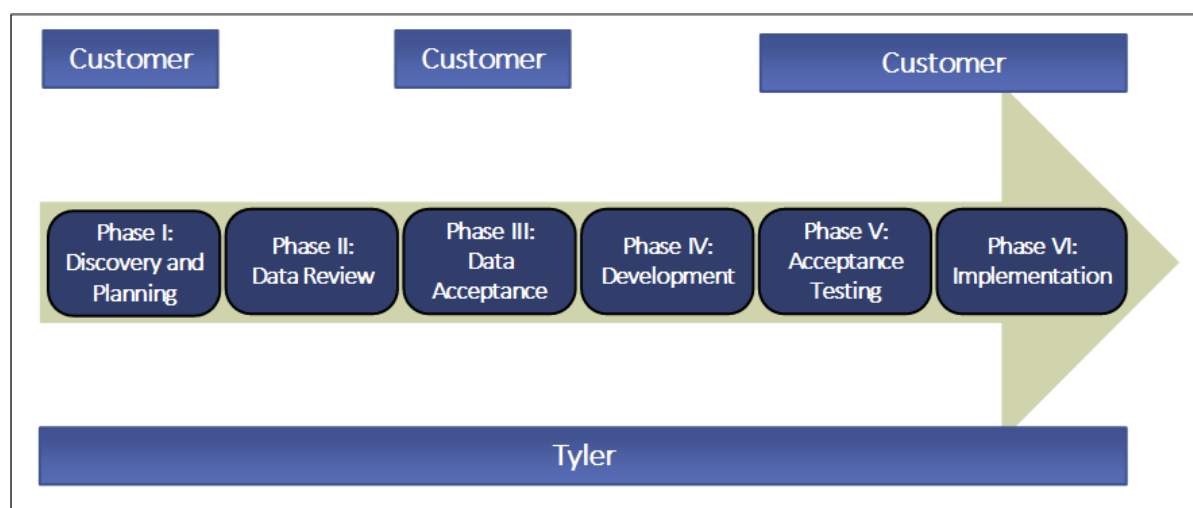
Note the home location of the team as a whole and, if key members will be traveling to fulfill their roles on the team, the location from which they will be traveling.

While the New World ERP team has several remote team members who implement and train the software, most of the team will travel from our Troy, Michigan, location.

Please discuss the migration of data from our existing DB2 database from the AS400iSeries to your system. Inclusion of this data is a critical requirement and we will not consider solutions that require us to maintain a legacy system.

Tyler's proven conversion process is a partnership between Tyler and our customers. We provide management and technical support to convert data files to Tyler application files. Several tools and techniques have been developed that may expedite the need to "start from scratch" each time, thus minimizing the effort required for file conversion.

CONVERSION PHASES



PHASE I: DISCOVERY AND PLANNING

The first phase is designated for discovery and planning. During this phase, Tyler gathers information about your current system and organization. Project timelines are set with project milestones and mutually agreed upon deadlines for the deliverables. As a customer, you are responsible for extracting your data to the format defined in Tyler's standard conversion definitions, completing your master file setup and completing translation tables.

PHASE II: DATA REVIEW

The second phase of the conversion process is designated for the requirements review. Tyler reviews the data submission, the master file setup and the translation tables. Tyler generates an exception

log, which will identify any issues with the requirements and a suggested course of action for the resolution of the issue. The issue log is delivered to the customer and the Tyler Project Manager.

PHASE III: DATA ACCEPTANCE

The third phase of the conversion process is designated for the resolution of the exception log issues identified during the data review phase. A Tyler programmer works with the customer to come to an agreed course of action to resolve all of the issues identified in the exception log. All identified data, database setup and translation table issues must be resolved by the checkpoint at the end of this phase or the delivery dates on the conversion will be rescheduled.

PHASE IV: DEVELOPMENT

Development is the fourth phase of the conversion process. The conversion programmer makes the necessary adjustments to Tyler's base conversion programs for the business rules agreed to during the data acceptance phase. Once all program modifications are completed, the conversion is subjected to Tyler's quality assurance testing. Tyler's quality assurance is a two-step process. Step one is to run standard SQL stored procedures to confirm the data is compliant with standard business and New World ERP database rules. Step two is a manual review of the data through the New World ERP software. The manual review validates that all screens operate as designed and that the expected data is visible to the end user. Errors found during quality assurance testing are resolved prior to the delivery of the conversion.

PHASE V: ACCEPTANCE TESTING

The fifth phase of the conversion process is acceptance testing. The customer reviews the converted data for accuracy. We recommend that the customer review the data through the New World ERP software using the inquiry screens and reports for a diverse cross section of the data. A list of issues should be supplied to the Tyler Project Manager within a week of the delivery of the conversion. The Tyler Project Manager enters the issues into Tyler's issue tracking database and notifies the programmer. The programmer will resolve the issues prior to the next scheduled delivery of the conversion. Once the customer has completed their final review of the data and is comfortable with the data, the customer must sign an acceptance letter stating that they have reviewed the conversion data and to their knowledge the conversion is ready to move into the production environment.

Once the signed acceptance letter has been returned to the Tyler Project Manager and programmer, a cutover plan is drafted. The cutover plan contains the critical dates and times for each step of the final conversion. The cutover plan starts with all users exiting the production environment on the old system and ends with allowing the end users into the New World ERP production environment.

All database backups sent to Tyler should be from the production environment.

All database backups returned from Tyler should only be applied to the test environment, unless explicitly directed by the Tyler project manager and confirmed in the written cutover plan.

This phase begins with the initial delivery of the conversion and is open up to the final, live delivery.

PHASE VI: IMPLEMENTATION

The final phase of the process is implementation. During this phase, the final conversion is run in accordance with the cutover plan. This phase ends when the customer is live and using the data in the production environment.

CONVERSION REQUIREMENTS

Tyler expects the following conversion requirements to be provided prior to beginning a conversion project.

DATA

The data is extracted and submitted for conversion to Tyler. The data should be provided to Tyler in the format defined by Tyler's standard conversion definitions. The data is required as part of the data review phase.

Data File Layout Description

All data files should be created in a delimited format, MS Access database or SQL database.

The basic rules for a delimited file are:

- Each field value should be delimited with a comma, or special character such as '~'.
- Text fields should be enclosed in quotation marks (example: "John Wilson").
- Date fields should be formatted as mm/dd/yyyy (example: 01/30/2007).
- Currency fields should not include the dollar sign.
- There should not be a comma after the last field in the file.
- Each line of data (record) should end with a carriage return and line feed characters (CR-LF) – these characters are representing as ASCII decimal codes 13 and 10.
- Null values should have no characters (example: ,,,).
- There should not be any space or zero padding of the values.

Example records:

"201014600","02","A","C",1,06/15/2004,,,"N",.....

"312120320","01","A","R",1,08/02/2005,,,"Y",.....

"134345689","01","I","R",1,01/23/2004,12/05/2006,"Y",.....

FILE DEFINITIONS

The file definition requirement is completed by the Tyler standard conversion definition. If the customer has requested that Tyler map their raw data to Tyler's standard conversion definition on an hourly basis, a file definition is required. The file definition can be submitted as a Word document and

should include the type of information that can be found in each file, the record count for each file and the key relationships between the files.

FIELD DEFINITIONS

The field definition requirement is completed by the Tyler standard conversion definition. If the customer has requested that Tyler map their raw data to Tyler's standard conversion definition on an hourly basis, field definitions are required. Field definitions should include the field length, field type and a plain English definition of what data the field contains.

FUNCTIONAL REQUIREMENTS

The functional requirements define specific rules that the Tyler programmer needs to know to accurately interpret the submitted data. Examples of functional requirements may include a rule for translating a field or a record type that should not be converted into Tyler. Functional requirements are required as part of the data review/data acceptance phases.

TRANSLATION FILES

Translation files are simply Excel spreadsheets or tables that contain two fields. The first column is the old value found in the current system and the second column is the new value found in the Tyler master file. If the value submitted to Tyler cannot be directly linked to the master file code in New World ERP, then a translation table is likely to be required. Restructuring of codes, account structure, etc. requires translation tables to be built by the customer. Translation tables are required as part of the data review phase.

NEW WORLD ERP MASTER FILE SETUP

Tyler's New World ERP database is a relational database. Due to the nature of relational databases, the master file setup must be completed before Tyler is able to perform a comprehensive test run of the conversion. Supplying Tyler with a current backup of the production database with the completed master file setup is a crucial milestone in the conversion process. The master file setup is required as part of the data review phase.

Discuss the experience your team brings to the process, especially recent experience implementing the same solution in other communities within our area.

Major projects, such as installing a new information system, are generally one-time operations. Many organizations cannot justify hiring a full-time expert or training someone to manage the overall task. Fortunately, Tyler's staff has managed thousands of these projects and has the expertise to organize the effort and implement it properly. No one knows the New World system better than Tyler staff. That's exactly why we don't contract third parties to do our implementation for us. We do it best.

The City's primary point of contact is the Tyler Project Manager. The project manager guides the implementation through its steps with a specific methodology tailored for our system. The project

manager will execute five-phase Project Implementation Methodology (PIM) used for New World implementations. The PIM is based on the Project Management Institute (PMI) standards and the Project Management Book of Knowledge (PMBOK). The New World PIM serves as the roadmap for the successful conduct of the project.

Our trained personnel perform and/or guide all aspects of an implementation for a client. Our staff consists of seasoned professionals with unique and proprietary skills and years of experience, focused into dedicated departments. Many of our project managers are PMP certified, with others in the process of obtaining certification. Our trainers go through a thorough onboarding and training process to deliver the highest level of service to our clients. They have a background either in training or in subject areas in which the New World software is used (e.g., accounting, payroll).

If your solution will require extensive modification, programming or reengineering, please discuss the process in some detail, including whether this will be done here, at the City facilities, or at your location(s).

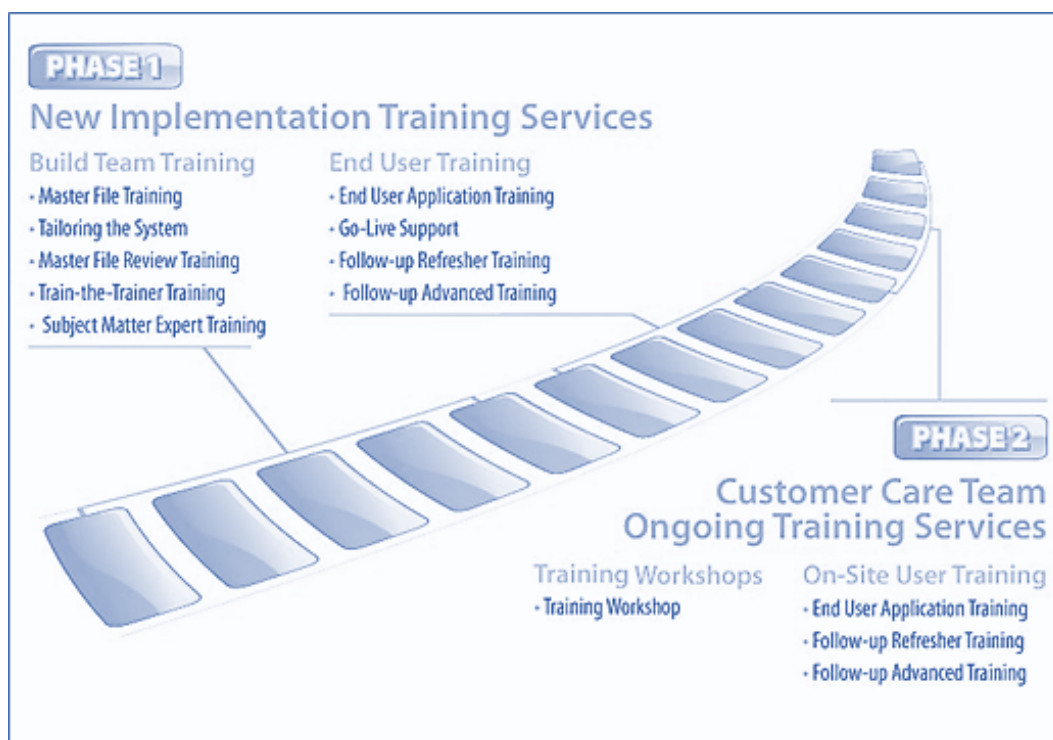
Tyler is not proposing any custom modifications for the City's project at this time. If modifications were requested/proposed, Tyler will outline contractual modification delivery in the Statement of Work/Implementation Plan based upon your application selection and your organization target "Go-Live" dates.

Discuss training in detail, including methodology, documentation and quantity. Please base your estimates on the following: 80 front line users, 3 network support professionals, 4 desktop/application support professionals, 2 IT administrators, and 10 external reviewers.

Tyler has learned through many years of public sector implementations that retaining a Customer for Life requires a successful, solid, long-term training strategy. Through on-site training sessions or in formal classes held at our corporate offices, we offer train-the-trainer sessions, direct end user classes and higher level overview courses for management. Our trainers, many with extensive experience in the user environment, are skilled in the organization and presentation of training materials and possess a deep understanding of the training needed for your agency to derive the greatest benefit from your New World ERP applications.

Our comprehensive training methods fall into two categories: Training for New Implementations and Ongoing Training Opportunities.

IMPLEMENTATION TIMELINE: TRAINING SERVICES



TRAINING FOR NEW IMPLEMENTATIONS

Early in the project, a comprehensive training plan is developed by Tyler and City staff as part of the overall implementation plan, which the City team reviews and approves. The training plan defines a detailed course of action including course outlines, proposed schedules, location of the training, recommended and required attendees, hardware requirements and methodology of instruction. Based on this plan, professional training tailored to the City's specific requirements takes place during the Construction (for SMEs) and Transition (for end users) phases of the implementation.

TRAINING METHODOLOGY

Tyler provides two types of training for new customers: end user training by Tyler Application Specialists; and a train-the-trainer approach whereby City-assigned build teams are trained by Tyler and certified by the City to provide training to end users.

Under the train-the-trainer model, each application (Financial Management, Human Resources, Utility Management, etc.) has a defined build team. Typically, these individuals are of a supervisory capacity, have the ability to make decisions relative to workflow within their departments and take ownership of the process to help make the implementation successful. Ideally they would also serve as the City's application SMEs through implementation and after go-live.

TRAINING PHASES

The following training will occur during the Construction phase of your implementation:

- **Subject Matter Expert training** is timed to coincide with System Build training on particular applications and modules. During these sessions, Tyler Application Specialists provide on-site training to individuals designated by the City to become in-house SMEs on particular applications. Students receive an end-to-end view of the software to gain an understanding of the system structure and capabilities, which will aid them in the process of making build and configuration decisions. Problem-solving techniques are explored and participants are provided with Tyler-developed class handouts to better enable smooth and easy knowledge transfer to other agency users.
- **System Build training** for each application area is completed in several stages over the course of the implementation. For each module within an application, Tyler Application Specialists consult with and train assigned City staff on proper setup of each table, including Chart of Accounts, Vendor groupings, system security, etc. Different approaches will be evaluated based on Tyler's years of implementation experience and the City's desired goals, and options for Change Management can be reviewed.

The Master File creation process consists of a series of consulting, decision-making, building and reviewing steps so the solution can be set up to meet your needs. Tailoring the system set-up to the City's specific requirements is completed during and after the Master File creation. Our highly configurable solution allows you to use the system in the way that best fits your procedures, so Tyler works closely with customers to train on best practices as they relate to these tailoring tasks. City responsibilities include configuring system settings, setting up user security and determining report groupings, etc. These details are captured so that training materials can be tailored to reflect the workflow at each customer location.

- **Finalize Configuration training** sessions consist of a Tyler Application Specialist providing an on-site analysis of the completed software "build." The Application Specialist will work with the City build team to validate the build by reviewing the completed build tasks and performing a functional test of the software. City build teams are provided with a software functional overview session to identify any policy and procedural changes that may be necessary and to review the software setup to further enhance its usability for the City. At the end of the class, the software should be deemed ready for training unless further build tasks are still required. If the City wishes to conduct a User Acceptance Test (UAT) process, it would be timed to kick off following this training.

The following training will occur during the Transition phase of your implementation:

- **(Optional) Train-the-Trainer training** sessions consist of Tyler Application Specialists providing on-site, detailed end user training instruction to build team members (SMEs). Once complete, the

City can certify that the build teams have the knowledge base to successfully train other employees on the software. Students of this course will be provided with training and problem-solving techniques to enable smooth and easy knowledge transfer to other agency users.

- **End user training** is based on specific customer workflow (Purchase Order entry, Journal entry, check processing, etc.) for each module of the proposed software and can be conducted either by Tyler staff or certified City build team members. Training will be geared to the knowledge level of attendees as determined via employee survey and articulated in the proposed training plan. Learning is optimized with a class size of no more than ten personnel, with sessions completed just prior to going live with the Tyler solution.
- **Go-live support** is provided by Tyler on site at City facilities for one week following go-live. This facilitates a smooth transition to the new software and enables end users to become comfortable with their daily tasks in a production environment.
- **Follow-up refresher training** has been proposed post go-live to provide abbreviated user training that covers all functionality and user commands. Tyler has found through experience that such reinforcement of key functionality and commands accelerates end user comfort with the new solution.
- **Follow-up advanced training** provides a more detailed study of functional and system capability for personnel who are ready to take the software to the next level. This class is geared to users who are comfortable with operating the software in a live environment and have mastered the basic aspects of daily operational duties.

DOCUMENTATION PROVIDED

As the system configuration and departmental processes are tailored to the City's needs, details are documented and incorporated into City-specific policy and procedure manuals that can be referenced by trainers during learning sessions.

Additionally, Tyler provides documentation for all licensed applications, including the following publications:

- System Basics Guide
- Training/User Guide
- System Administrator Guide
- Software Installation Guide
- Product Enhancement Guides

Documentation includes task-oriented step-by-step instructions with screen shots illustrating each module and feature of the applications. All guides include a detailed Table of Contents and Index to help users find specific topics quickly and easily.

Documentation is available to all customers in PDF for download at the MyNewWorld website and can be provided in hard copy upon request.

OPTIONAL TRAINING SERVICES

ADVANCED CONSULTING

- In an effort to maximize the benefit that our customers will derive from their new ERP system, Tyler offers in-depth consultation as an option in the following areas:
- CPA Resource Consulting - Chart of Accounts
- Configuration Documentation
- Process Changes Documentation
- Training Material Customization
- Mid-Construction Review - System Configuration Assurance (takes place between functional review and finalize configuration trips)
- Acceptance Test Development Assistance
- Business Analytics, Report Construction Assistance

ONGOING TRAINING OPPORTUNITIES

Training does not necessarily end with go-live but may continue as new software is released and/or your agency experiences personnel turnover, a desire for advanced training or staff promotions. Such training can be delivered via training workshops at Tyler headquarters or through on-site training at your facilities.

TRAINING WORKSHOPS

Tyler offers several courses at our training center in Troy, Michigan. These workshops, ideal for the System Administrator, supervisor or end user, are designed to improve skill and proficiency in using our application software and hardware solution. These courses would be priced according to the hourly rate agreed-to in the City's contract with Tyler.

FINANCIAL MANAGEMENT TRAINING WORKSHOP

This workshop provides practical information and training on administration setup of the financial software, policies and procedures within your department, period ending processes and efficiency evaluations, providing insight into how your organization can extract the maximum value from the new system.

PAYROLL SUPERVISOR WORKSHOP

This workshop reviews the Human Resource side of the system as well as payroll processing. Reports are also discussed, and the final topic covers Inquiry and the Check Wizard.

On-Site Training at Your Facilities

Ongoing training can be packaged to meet your specific needs. Whether it is a one-week training session for a specific application or a few weeks to cover multiple applications, we are happy to schedule additional on-site training as requested.

Provide a list of the key risks and obstacles to a successful implementation and the measure that the City of Delray Beach can take to mitigate those risks.

The New World and Customer Project Managers will work together to identify, document and track risks and their mitigation from the initial project startup through project closure. A Risk Log will be used to support this activity.

TOP ERP IMPLEMENTATION RISKS: WHAT CAN ENDANGER PROJECT SUCCESS?

1. **Customer senior leadership not engaged**
 - a. Without sustained executive support and leadership, project delays and failure may occur.
2. **Scope Creep**
 - a. Changing or adding requirements mid-project may delay project and increase costs.
 - b. Delayed approvals on non-standard contract deliverables may delay project and increase costs.
 - c. Adding non-standard features increases the project complexity and risk of successful implementation. Simplifying the go-live requirements early in the project plan and minimizing requirements changes during project implementation mitigates risk.
3. **Change Management**
 - a. Failure to manage process change in Customer organization increases risk.
 - b. Effective communication is imperative during the entire implementation process.
4. **Third Party Contract Deliverables**
 - a. Document and obtain approvals on requirements involving third parties early in the project.
 - b. Set and manage expectations with all participants.

5. Environment, Infrastructure and System Administration

- a. Adhere to New World specifications for hardware, software and infrastructure.
- b. Manage and maintain the necessary network bandwidth requirements.
- c. Managing Customer environment during and after the project requires one or more skilled system administrators to manage the technical resources.

6. Data Conversion

- a. Only submit data to New World after thoroughly reviewing Customer data mappings.
- b. Analyze all converted data closely, including controls, before resubmitting.
- c. Continue to stress user review and accuracy.

Customer and New World executive sponsors and project managers are expected to work with each other throughout the project to ensure mutual understanding of the responsibilities and risks described above, work together to ensure both parties fulfill their respective responsibilities and mitigate the risks to help ensure successful project completion.

Risk Management Process

The intent is that the Risk Management Plan is created initially as the project is started. The Risk Log is then updated periodically throughout the project. Typically, the update time period is monthly, but can be adjusted to more or less frequency throughout the project if appropriate. The Customer and New World Project Managers work together to identify risks and record them on the Risk Log. At the time each risk is recorded, the impact, probability of occurrence and other data requested on the Risk Log are also created and recorded.

Risks may be identified at any time by any member of the project team. Once identified, a risk is reported to the project managers for inclusion on the Risk Log. The Risk Log is reviewed by the Project Managers during their project status discussions. They review any changes to the Risk Log since their last review and discuss team progress in completing the risk mitigation steps. The Risk Log may be distributed/published for select team members to access.

Do you offer tiered support options for different audiences? Do end-users talk to the same technical support representatives as our IT team or our system administrators?

All options of support for Tyler's New World solution are available to all customers with a current maintenance agreement in place.

- Telephone support provided by qualified individuals who understand your operating environment
- Quick and accurate problem diagnosis and resolution using a direct connection to your system via WebEx or Electronic Customer Support (ECS)
- Online access to support information including software downloads, issue submission and tracking, and software documentation
- New software releases provided upon availability, with installation support as required
- Ability to provide direct input into the future development direction of your products

- Opportunities to participate in Tyler’s active User Community, including our annual Customer Conference, regional User Groups, and application-specific Advisory Groups
- Consistent communication with Tyler including our newsletters

Tyler does not provide support services for computer hardware, local area networks or operating system software. These support services are available from computer equipment manufacturers and/or IT support firms.

The support team at Tyler strives to help each of our customers become expert users of their solution. They understand that each customer’s solution is tailored to meet their unique requirements and work to build a relationship with each customer that includes an understanding of their system and operations. Not only does this help them provide better support to each customer on an individual basis, but it also helps them assist other customers with similar requirements or issues by leveraging the knowledge they have gained from similar customers. In this way, we seek to do more than help you keep the system up to date and performing properly, but to fully understand all the features the software has to offer and use them to their best advantage for your organization.

What is the turn-around time for critical outages? Do you offer any performance guarantees for your solutions and, if so, what are they?

A critical outage, defined as an error, defect, fault, performance degradation, operation or malfunction which renders the standard software inoperative; causes the software to fail catastrophically, or otherwise severely degrades the performance of the software, will be responded to within 30 minutes and resolved in 24 hours or less.

What is your average response time for support questions? Please be specific.

CALL CENTER METRICS

- Average response time for an inbound call is 44 seconds
- Average response time for a case submitted via MyNewWorld is <2 hours
- Average resolution time varies by severity of issue
- Our case closure same/next day is 80 percent for the year (includes phone calls and cases submitted via MyNewWorld).

Describe the user groups that meet for the proposed systems, and include information about the closest regional user group (if any) to the City of Delray Beach.

Many New World ERP customers have formed regional user groups throughout the country with the goal of sharing information related to their Tyler solutions, especially related to state or local concerns. The user groups are governed by the customers themselves rather than Tyler and are typically held at customer sites. When the user groups plan their meetings, they work together to determine the agenda that best suits the needs and interests of their specific group. Tyler provides

support such as training sessions, demonstrations of new software or breakout sessions at the request of the group. Typically these groups meet once or twice annually, sometimes in conjunction with Tyler's Customer Conference. The City would participate in our Florida User Group.

Current there is no EnerGov User Group in Florida. For areas where there are no user groups, Tyler offers our Clients the option to meet and interact online through Tyler Community.

Who will an online end-user (a customer using our web site) turn to for support and how will that support be rendered? If your online system uses a third-party component, will you offer online users support for those as well?

Our Support Center is the primary method of providing support for our products and our municipal customers. For your end customers using the on-line portals (employees, citizens, vendors, etc.) you will be the primary support for questions or issues. You can then contact our Support Center for questions or issue resolution.

Explain how responsibility for a problem is determined and how a problem is escalated if the problem is determined to be the vendor's responsibility.

Escalation is determined by issue severity:

A Priority 1 error is defined as a defect, fault, performance degradation, operation or malfunction that renders the standard software inoperative or causes the standard software to fail.

Immediately after notification of the Priority 1 event by the customer, support shall offer the customer workaround solutions, including patches, configuration changes and operational adjustments and reverting to prior version of the New World software.

A Call Center analyst will perform an initial assessment of the Priority 1 error, defect, fault, performance degradation, operation or malfunction and, if required, will assign a qualified product technical specialist within (1) hour to diagnose and correct the error, defect, fault, performance degradation, operation or malfunction. We will work continuously to make the correction and shall provide ongoing communication to the customer concerning the status of the correction until the standard application software is restored to operational status and confirmed by the customer.

The goal for correction a Priority 1 event is 24 hours or less.

A Priority 2 error is defined as a defect, fault, performance degradation, operation or malfunction that substantially degrades the performance of the software but does not prohibit the customer's use of the licensed standard software.

Immediately after notification of the Priority 2 event by the customer, support shall offer the customer workaround solutions, including patches, configuration changes and operational adjustments and reverting to prior versions of the New World software.

The New World support team shall assign a qualified product technical specialist(s) within four (4) hours, to diagnose and correct the error, defect, fault, performance degradation, operation or malfunction. We shall work diligently to make the correction and shall provide ongoing communication to the customer concerning the status of the correction until the Licensed Standard Software is restored to operational status and confirmed as such by Customer.

The goal for correcting a Priority 2 event is no more than five (5) business days.

A Priority 3 error is defined as an error, defect, fault, performance degradation, operation or malfunction that causes only a minor impact on the use of the Licensed Standard Software.

We may include a correction in subsequent Licensed Standard Software releases.

If the solution includes any “black box” hardware for which the City of Delray Beach staff will not be responsible, explain maintenance and support for those systems.

Not applicable.

Describe the approach and resources needed to implement the proposed software. Attach a proposed implementation schedule with key activities and estimated milestones.

Please reference the Gantt Chart and Project Plan earlier in this section.

Describe your company’s service & support philosophy, how it is carried out, and how success is measured.

Tyler’s Support Team provides a key component of your proposed public administration software solution. Tyler understands that in order to retain “Customers for Life” we must do more than keep our software and services up to date with technology and industry trends and requirements. To keep customers satisfied over the long term we must provide the superior ongoing support our customers need to ensure that they get the most out of their solutions. After all, in the overall solution lifecycle, your relationship with the support team will likely be the longest. Our team of support personnel provides outstanding customer service and continuously work to ensure that our customers receive the utmost value and remain satisfied Tyler customers for years.

All Tyler standard software includes a one-year warranty that begins upon delivery. During this warranty period and after its expiration, when customers transition to our Standard Software Maintenance Agreement (SSMA), we provide ongoing support to help customers maximize the potential of their solution. These services and benefits include:

- Telephone support provided by qualified individuals who understand your operating environment
- Quick and accurate problem diagnosis and resolution using a direct connection to your system via WebEx or Electronic Customer Support (ECS)
- Online access to support information including software downloads, issue submission and tracking, and software documentation

- New software releases provided upon availability, with installation support as required
- Ability to provide direct input into the future development direction of your products
- Opportunities to participate in Tyler’s active User Community, including our annual Customer Conference, regional User Groups, and application-specific Advisory Groups
- Consistent communication with Tyler including our newsletters

Tyler does not provide support services for computer hardware, local area networks or operating system software. These support services are available from computer equipment manufacturers and/or IT support firms.

The support team at Tyler strives to help each of our customers become expert users of their solution. They understand that each customer’s solution is tailored to meet their unique requirements and work to build a relationship with each customer that includes an understanding of their system and operations. Not only does this help them provide better support to each customer on an individual basis, but it also helps them assist other customers with similar requirements or issues by leveraging the knowledge they have gained from similar customers. In this way, we seek to do more than help you keep the system up to date and performing properly, but to fully understand all the features the software has to offer and use them to their best advantage for your organization.

Describe how you will provide ongoing services and support, such as a toll-free customer service number, annual training classes, online customer service web site, and online software maintenance.

The support services, described in the item above and below, are available to all customers with a current Maintenance Agreement in place.

Provide a thorough description of help desk services including dial-in, web support and ongoing maintenance.

SUPPORT PROCEDURES AND HOURS

The City’s relationship with Tyler’s support team begins as you transition from implementation to live operation. During the week of go live, key City personnel will meet with Tyler’s Customer Support Manager to introduce themselves and to establish an understanding of the services and procedures. This includes providing telephone numbers for standard and after-hours support. The turnover call is an important step in establishing a good working relationship and setting appropriate expectations. Tyler’s standard hours for telephone support are from 8:00 a.m. to 8:00 p.m. Eastern Time, Monday through Friday.

REMOTE SUPPORT

All support is provided directly by Tyler from our offices in Troy, Michigan. Tyler has found that nearly all support requests can be handled remotely. However, should a situation arise in which on-site

support is required, we will provide qualified support personnel as soon as possible. On-site support hours and travel expenses are billed as incurred.

CALL CENTER

The primary source of ongoing support for your Public Administration solution is our toll-free telephone support hotline. This line is answered by qualified Tyler employees and is reserved for customers only. Our toll-free phone support is designed for quick resolution of questions or issues that may arise as you put your software to use. A high percentage of all support questions are resolved using this method.

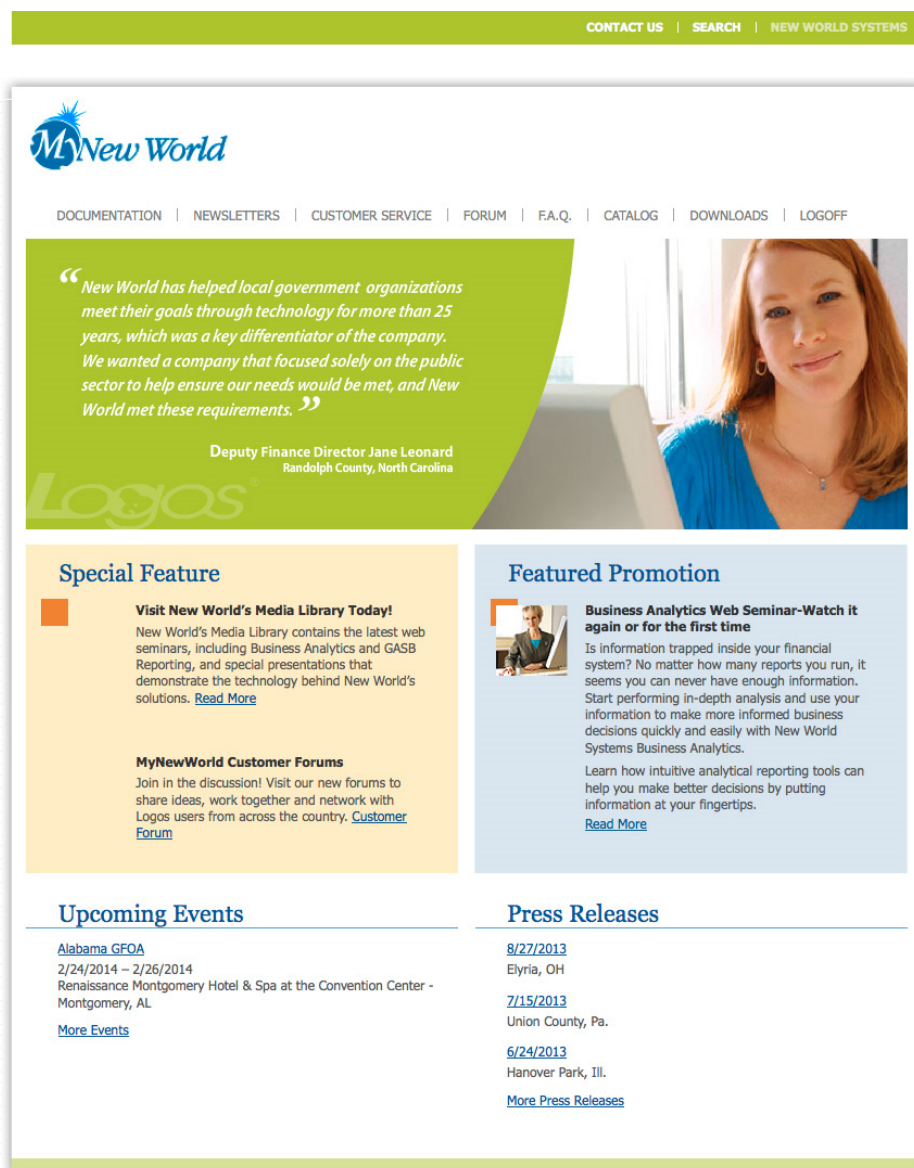
The strength of Tyler's telephone support center lies in its superior staff, composed of individuals with detailed understanding of the applications' capabilities and often with experience in the field installing the software and training users. Support personnel will have access to your system via WebEx or ECS in order to directly view any issue you may be experiencing and work on your problem as if they were actually present at your location. This facilitates clear communication and more timely issue resolution.

The Center is structured to provide three levels of support. Level 1 consists of phone support provided by the initial call taker; most calls are resolved at this level. Level 2 support is provided for more complicated issues that may need to be referred to a specialist with more detailed knowledge of a particular application. Issues that require Level 3 support are more complicated and require reprogramming. In this case, the support team will work directly with our solution consultants to develop the appropriate software patch or update as required. Because all Tyler support and development takes place at our corporate headquarters, these teams work together to best meet the needs of our customers.

Tyler does not limit access to our telephone support to a particular number of individuals. However, we find that customers generally find it most efficient to have a few application experts and system administrators maintain the most frequent contact with our support team. This leads to established working relationships and helps eliminate miscommunications and duplicate calls regarding the same issue.

ONLINE SUPPORT

MyNewWorld, our customer service website, provides customers access to valuable information and services 24 hours a day, 365 days a year.



The site allows customers to enter new issues, service requests or software suggestions that will be forwarded immediately to our support team; customers may also view any open issues and track their status. Recently released software updates are also available for download from the site. Additional site features include user manuals for download, newsletters and Frequently Asked Questions (FAQs).

In addition to MyNewWorld, Tyler's support team uses email to maintain consistent communication with all of our customers. Customers may email issues or suggestions directly to the support center. Moreover, the support team sends regular emails to our customers to communicate critical or other useful information such as email notifications of new releases, information regarding operating system or database management system updates that may impact customer operations, alerts

regarding any important issues found in the software, email distribution of the New World ERP newsletter and reminders of the deadline for submitting software suggestions for inclusion in the next release plan, etc.

ISSUE TRACKING

Tyler uses Sales Force Service Cloud, an issue tracking system and knowledge base. Service Cloud allows customers and Tyler teams to collaborate on and track support issues, reported warranty and requests for software modifications (both standard and custom). Customers may access their Service Cloud items via the MyNewWorld website. The portal also allows users to search online for answers, access frequent case updates to track the progress of an issue, share answers and ideas across the user community and update contact and release level information as part of a customer self-service portal.

Describe how you service and troubleshoot problems for your current clients?

A Priority 1 error is defined as a defect, fault, performance degradation, operation or malfunction that renders the standard software inoperative or causes the standard software to fail.

Immediately after notification of the Priority 1 event by the customer, support shall offer the customer workaround solutions, including patches, configuration changes and operational adjustments and reverting to prior version of the New World software.

A Call Center analyst will perform an initial assessment of the Priority 1 error, defect, fault, performance degradation, operation or malfunction and, if required, will assign a qualified product technical specialist within (1) hour to diagnose and correct the error, defect, fault, performance degradation, operation or malfunction. We will work continuously to make the correction and shall provide ongoing communication to the customer concerning the status of the correction until the standard application software is restored to operational status and confirmed by the customer.

The goal for correction a Priority 1 event is 24 hours or less.

A Priority 2 error is defined as a defect, fault, performance degradation, operation or malfunction that substantially degrades the performance of the software but does not prohibit the customer's use of the licensed standard software.

Immediately after notification of the Priority 2 event by the customer, support shall offer the customer workaround solutions, including patches, configuration changes and operational adjustments and reverting to prior versions of the New World software.

The New World support team shall assign a qualified product technical specialist(s) within four (4) hours, to diagnose and correct the error, defect, fault, performance degradation, operation or malfunction. We shall work diligently to make the correction and shall provide ongoing communication to the customer concerning the status of the correction until the Licensed Standard Software is restored to operational status and confirmed as such by Customer.

The goal for correcting a Priority 2 event is no more than five (5) business days.

A Priority 3 error is defined as an error, defect, fault, performance degradation, operation or malfunction that causes only a minor impact on the use of the Licensed Standard Software.

We may include a correction in subsequent Licensed Standard Software releases.

Describe how you provide software updates and enhancements on a regular basis. How do you communicate these updates and enhancements? Identify associated costs if there are any. Provide documentation of your change management process.

RELEASE MANAGEMENT

To meet our goal of providing industry-leading software, Tyler Technologies expends a significant effort in continuously updating our applications. Driven by input from our customers to ensure that they get the most from our solutions, our Research and Development investment includes regular and consistent expansion and enhancement of our existing product line.

Our Release Management process brings together the customer suggestions submitted through our support procedures with the knowledge gained through our Agile Development process to ensure that each new release of New World delivers the most value possible to our customers. Additionally, new features and enhancements are included in each new release to meet contractual requirements of new customers.

TYPES AND FREQUENCY OF NEW RELEASES

Type of Release	Frequency	Content	Distribution
Major Release	2 per year	<ul style="list-style-type: none"> ▪ Cumulative content from previous Service Packs ▪ New enhancements ▪ Software suggestions 	All customers via MyNewWorld download
Service Pack	6 per year	<ul style="list-style-type: none"> ▪ Software warranty items ▪ Bug fixes 	Impacted customer(s) via MyNewWorld download
Systems Maintenance	As needed	Corrections to critical software issues	Impacted customer(s) via email or download

The New World ERP release management procedures are designed to deliver required enhancements as quickly as possible to the customers who need them, while providing the flexibility for other customers to apply only the upgrades that are important to their specific operations. To do this, we provide two major releases and six Service Packs annually. Each of these releases includes software

enhancements or customizations contracted by particular customers, state or federally mandated changes, and the highest ranked customer software suggestions from our application Advisory Groups. Customers do not have to install each major release but must be on one of the releases from that year to do year-end processing. The service pack releases are optional, so that customers may skip these incremental upgrades if they have no immediate need for them. Our annual major release includes all enhancements provided in the previous service packs, plus additional updates. We strongly encourage all customers to apply the major release as soon as possible in order to benefit from future warranty releases, software suggestions and product improvements.

These releases include updates provided to correct issues reported through our Customer Support group via our call center, email or the MyNewWorld website.

RELEASE NOTIFICATION AND INSTALLATION

When a new release becomes available, our Customer Support team will notify all customers via an email alert (for incremental service packs, only impacted customers may be notified). New World provides all new releases of our software for customers to download via our secure customer service website. Releases can also be provided on CD upon request.

Each new release notification includes an overview description of the release, instructions for its installation and a detailed list of the software enhancements/corrections provided. Customer Support can assist with the installation of the new release via phone support; however, most releases can be applied with little or no phone assistance. We encourage all customers to utilize a test environment to test new releases and train on new features prior to applying the release in a live environment.

DOCUMENTATION WITH NEW RELEASES

For major releases, we provide Product Enhancement Guides. These guides take a “What’s New” approach to documenting each new release and are intended as a supplement to the base Training/User’s Guide and System Administrator Guide. Product Enhancement Guides provide a summary of all software changes, as well as a detailed description and any required instructions for using all new features and enhancements. With service pack releases, New World provides a detailed list of all software changes included with the release.

INCLUSION OF CUSTOMER SUGGESTIONS

Tyler actively solicits improvement ideas from our customers regarding our solutions in many ways. Customers provide feedback during our annual customer conference and continuously throughout the year through our Customer Advisory Groups, suggestions sent by email or our website, and as part of our Agile Development methodology.

CUSTOMER ADVISORY GROUPS

Tyler created Customer Advisory Groups to obtain focused customer feedback for each major application area.

- New World Financial Management
- New World Payroll/HR
- New World Utility Management

Each group meets twice annually – once in Troy, Michigan, and once at our annual Customer Conference. The purpose of these meetings is twofold: first, to discuss and prioritize the current list of customer suggestions for inclusion in future releases; and second, to work with our Solution Consulting team to review current changes and offer feedback on these changes and future releases.

The software suggestion prioritization process begins with a list of all customer suggestions submitted during a given time period. These suggestions are submitted via phone support, email or online at MyNewWorld. New World gathers the suggestions, combining duplicates as appropriate, and provides the list to all members of the Advisory Group, as well as to each Regional User Group, so that they may assign a preliminary ranking to each suggestion. These rankings are then tabulated by New World to provide a sorted list of suggestions that will be discussed and adjusted during the Advisory Group meeting. Tyler then works to include as many of the top-ranked suggestions as possible into our upcoming release plans.

All customers may apply for membership in a particular Advisory Group. If selected, they are appointed for a period of two years. Tyler monitors the composition of each group to make sure that an appropriate cross-section of our customer base is represented in terms of population, type of agency and geographical location.

AGILE DEVELOPMENT

Tyler also solicits feedback from our customers as part of our Agile Development methodology. Throughout the development process, we meet with customers to have “show and tell” checkpoints to confirm that the enhancements being developed meet the intent of the customer suggestions, and provide real-world functionality that will truly add value to our customers’ solutions.

A great deal of this takes place in conjunction with our Advisory Group meetings. During these meetings, Tyler solution consultants present the current versions in development to the Advisory Group members in an open forum to solicit feedback and suggestions on the direction of the application. In addition, we also schedule similar meetings via teleconference with Advisory Group members, as well as other customers with a vested interest in a particular enhancement or module, throughout the course of the development cycle to ensure the final product will meet their expectations.

CHANGE MANAGEMENT APPROACH

Tyler offers two types of process redesign or change management for its New World solution: informal and formal.

Informal change management occurs as part of the configuration and build training that is performed with the customer's core users. During informal change management, a New World application specialist will discuss the selected process with the customer build team and provide guidance and recommendations for how to make improvements to the City's current processes and how to best use the functionality in the New World software. Recommendations will be made based on Best Business Practices.

Formal change management is a phase of the project that occurs in advance of the training and implementation phases. In formal change management, one or more New World application specialists will meet with the customer's process subject matter experts to discuss the processes that are in the project scope. The joint team will document the customer's processes, identify needs and opportunities for improvements to processes and develop recommendations for improvements. The recommendations will be used during the configuration and build training to configure the system; and it will be used to design the training plan for core and end users. Formal change management is suitable for organizations who expect significant process changes to result from the implementation of the software.

A third option would be for the City to engage the services of a third party vendor that specializes in a more comprehensive Change Management program. We would be happy to make recommendations on potential firms to provide this service.

We will also offer to collaborate with the City and your selection consultant to determine which of the three options above would be best suited to meet the needs of the City and to make sure that option is included in our final contract and Statement of Work.

Describe the number of Microsoft Certified professionals on staff (MCSE, MCSA, MCDBA, MCT, MCTS, MCITP, MCDST, MCSA, MCDBA, etc.).

Tyler managed employees develop, implement, install and provide ongoing support of the proposed system rather than the need of a third party implementer or integrator. Each group follows and certifies their staff in the principals of industry-leading certifications such as: Project Management Professional (PMP & PMP-RM), Help Desk Institute (HDI-CSR), CompTIA A+, CompTIA Security+, and MCTP (Microsoft Certified Technology Professional).

4.9 SUPPORT

List in as much detail as possible the levels of support available to the City. Details should include but not be limited to the number of help desk staffers available during normal business operations, time of response to work orders, the availability of escalated technical support, the different levels of support available, etc.

Respondent should address any technology support services distinct and separate from normal help desk functions. These services would address the City's IT Department's technical needs for subject-matter experts on complex support operations such as version upgrade procedures, file and/or directory restorations, corrupted backup and recovery processes, and the like.

Support websites and services available such as on-demand training videos, FAQ's, instant messaging to subject-matter expert, list services, blogs, community chat rooms, message boards, etc. and any involvement by the respondent to these services (do company employees respond to message boards, post blogs, etc.)

Respondents should provide any information they have on user groups, memberships, services, conferences, etc.

WARRANTY AND STANDARD SUPPORT MAINTENANCE AGREEMENT

Tyler's Support Team provides a key component of your proposed public administration software solution. Tyler understands that in order to retain "Customers for Life" we must do more than keep our software and services up to date with technology and industry trends and requirements. To keep customers satisfied over the long term we must provide the superior ongoing support our customers need to ensure that they get the most out of their solutions. After all, in the overall solution lifecycle, your relationship with the support team will likely be the longest. Our team of support personnel provides outstanding customer service and continuously work to ensure that our customers receive the utmost value and remain satisfied Tyler customers for years.

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- New software releases provided upon availability, with installation support as required

- Ability to provide direct input into the future development direction of your products
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SUPPORT PROCEDURES AND HOURS

The City's relationship with Tyler's support team begins as you transition from implementation to live operation. During the week of go live, key City personnel will meet with Tyler's Customer Support Manager to introduce themselves and to establish an understanding of the services and procedures. This includes providing telephone numbers for standard and after-hours support. The turnover call is an important step in establishing a good working relationship and setting appropriate expectations. Tyler's standard hours for telephone support are from 8:00 a.m. to 8:00 p.m. Eastern Time, Monday through Friday.

REMOTE SUPPORT

All support is provided directly by Tyler from our offices in Troy, Michigan. Tyler has found that nearly all support requests can be handled remotely. However, should a situation arise in which on-site support is required, we will provide qualified support personnel as soon as possible. On-site support hours and travel expenses are billed as incurred.

CALL CENTER

The primary source of ongoing support for your Public Administration solution is our toll-free telephone support hotline. This line is answered by qualified Tyler employees and is reserved for customers only. Our toll-free phone support is designed for quick resolution of questions or issues

that may arise as you put your software to use. A high percentage of all support questions are resolved using this method.

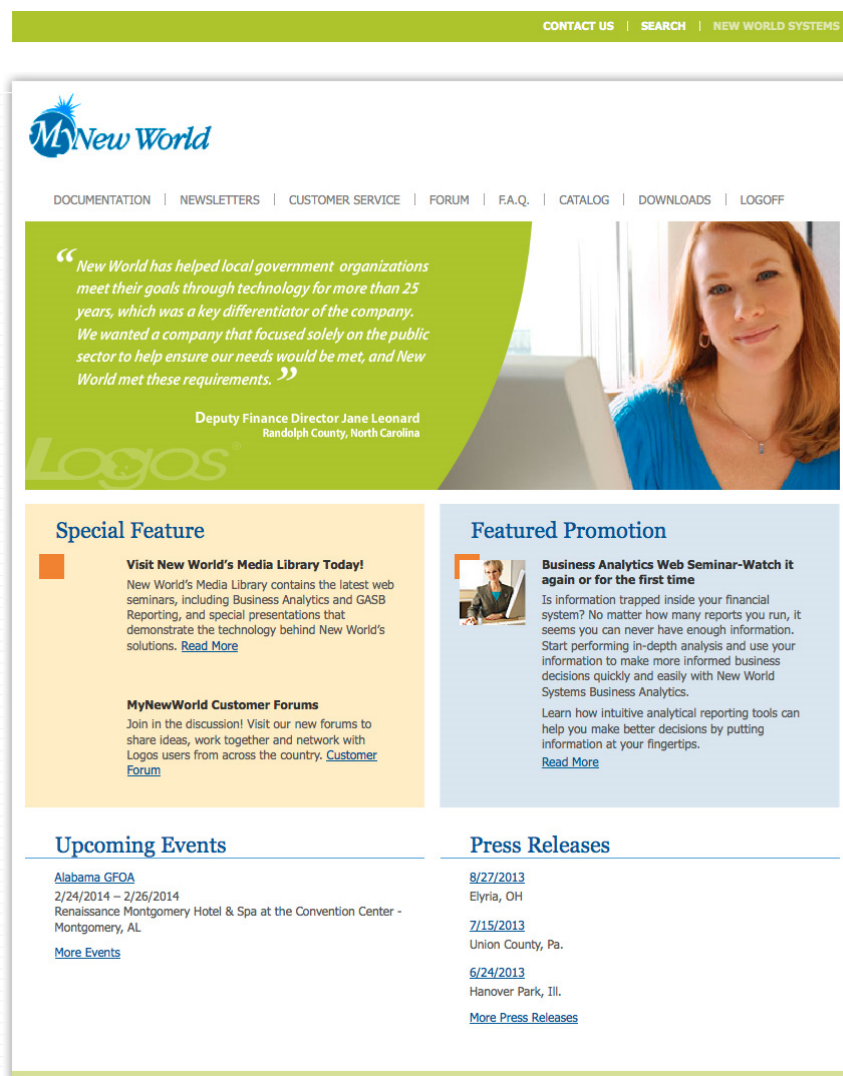
The strength of Tyler's telephone support center lies in its superior staff, composed of individuals with detailed understanding of the applications' capabilities and often with experience in the field installing the software and training users. Support personnel will have access to your system via WebEx or ECS in order to directly view any issue you may be experiencing and work on your problem as if they were actually present at your location. This facilitates clear communication and more timely issue resolution.

The Center is structured to provide three levels of support. Level 1 consists of phone support provided by the initial call taker; most calls are resolved at this level. Level 2 support is provided for more complicated issues that may need to be referred to a specialist with more detailed knowledge of a particular application. Issues that require Level 3 support are more complicated and require reprogramming. In this case, the support team will work directly with our solution consultants to develop the appropriate software patch or update as required. Because all Tyler support and development takes place at our corporate headquarters, these teams work together to best meet the needs of our customers.

Tyler does not limit access to our telephone support to a particular number of individuals. However, we find that customers generally find it most efficient to have a few application experts and system administrators maintain the most frequent contact with our support team. This leads to established working relationships and helps eliminate miscommunications and duplicate calls regarding the same issue.

ONLINE SUPPORT

MyNewWorld, our customer service website, provides customers access to valuable information and services 24 hours a day, 365 days a year.



The site allows customers to enter new issues, service requests or software suggestions that will be forwarded immediately to our support team; customers may also view any open issues and track their status. Recently released software updates are also available for download from the site. Additional site features include user manuals for download, newsletters and Frequently Asked Questions (FAQs).

In addition to MyNewWorld, Tyler's support team uses email to maintain consistent communication with all of our customers. Customers may email issues or suggestions directly to the support center. Moreover, the support team sends regular emails to our customers to communicate critical or other useful information such as email notifications of new releases, information regarding operating system or database management system updates that may impact customer operations, alerts regarding any important issues found in the software, email distribution of the New World ERP

newsletter and reminders of the deadline for submitting software suggestions for inclusion in the next release plan, etc.

PROBLEM REPORTING/DEFINITION

The most common method customers use to report problems is our toll-free support line. Customers may also submit issues or suggestions via email or enter new problems or monitor the status of open items at any time through Tyler's customer service website, MyNewWorld. Once problems are entered into the system, they are assigned a severity level as defined below:

Severity	Nature of Issue	Response Time	Resolution Goal
P1	An error, defect, fault, performance degradation, operation or malfunction which renders the standard software inoperative; causes the software to fail catastrophically, or otherwise severely degrades the performance of the software	30 minutes	24 hours or less
P2	An error, defect, fault, performance degradation, operation or malfunction that moderately degrades the performance of the standard software, but does not prohibit use of the software	2 hours	Service Pack, Hot Fix or Next Release
P3	An error, defect, fault, performance degradation, operation or malfunction that causes only a minor impact on the use of the standard software	8 hours	Next Release

ISSUE TRACKING

Tyler uses Sales Force Service Cloud, an issue tracking system and knowledge base. Service Cloud allows customers and Tyler teams to collaborate on and track support issues, reported warranty and brequsts for software modifications (both standard and custom). Customers may access their Service Cloud items via the MyNewWorld website. The portal also allows users to search online for answers, access frequent case updates to track the progress of an issue, share answers and ideas across the user community and update contact and release level information as part of a customer self-service portal.

USER GROUPS AND CONFERENCES

ANNUAL CONFERENCE

Each year Tyler hosts a national conference open to all New World ERP customers. We strive to make the customer conference an event that provides significant benefit to all attendees, including

executives, system administrators, and end users. This includes software training and updates, technology updates, and networking opportunities.

The primary focus of the conference is to provide educational opportunities for our customers, including software training sessions and workshops on recently released and upcoming software features designed to help users get the most out of the latest enhancements. Due to increasing popularity, Tyler is also expanding our “Technology Track” sessions, which are geared toward IT staff and include topics such as virtualization and SQL Server Management. Another important aspect of the conference is the unique opportunity it provides for networking. Customers have the chance to meet colleagues from across the country, as well as schedule one-on-one meetings with Tyler personnel. Customers also have the option to set the agenda by participating in an “Open Topic Forum.” Finally, the conference gives our customers another opportunity to provide suggestions for future development initiatives during the focus groups and roundtable sessions.

Approximately 553 people representing 168 customers attended last year’s conference in Dallas, Texas.

REGIONAL USER GROUPS

Many Tyler customers have formed regional user groups throughout the country with the goal of sharing information related to their Tyler solutions, especially related to state or local concerns. The user groups are governed by the customers themselves rather than Tyler and are typically held at customer sites. When the user groups plan their meetings, they work together to determine the agenda that best suits the needs and interests of their specific group. Tyler provides support such as training sessions, demonstrations of new software or breakout sessions at the request of the group. Typically these groups meet once or twice annually, sometimes in conjunction with Tyler’s Customer Conference. Some of our Regional User Groups include:

- Arizona
- Northern California
- Southern California
- Florida
- Illinois
- Kansas/Arkansas/Missouri
- Louisiana
- Michigan
- Minnesota and Wisconsin
- Iowa
- Western New York
- Eastern New York
- North Carolina
- Northwest

- Ohio
- Rocky Mountains
- Southeast
- Southwest
- Texas

4.10 SUSTAINABILITY

Environmental sustainability is a top priority for the City. Please provide best practice solutions and preferred implementation solutions that minimize carbon output, minimize energy consumption, etc. Solutions should include the recovery and disposal of any recommended hardware.

Examples of such sustainable actions may include but do not have to be and are not limited to:

- Utilization of smart tracking for code enforcers
- Route tracking for inspectors
- Use of hand held devices in lieu of laptops or desktop computers for field workers
- Communications models that minimize travel or resource consumption (Internet meetings, training, problem resolution, etc.)

New World ERP supports environmental sustainability in several ways. The solution supports iPad devices for our Mobile Platform. Our support model (call center, customer web site, Webex capabilities) minimize both travel and resource consumption. Our delivery model, making new releases and documentation available for download rather than shipped, also conserves resources.

4.11 BUSINESS PARTNERS

Please provide a listing of all preferred business partners and solutions offered by them. Specifically, if there are cost savings options associated with integrating a business partner's solution to gain additional efficiencies, please provide detailed information on the integration. An additional TCO (Total Cost of Ownership) and ROI (Return On Investment) reports are required for each recommendation. Selection of a respondent's proposal does in no way indicate or guarantee any business partner business with the City.

In addition, please use this section to list third-party solution providers which have been included in your proposal.

No third-party solutions have been proposed.

4.12 COSTING

ATTACHMENT A / PRICING FORMS

Please reference Attachment A / Pricing Forms on the following pages.

ATTACHMENT A PRICING

SUMMARY

DESCRIPTION	TOTAL AMOUNT
SOFTWARE LICENSE (PAGE 2)	\$1,024,315
MODIFICATIONS/ DATA CONVERSION (PAGE 3)	\$ 119,960
IMPLEMENTATION/ TRAINING & SUPPORT(PAGE 4)	\$ 673,525
PROJECT MANAGEMENT(PAGE 5)	\$ 193,000
OTHER COSTS(PAGE 6)	\$ 3,000
ANNUAL MAINTENANCE YR 1	Waived
ANNUAL MAINTENANCE YR 2	\$ 219,113
ANNUAL MAINTENANCE YR 3	\$ 225,687
ANNUAL MAINTENANCE YR 4	\$ 232,457
ANNUAL MAINTENANCE YR 5	\$ 239,431
TOTAL	\$2,930,488

SOFTWARE				
QTY	DESCRIPTION	UNIT PRICE	EXT. PRICE	NOTE (not required)
	Financial Management	\$	\$ 244,000	
	Payroll and Human Resources	\$	\$ 170,000	
	Utility Management	\$	\$ 103,000	
	eSuite (Self Service)	\$	\$ 146,000	
	Decision Support/Analytics	\$	\$ 73,000	
	Software Discount	\$	(\$ 73,600)	
	EnerGov Community Development	\$	\$ 270,915	
	Tyler Cashiering	\$	\$ 46,000	
	Tyler Content Management	\$	\$ 45,000	
		\$	\$	
	OTHER	\$	\$	
	TOTAL	\$	\$1,024,315	

MODIFICATION/DATA CONVERSION COSTS

QTY	DESCRIPTION	UNIT PRICE	EXT. PRICE	NOTE (not required)
	Data File Conversions	\$	\$ 40,000	
	Financial (Vendor: includes PO and AP)	\$	\$ 16,000	
	Financial (GL and Budget History)	\$	\$ 8,000	
	Payroll (Employee/Earnings/Position)	\$	\$ 16,000	
	EnerGov (CD) conversion	\$	\$ 39,960	
		\$	\$	
		\$	\$	
		\$	\$	
		\$	\$	
		\$	\$	
	OTHER	\$	\$	
	TOTAL	\$	\$ 119,960	

IMPLEMENTATION, TRAINING & SUPPORT COSTS				
QTY	DESCRIPTION	UNIT PRICE	EXT. PRICE	NOTE (not required)
	Implementation & Training	\$	\$ 333,200	
	Consulting/Configuration/Documentation	\$	\$ 136,000	
	Interface Installation Fees	\$	\$ 28,200	
	Windows Server 2012/Operating System Assurance and Software Installation	\$	\$ 7,000	
	EnerGov Implementation	\$	\$ 140,250	
	EnerGov Forms Library	\$	\$ 7,200	
	Tyler Cashiering/Content Manager Implementation	\$	\$ 21,675	
		\$	\$	
		\$	\$	
		\$	\$	
	OTHER	\$	\$	
	TOTAL	\$	\$ 673,525	

PROJECT MANAGEMENT COSTS

QTY	DESCRIPTION	UNIT PRICE	EXT. PRICE	NOTE (not required)
	Project Management (15 months)	\$	\$ 193,000	
		\$	\$	
		\$	\$	
		\$	\$	
		\$	\$	
		\$	\$	
		\$	\$	
		\$	\$	
		\$	\$	
		\$	\$	
	OTHER	\$	\$	
	TOTAL	\$	\$ 193,000	

OTHER COSTS

OTHER COSTS				
QTY	DESCRIPTION	UNIT PRICE	EXT. PRICE	NOTE (not required)
	Source Code Escrow Setup Fee	\$	\$ 3,000	
		\$	\$	
		\$	\$	
		\$	\$	
		\$	\$	
		\$	\$	
		\$	\$	
		\$	\$	
		\$	\$	
		\$	\$	
		\$	\$	
	OTHER	\$	\$	
	TOTAL	\$	\$ 3,000	

TYLER INVESTMENT SUMMARY

Tyler Software and Services		
A. New World Application Software		\$662,400
1) Licensed Standard Software	\$736,000	
2) Discount	(73,600)	
B. Implementation Services		777,400
1) Project Management		
2) Installation and Training		
3) Consulting Services		
4) Interface Installation Service Fee		
5) Windows Operating System Assurance and Software Installation		
6) Data File Conversion (Estimate)		
7) Custom Software/Custom Software Interfaces (Estimate)		
8) Application Software Modifications (Estimate)		
C. Additional Products and Services		571,000
1) EnerGov Community Development and Infrastructure Software	458,325	
2) Tyler Software and Related Services	112,675	
D. Other Costs		3,000
1) Source Code Escrow Setup Fee		
TOTAL ONE TIME COST		<u>\$2,013,800</u>

Maintenance		
E. 1) Maintenance Agreement (Annual Cost):		
	Year 1 SSMA	Waived
	Year 2 SSMA	\$132,480
	Year 3 SSMA	136,454
	Year 4 SSMA	140,548
	Year 5 SSMA	144,764
2) Source Code Escrow Maintenance (Annual Cost)		1,000
3) EnerGov Year One Maintenance		67,730
4) Tyler Software Year One Maintenance		16,380
5) Disaster Recovery		30,000

Tyler's cost is based on all of the proposed products and services being obtained from Tyler. Should significant portions of the products or services be deleted, Tyler reserves the right to adjust its prices accordingly.

Travel and Living expenses are not included in the Total One Time Cost above. Tyler estimates there to be 50 trips at \$2,000/trip (may include airfare, hotel, per diem, car rental, gas), or \$100,000. All Travel and Living expenses will be billed on a weekly basis, but only as incurred.

TYLER PRICING DETAIL

A. STANDARD NEW WORLD APPLICATION SOFTWARE ^{1,2,3}		
ITEM	DESCRIPTION	INVESTMENT
FINANCIAL MANAGEMENT		
1.	New World Financial Management Base Suite	\$90,000
	- General Ledger	
	- Budget Management	
	- Annual Budget Preparation	
	- Accounts Payable	
	- Revenue/Cash Receipting	
2.	New World Additional Financial Management Software	
	- Asset Management	9,000
	- Grant Management	9,000
	- Project Accounting	9,000
	- Misc. Billing & Receivables	9,000
	- Government (GASB) Reporting	21,000
	- Bank Reconciliation	7,000
	- Work Orders	21,000
3.	New World Procurement Management Suite	
	- Purchasing Base	21,000
	- Requisition Processing	9,000
	- Bid & Quote Management	9,000
	- Contract Accounting	9,000
	- Inventory Management	21,000
SUB-TOTAL FINANCIAL MANAGEMENT MODULES		\$244,000
PAYROLL & HUMAN RESOURCES SUITE		
4.	New World Human Resources Management Base Suite	60,000
	- Payroll Processing	
	- Personnel Management	
	- Position Control	
5.	New World Human Resources	
	- Employee Event Tracking	12,000
	- Personnel Action Processing	12,000
6.	New World Benefits Management	
	- Benefits Administration	10,000
	- COBRA Billing Administration	10,000
	- Workers Compensation Administration	15,000
	- Leave Management	15,000
7.	New World Additional Payroll & HR Modules	
	- Applicant Tracking	12,000
	- Position Budgeting	12,000
	- Time & Attendance Interface ⁵	12,000
SUB-TOTAL PAYROLL/HUMAN RESOURCES MODULES		\$170,000

UTILITY MANAGEMENT SUITE**8. New World Utility Management Software**

- Water/Sewer/Refuse Base Package	40,000
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9. New World Additional Utility Management Modules

- Automatic Meter Read (AMR) Interface ⁶	9,000
- Meter and Device Inventory	11,000
- Service Order Processing	22,000
- IVR Interface for Account Balance and Payment (supports Selectron and Teleworks)	9,000

10. GIS Integration⁷

- Utility Billing	12,000
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SUB-TOTAL UTILITY MANAGEMENT MODULES	\$103,000
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eSUITE**11. eSuite Base Software**

	21,000
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12. eFinance

- eSupplier	10,000
- eBid	10,000
- eMiscellaneous Billing	10,000
- ePayments	10,000

13. eHR

- eEmployee	30,000
- eTimesheets	15,000
- eBenefits Administration	15,000
- eRecruit	15,000

14. eUtility

- eUtilities	10,000
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SUB-TOTAL eSUITE SOFTWARE MODULES	\$146,000
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DECISION SUPPORT SOFTWARE**15. Decision Support Base Datamart ⁸**

	21,000
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16. Finance Analytics

- Includes 10+ users	26,000
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17. Human Resource/Payroll Analytics

- Includes 10+ users	26,000
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SUB-TOTAL DECISION SUPPORT SOFTWARE MODULES	\$73,000
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AUTHORIZED USERS**18. Site License**

	Included
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NEW WORLD STANDARD SOFTWARE LICENSE FEE	\$736,000
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DISCOUNT	(73,600)
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TOTAL SOFTWARE LICENSE FEE ^{9,10}	\$662,400
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Note: An Unlimited Site License is included for the above-proposed solution. The Site License is available to only the affiliated Public Administration agencies within the City of Delray Beach, Florida.

B. IMPLEMENTATION SERVICES ¹¹				
ITEM	DESCRIPTION			INVESTMENT
IMPLEMENTATION				
1.	Project Management Services as required:			\$193,000
	- Project Management			
	- Overall consultation and communication			
	- Monthly status reports and project updates throughout the duration of the project			
	- Implementation Plan			
	Covers period of 15 months from Agreement Execution			
2.	Up to 245 days of Implementation and Training Services are included for:			333,200
	- Software Tailoring and Set Up			
	- User Education and Training			
	- Other Technical Support			
	- Travel Time Included			
	* Assumes train-the-trainer approach			
3.	Consulting Services (Up to 100 days for the following services):			136,000
	- CPA Resource Consulting - Chart of Accounts	15 days	20,400	
	- Configuration Documentation	10 days	13,600	
	- Process Changes Documentation	20 days	27,200	
	- Training Material Customization	15 days	20,400	
	- Mid-Construction Review - System Configuration Assurance	20 days	27,200	
	- Acceptance Test Development Assistance	10 days	13,600	
	- Business Analytics, Report Construction Assistance	10 days	13,600	
4.	Interface Installation Service Fees:			28,200
	- Payment Processing Interface:		4,800	
	includes 1 Positive Pay, 1 ACH/Direct Deposit Transmittal Export, and 1 Payment (Check/EFT) Reconciliation Transmittal Import			
	- Time and Attendance Interface		4,800	
	- AMR Interface		2,700	
	- Parcel Import		12,000	
	- RecTrac Interface		1,300	
	- Cartegraph Interface		1,300	
	- EnerGov Interface		1,300	
5.	Windows Server 2012/Operating System Assurance and Software Installation:			7,000
	- Install and configure application servers			
	- Consult on connectivity to new or existing Windows environment			
	- Verify operating system and SQL configuration			
	- Verify workstation configuration			
6.	DATA FILE CONVERSIONS - Pricing Estimates			40,000
	(Up to 3 files from the following possible sources are included)			
	Financial			
	-Vendor Information (includes PO and AP)		16,000	16,000
	-General Ledger/Budget History		8,000	8,000
	Payroll			
	-Employee, Detailed Earnings History, Position Master		16,000	16,000
	Tyler will be happy to discuss the conversion of any additional data files which Customer may wish to convert. If required, travel and expenses are billed at actual cost.			
TOTAL IMPLEMENTATION SERVICES			\$777,400	

C. ADDITIONAL PRODUCTS AND SERVICES		
ITEM	DESCRIPTION	INVESTMENT

THIRD PARTY PRODUCTS AND SERVICES

1. EnerGov Community Development and Infrastructure Software		458,325
- Software License	270,915	
- Implementation (110 days)	140,250	
- Other Services (Forms Library)	7,200	
- Conversion	39,960	
2. Tyler Software and Related Services		112,675
- Tyler Cashiering	46,000	
- Tyler Content Manager SE	45,000	
- Implementation (17 days)	21,675	

TOTAL ADDITIONAL PRODUCTS AND SERVICES	<u>\$571,000</u>
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D. OTHER COSTS		
ITEM	DESCRIPTION	INVESTMENT

OTHER COSTS

1. SOURCE CODE ESCROW		
Setup Fee		3,000

TOTAL OTHER COSTS	<u>\$3,000</u>
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TOTAL ONE TIME COSTS	<u>\$2,013,800</u>
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E. MAINTENANCE		
ITEM	DESCRIPTION	INVESTMENT

1. MAINTENANCE AGREEMENT (Per Year Cost)		
Based on a 5-year plan		
	Year 1 SSMA	Waived
	Year 2 SSMA	\$132,480
	Year 3 SSMA	136,454
	Year 4 SSMA	140,548
	Year 5 SSMA	144,764
2. Source Code Escrow Maintenance Fee (Per Year Cost)		\$1,000
3. EnerGov Year One Maintenance		67,730
4. Tyler Software Year One Maintenance		16,380
5. Disaster Recovery		30,000

F. TRAVEL AND LIVING EXPENSES (estimate)		
ITEM	DESCRIPTION	INVESTMENT

1. TRAVEL EXPENSES (estimate)		
50 trips at \$2,000/each		\$100,000
- Includes airfare, car rental, hotel accommodations, and per diem.		

PRICING VALID THROUGH JUNE 5, 2016.

ENDNOTES

- ¹ *Personal Computers must meet the minimum hardware requirements for the New World product. Microsoft Windows 7 or greater with Internet Explorer (IE) 8 or greater is the required operating system and browser for all client machines.*
- ² *Servers must meet the minimum hardware requirements for the New World product. Windows Server 2008 (R2) or greater is required for the Application Server(s), Web Server(s) and Database Server. Microsoft SQL Server 2008 (R2) or greater is required for the Database Server. Customers must also license the appropriate number of Microsoft Client Access Licenses (CALs) for license compliance.*
- ³ *Suggested minimum: 100MB Ethernet Network. 10MB CAT5 Ethernet Network may have less than adequate response time. Further consultation would be required to assess your network.*
- ⁵ *Time & Attendance interface is a two-way interface. Additional support may be required for third-party changes; not included in SSMA.*
- ⁶ *Currently supports interfaces to Sensus/Rockwell, Neptune, Itron, Radix, Syscon and Schlumberger devices. Technical assurance must be obtained to verify the Business Partner's software/hardware release level interface requirements.*
- ⁷ *GIS integration currently supports either ESRI's ArcIMS or ArcGIS Server software; the ArcIMS and ArcGIS Server software and any services related to the installation and setup of ArcIMS or ArcGIS are not included in this proposal. The ArcIMS or ArcGIS Server software would need to be purchased, installed and setup separately.*
- ⁸ *Tyler supports SQL Server Reporting Services (SSRS) for server-based report generation and ad hoc reporting. SSRS utilizes a web services interface to support the development of custom reporting applications. SSRS is included in the Express, Workgroup, Standard, and Enterprise editions of Microsoft SQL Server. Customers may elect to use other third-party report generation tools including Crystal Reports however Tyler does not provide support for these tools and cannot guarantee compatibility.*
- ⁹ *Prices assume that all software proposed is licensed.*
- ¹⁰ *Licensed Software, and third party software embedded therein, if any, will be delivered in a machine readable form to Customer via an agreed upon network connection. Any taxes or fees imposed are the responsibility of the purchaser and will be remitted when imposed.*
- ¹¹ *Travel and expenses are not included as they are billed at actual cost.*

4.13 FUNCTIONAL REQUIREMENTS

NOTES AND ASSUMPTIONS

TYLER REPORTING SERVICES

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

INTERFACES / CUSTOMIZATIONS

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

CUSTOM MODIFICATIONS

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

FUTURE FUNCTIONALITY

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

EXHIBIT B / FUNCTIONALITY CHECKLIST

Please reference Exhibit B / Functionality Checklist on the following pages.

		Fully Compliant			
		Modification/Custom Software			
		Not available			
Information Technology -- GIS Integration					Third Party (include company name)
1	System provides integrated export/import capabilities via batch for GIS applications.	X	<input type="checkbox"/>	<input type="checkbox"/>	
2	Ability to interface with ArcIMS and/or ArcGIS and/or ArcGIS Server.	X	<input type="checkbox"/>	<input type="checkbox"/>	
3	Application's map viewer interface must include a variety of buttons and tools including pan, zoom bar, hotlink tool (provides users a shortcut for linking to EDMS URLs associated with map layer objects), previous/next map views, zoom.	X	<input type="checkbox"/>	<input type="checkbox"/>	
4	Ability to display parcel, permit, licensing, request for service, code enforcement and capital asset information	X	<input type="checkbox"/>	<input type="checkbox"/>	
5	Ability to highlight GIS objects returned from a query.	X	<input type="checkbox"/>	<input type="checkbox"/>	
6	Vendor must be an ESRI partner.	X	<input type="checkbox"/>	<input type="checkbox"/>	
7	Ability to Zoom In & Out on map	X	<input type="checkbox"/>	<input type="checkbox"/>	
8	Ability to Pan the map	X	<input type="checkbox"/>	<input type="checkbox"/>	
9	Ability to “Identify” objects on the map	X	<input type="checkbox"/>	<input type="checkbox"/>	
10	Ability to GeoCode	X	<input type="checkbox"/>	<input type="checkbox"/>	
11	Ability to run on a relational database that use just one parcel table.	X	<input type="checkbox"/>	<input type="checkbox"/>	
12	Ability to use any of the City’s existing GIS data	X	<input type="checkbox"/>	<input type="checkbox"/>	

		Fully Compliant		
		Modification/Custom Software		
				Not available
Information Technology -- Technical Specifications				Third Party (include company name)
1	TCP/IP protocol	X	<input type="checkbox"/>	<input type="checkbox"/>
2	Microsoft SQL 2008 (or higher)	X	<input type="checkbox"/>	<input type="checkbox"/>
3	Windows Server 2008 R2 operating system	X	<input type="checkbox"/>	<input type="checkbox"/>
4	Windows 7 (or Higher)	X	<input type="checkbox"/>	<input type="checkbox"/>
5	Internet Explorer 10 (or higher)	X	<input type="checkbox"/>	<input type="checkbox"/>
6	(a) wireless connectivity using VPN over a WAN provided by a third-party ISP and (b) wireless protocol 802.11a/b/g/n (Wi-Fi)	X	<input type="checkbox"/>	<input type="checkbox"/>
7	.net framework version 4.x or higher	X	<input type="checkbox"/>	<input type="checkbox"/>
8	SharePoint 2010 integration	<input type="checkbox"/>	<input type="checkbox"/>	X
9	Project Server 2010 integration	<input type="checkbox"/>	<input type="checkbox"/>	X
10	Login authentication via Active Directory 2008	X	<input type="checkbox"/>	<input type="checkbox"/>
11	VMware Vsphere 5.5	X	<input type="checkbox"/>	<input type="checkbox"/>
12	Role-based security (per section 1.4.9. of RFP)	X	<input type="checkbox"/>	<input type="checkbox"/>
13	Auditing/log features (per section 1.4.9. of RFP)	X	<input type="checkbox"/>	<input type="checkbox"/>
14	PCI compliance (per section 1.4.9. of RFP)	X	<input type="checkbox"/>	<input type="checkbox"/>
15	Passwords (per section 1.4.9. of RFP)	X	<input type="checkbox"/>	<input type="checkbox"/>
16	Microsoft's Internet Information Services (IIS) server	X	<input type="checkbox"/>	<input type="checkbox"/>
17	Microsoft's Information Security Acceleration (ISA) 2006 server	<input type="checkbox"/>	<input type="checkbox"/>	X
18	Forefront Security Threat Management Gateway 2010	<input type="checkbox"/>	<input type="checkbox"/>	X
19	SSL certificates	X	<input type="checkbox"/>	<input type="checkbox"/>
20	DMZ architecture requirements	X	<input type="checkbox"/>	<input type="checkbox"/>

As long as you have access to the WAN that the application is installed.

PCI compliance is determined by the merchant, not the software. Our software can be deployed in a PCI-Compliant environment.

For portal applications (eSuite)

		Fully Compliant			
		Modification/Custom Software			
				Not available	
Information Technology -- Technical Specifications					Third Party (include company name)
21	Integration with third-party applications (per section 1.4.11. of RFP)	X	<input type="checkbox"/>	<input type="checkbox"/>	We support interfaces for many third-party applications. We will need to discuss each interface and what level of integration is required.
22	Spanish language translator (per section 1.2.8. of RFP)	<input type="checkbox"/>	<input type="checkbox"/>	X	
23	Aligns with the City’s COOP	X	<input type="checkbox"/>	<input type="checkbox"/>	We can provide Disaster Recovery as a service.
24	Automated electronic plan submission, review and tracking solution	<input type="checkbox"/>	<input type="checkbox"/>	X	Would be provided by EnerGov.
25	Ability to convert data from AS400 iSeries to SQL	X	<input type="checkbox"/>	<input type="checkbox"/>	As part of our conversion services.
26	Solutions that use XML data transfer protocol	X	<input type="checkbox"/>	<input type="checkbox"/>	
27	Solutions running on handheld devices, tablet PC’s, rugged devices, and Smart Phone units	X	<input type="checkbox"/>	<input type="checkbox"/>	
28	Browser-based solutions using HTML5, ASP, ASPx or JSP) or other “zero-footprint” techniques	X	<input type="checkbox"/>	<input type="checkbox"/>	
29	Support SQL Reporting Services	X	<input type="checkbox"/>	<input type="checkbox"/>	
30	Information Bridge Framework (IBF)	<input type="checkbox"/>	<input type="checkbox"/>	X	
31	NetApp Manager for Exchange, SQL, SharePoint, etc.	<input type="checkbox"/>	<input type="checkbox"/>	X	
32	Outlook Calendar integration	X	<input type="checkbox"/>	<input type="checkbox"/>	
33	Outlook Contacts & Global Address Book integration	<input type="checkbox"/>	<input type="checkbox"/>	X	
34	Desktop productivity tools such as Microsoft Office (including MS Project)	<input checked="" type="checkbox"/> X	<input type="checkbox"/>	<input type="checkbox"/>	Word, Excel, Outlook. Not Project.

		Fully Compliant		
		Modification/Custom Software		
				Not available
Citywide General Functional Requirements				Third Party (include company name)
1	GENERAL REQUIREMENTS			
	The system will provide the ability to electronically submit reports to outside agencies.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to access the data dictionary information on any field in the system for reporting and exporting data.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to hover over a data element on a panel and capture the table/field name as stored in the data dictionary for reporting purposes.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to sign documents electronically and with digital signatures	<input type="checkbox"/>	<input type="checkbox"/>	X
	Ability to modify & route documents electronically	<input type="checkbox"/>	<input type="checkbox"/>	X
	Ability to setup user defined fields	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to setup screens per individual task	<input type="checkbox"/>	<input type="checkbox"/>	X
	Ability to attach documents (contracts, MS Word, Excel, including Images) to all transactions	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to use graphic tools (charting) for data presentation	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to use electronic workflow processing	X	<input type="checkbox"/>	<input type="checkbox"/>
	Automatically date/time stamp all detail transaction records with date and time of posting transactions as well as the user-id.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to copy, paste and spell check all information	<input type="checkbox"/>	<input type="checkbox"/>	X
	Ability to support the use of bar-coding and scanning technology	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant			
		Modification/Custom Software			
				Not available	
Citywide General Functional Requirements					Third Party (include company name)
	All modules will offer multiple user fields with custom labeling for screens and reports with text, numeric and date format options	X	<input type="checkbox"/>	<input type="checkbox"/>	
2	REPORTING/QUERYING				
	The system will provide the ability to generate reports using "canned and user defined reports"	X	<input type="checkbox"/>	<input type="checkbox"/>	
	The system must allow for imports/exports to/from the following external reporting tools: Crystal, Access, Excel	X	<input type="checkbox"/>	<input type="checkbox"/>	
	The system will allow for summary and detail reporting	X	<input type="checkbox"/>	<input type="checkbox"/>	
	The system will have the ability to specify report parameters (sort and filter criteria) based on data elements.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	The system shall provide the capability to electronically distribute reports, (including remote facilities) with sensitive data encrypted.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	The system shall provide the capability to schedule reports to run on a regular basis and be distributed to designated parties either electronically or via hardcopy.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	The system shall provide the ability to generate ad-hoc reports / queries on any field in the database.	X	<input type="checkbox"/>	<input type="checkbox"/>	

		Fully Compliant			
		Modification/Custom Software			
				Not available	
				Third Party (include company name)	
Citywide General Functional Requirements					
	The system shall provide the capability to automatically create presentations, particularly for trend data and statistical analysis, including graphics.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to use wild card for reporting (*) and data extraction	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to assign reporting permissions per individual / user group / level	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to view (online) and /or print(hard-copy)any reports/queries.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to export queries to popular desktop applications (i.e., Microsoft Office)	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to number pages on all reports / queries.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	All reports/queries shall have accurate report descriptions and captions	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to easily alter line and column spacing on all reports / queries	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to total and subtotal report information on user selected fields	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to easily select report sequence and control breaks	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to use an ODBC compliant SQL selection & generation tool to extract and report the data.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to display selection criteria on the report/query	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Provides user-defined shells for use by inexperienced users to quickly formulate queries.	X	<input type="checkbox"/>	<input type="checkbox"/>	

		Fully Compliant		
		Modification/Custom Software		
				Not available
Citywide General Functional Requirements				Third Party (include company name)
	Ability to relate and present data from multiple database tables.	X	<input type="checkbox"/>	<input type="checkbox"/>
3	FORMS GENERATION/MANAGEMENT			
	The system shall provide the ability to update and/or generate standard forms / letter templates.	X	<input type="checkbox"/>	<input type="checkbox"/>
	The system shall provide the ability to auto-populate defined standard forms / letters templates.	X	<input type="checkbox"/>	<input type="checkbox"/>
	The system shall provide the ability to store populated standard forms / letter templates	X	<input type="checkbox"/>	<input type="checkbox"/>
	The system shall provide the ability to forward (email, fax) completed forms/ letter templates to internal or external entities with encryption capabilities	<input type="checkbox"/>	<input type="checkbox"/>	X
4	SYSTEM INTERFACES/INTEROPERABILITY			
	The system will enable the automated inbound and outbound transfers of formatted data to the various systems. Data exchanges will be conducted in secure industry standard format.	X	<input type="checkbox"/>	<input type="checkbox"/>
	The system shall support inbound and outbound secure electronic communication	X	<input type="checkbox"/>	<input type="checkbox"/>
	The system shall provide the following interfaces with City internal systems:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Attendance Enterprise (City Time Entry System)	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant			
		Modification/Custom Software			
				Not available	
				Third Party (include company name)	
Citywide General Functional Requirements					
	City HR System	X	<input type="checkbox"/>	<input type="checkbox"/>	
	City Financial Systems	X	<input type="checkbox"/>	<input type="checkbox"/>	
	The system shall provide secure communication setup between the City and benefit providers	X	<input type="checkbox"/>	<input type="checkbox"/>	
5	CONFIDENTIALITY:				
	The system shall provide the ability to audit the date/time and user of each instance a transaction has been modified.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	The system shall provide the ability to identify all users who have access to the system over a given period of time, including date/time of access	X	<input type="checkbox"/>	<input type="checkbox"/>	
	The system shall provide the ability to identify certain information as confidential and only make that accessible by appropriately authorized users	X	<input type="checkbox"/>	<input type="checkbox"/>	
6	DATA RETENTION, AVAILABILITY and DESTRUCTION				
	The system shall provide the ability to retain data until otherwise purged, deleted, archived or otherwise deliberately removed.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	The system shall provide a method for archiving data	<input type="checkbox"/>	<input type="checkbox"/>	X	
	The system shall provide the ability to retrieve information that has been archived	<input type="checkbox"/>	<input type="checkbox"/>	X	

		Fully Compliant			
		Modification/Custom Software			
				Not available	
				Third Party (include company name)	
Citywide General Functional Requirements					
	The system shall provide a method for purging data after archive has been performed	<input type="checkbox"/>	<input type="checkbox"/>	X	
7	AUDIT TRAIL				
	The system shall provide the ability to log outgoing information exchange in an auditable form.	<input type="checkbox"/>	<input type="checkbox"/>	X	
	The system shall be able to log the receipt of documents in an auditable form	<input type="checkbox"/>	<input type="checkbox"/>	X	
	The system will provide the ability to record the identity of the user, date and time, who added, modified, inactivated, or removed items from a record, current or history, before & after transactions on all files within the system.	<input type="checkbox"/>	<input type="checkbox"/>	X	
	Provide adequate date/time tracking on transactions to accommodate process cycle metrics	<input type="checkbox"/>	<input type="checkbox"/>	X	
8	SYSTEM USABILITY				
	The system shall provide drill down capability	X	<input type="checkbox"/>	<input type="checkbox"/>	
	The system shall allow a user to select from pre-defined values in a drop-down list	X	<input type="checkbox"/>	<input type="checkbox"/>	
	The system shall provide immediate data entry validation with immediate feedback	X	<input type="checkbox"/>	<input type="checkbox"/>	
	The system shall provide meaningful error messages with corrective actions	X	<input type="checkbox"/>	<input type="checkbox"/>	
	The system shall support "one point of data entry" and one point for data extraction.	X	<input type="checkbox"/>	<input type="checkbox"/>	

		Fully Compliant			
		Modification/Custom Software			
				Not available	
				Third Party (include company name)	
Citywide General Functional Requirements					
9	SYSTEM FLEXIBILITY				
	The system shall provide the ability to define & support multiple new fields and report, sort and filter on such fields	X	<input type="checkbox"/>	<input type="checkbox"/>	
	The system shall be adoptable to handle changes in processes and information captured.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	The system shall have the ability to provide & save "what-if analysis" scenarios.	X	<input type="checkbox"/>	<input type="checkbox"/>	
10	CONCURRENT USE				
	The system shall provide the ability for multiple users to interact concurrently within the application	X	<input type="checkbox"/>	<input type="checkbox"/>	
	The system shall provide the capability for concurrent users to simultaneously view the same record	X	<input type="checkbox"/>	<input type="checkbox"/>	
	The system shall provide protection to maintain the integrity of the data during concurrent access.	X	<input type="checkbox"/>	<input type="checkbox"/>	
11	USER SECURITY : IDENTITIES				
	The system shall provide ability to maintain a directory of all personnel who have access to the system	X	<input type="checkbox"/>	<input type="checkbox"/>	

		Fully Compliant		
		Modification/Custom Software		
		Not available		
		Third Party (include company name)		
Citywide General Functional Requirements				
	The system shall provide the ability to maintain a directory that stores user attributes required to determine the system security level to be granted for each user.	X	<input type="checkbox"/>	<input type="checkbox"/>
	The system shall authorize users to update the directory	X	<input type="checkbox"/>	<input type="checkbox"/>
	The system shall allow restrictions to data by workgroup, individual, panel, and data element level	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to set a user status : inactive/active	X	<input type="checkbox"/>	<input type="checkbox"/>
12	USER AUTHENTICATION			
	The system shall authenticate a user before any access is granted to protected resources, including when not connected to a network.	X	<input type="checkbox"/>	<input type="checkbox"/>
	When passwords are used, the system shall support password strength rules that allow for minimum number of characters, and inclusion of alpha-numeric complexity.	X	<input type="checkbox"/>	<input type="checkbox"/>
	The system upon detection of inactivity of an interactive session shall prevent further viewing and access to the system by terminating the session or by initiating a session lock that remains in effect until the user re-establishes access using appropriate identification and authentication procedures. The inactivity timeout shall be configurable.	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant			
		Modification/Custom Software			
		Not available			
		Third Party (include company name)			
Citywide General Functional Requirements					
	The system shall enforce a limit (configurable) consecutive invalid access attempts by a user. The system shall protect against further, possibly malicious, user authentication attempts using an appropriate mechanism (e.g. locks the account until released by an administrator, locks the account for a configurable time period or delays the next login prompt according to a configurable delay algorithm.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	When passwords are used, user accounts that have been reset by an administrator shall require the user to change the password at the next successful logon	X	<input type="checkbox"/>	<input type="checkbox"/>	
13	DATA SECURITY				
	The system shall provide the security for the data based upon the users assigned capabilities.	X	<input type="checkbox"/>	<input type="checkbox"/>	
14	SYSTEM AVAILABILITY				
	The system shall be available 24x7; except for routine backup /recovery and maintenance	X	<input type="checkbox"/>	<input type="checkbox"/>	
	The system shall be available remotely	X	<input type="checkbox"/>	<input type="checkbox"/>	
	The system shall support the ability for a client to electronically retrieve their records through secured internet access. Authentications and security requirements defined above apply.	X	<input type="checkbox"/>	<input type="checkbox"/>	

		Fully Compliant		
		Modification/Custom Software		
		Not available		
		Third Party (include company name)		
Citywide General Functional Requirements				
15	BACKUP/RECOVERY			
	The system must be able to generate a backup copy of the application data, security credentials, and log/audit files	X	<input type="checkbox"/>	<input type="checkbox"/>
	The system restore functionality must result in a fully operational and secure state. This state shall include the restoration of the application data, security credentials, and log/audit files.	X	<input type="checkbox"/>	<input type="checkbox"/>
	If the system claims to be available 24x7, then the system must have the capability to run a backup concurrent with the operation of the application.	X	<input type="checkbox"/>	<input type="checkbox"/>
16	DOCUMENTATION			
	The system must include user-friendly documentation for administrator and end-user features and be written to include features specific to the City.	X	<input type="checkbox"/>	<input type="checkbox"/>
	The system shall include system/technician documentation written to include features specific to the City.	<input type="checkbox"/>	<input type="checkbox"/>	X
17	WORKFLOW			
	Workflow should be configurable to allow for the creation of business process rules for the entire organization or a specific fund, department or cost center.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability for selected end users / system administrators to design and implement workflow solutions.	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant			
		Modification/Custom Software			
				Not available	
Citywide General Functional Requirements				Third Party (include company name)	
18	PREFERRED TECHNOLOGY DIRECTIONS				
	The solution must integrate with MS Outlook for maintaining individual calendars, inbound/outbound communications.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	The solution must integrate with SharePoint.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	The City prefers the use of Active Directory Aware to improve productivity for implementation and upgrades	X	<input type="checkbox"/>	<input type="checkbox"/>	
19	Customer Relation Management (CRM)				
	The solution must include a self service functionality that allows a visitor to submit a request, check on the status of a request, make inquiries regarding the request, and be communicated during the request resolution process.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	The solution must integrate with an IVR system	X	<input type="checkbox"/>	<input type="checkbox"/>	
	The solution must include an integrated Mobile solutions with real-time connectivity for field officers	X	<input type="checkbox"/>	<input type="checkbox"/>	
	The solution must integrate with asset management system	X	<input type="checkbox"/>	<input type="checkbox"/>	
	The solution enable the user to select initiatives, target consumer groups, define and apply treatment strategies, measure results across multiple channels (online and off-line) and build results back into the planning process for future initiatives.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	The solution must include flexibility and customization to support the City's processes.	X	<input type="checkbox"/>	<input type="checkbox"/>	

		Fully Compliant			
		Modification/Custom Software			
		Not available			
Financial Administration -- General Ledger					Third Party (include company name)
1	GENERAL REQUIREMENTS				
	Financial applications meet Generally Accepted Accounting Principles (GAAP). Financial internal controls comply with Governmental Accounting, Auditing and Financial Reporting standards.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to support all GASB fund types and account groups utilizing full accrual, modified accrual, and cash basis accounting.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to accommodate real-time on-line inquiry capability for the following items:	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Beginning Budget Balance	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Year-to-Date Budget Activity	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Actual Budget Balance	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Encumbered Budget Balance	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Beginning Transaction Balance	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Year-to-Date Transaction Activity	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Actual Transaction Balance	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Beginning Encumbrance Balance	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Year-to-date Encumbrance Activity	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Actual Encumbrance Balance	X	<input type="checkbox"/>	<input type="checkbox"/>	
	All Supporting Detail Transactions for the Above	X	<input type="checkbox"/>	<input type="checkbox"/>	

		Fully Compliant		
		Modification/Custom Software		
		Not available		
		Third Party (include company name)		
Citywide General Functional Requirements				
	Ability to require that all transactions are two-sided and balanced within an individual fund, even if multiple funds are involved.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to automatically create cash offsets when entries are made between funds.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to automatically create cash entries when recording cash receipts.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to drill down from summary account totals to the underlying detailed transactions.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to accommodate multiple fiscal year calendars, which can remain open simultaneously.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to have a descriptive error file where un-posted transactions are stored for research and editing.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Must accommodate a single or multiple bank account system.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to provide for the maintenance of separate funds, each of which is a self-balancing set of accounts with all fund records being processed simultaneously by the common system.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to track debt schedules and amortization.	<input type="checkbox"/>	<input type="checkbox"/>	X
	Ability to accommodate the pooled cash method.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to use capabilities of encumbrance accounting, for transactions originating in another module, such as AP and PO.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to carry a system user identifier number on all transactions or multiple user identifiers.	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant		
		Modification/Custom Software		
				Not available
Financial Administration -- General Ledger				Third Party (include company name)
	Ability to limit access to general ledger data by any element in the chart of accounts based upon security set-up.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to easily identify the system user associated with a transaction while enforcing role based security.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Prohibit deletion of a general ledger account combination that contains activity.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to accommodate any electronic document, including images, as an attachment to transactions.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to store financial transactions in a temporary hold status until approved for posting to the general ledger by accounting personnel.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to print information displayed on the screen.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Must be fully integrated with other Modules:	X	<input type="checkbox"/>	<input type="checkbox"/>
	Payroll	X	<input type="checkbox"/>	<input type="checkbox"/>
	Payables	X	<input type="checkbox"/>	<input type="checkbox"/>
	Receivables	X	<input type="checkbox"/>	<input type="checkbox"/>
	Budget	X	<input type="checkbox"/>	<input type="checkbox"/>
	Purchasing	X	<input type="checkbox"/>	<input type="checkbox"/>
	Cash Management	X	<input type="checkbox"/>	<input type="checkbox"/>
	Contracts	X	<input type="checkbox"/>	<input type="checkbox"/>
	Benefits	X	<input type="checkbox"/>	<input type="checkbox"/>
	Position Control	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant			
		Modification/Custom Software			
		Not available			
Financial Administration -- General Ledger					Third Party (include company name)
	Grants/Projects	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Time Recording	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Fixed Assets	X	<input type="checkbox"/>	<input type="checkbox"/>	
	CAFR	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Training	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Licensing/Permitting	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Cash Receipting	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Job Costing	<input type="checkbox"/>	<input type="checkbox"/>	X	
	Ability to provide budget limit tracking at various levels of control (e.g. fund, department, GL attributes), including a warning mechanism that has various levels of warning based on user criteria.	X	<input type="checkbox"/>	<input type="checkbox"/>	
2	CHART OF ACCOUNTS				
	Ability to allow elements of the account to be defined as either required or optional.	<input type="checkbox"/>	<input type="checkbox"/>	X	
	Ability to share accounts across multiple years (i.e., project and grant accounts).	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to set effective dates when adding or deleting accounts and to validate account transactions based upon the effective date.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to prevent deletion of an account with activity in any period.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to provide a flexible chart of accounts:	X	<input type="checkbox"/>	<input type="checkbox"/>	

		Fully Compliant		
		Modification/Custom Software		
				Not available
Financial Administration -- General Ledger				Third Party (include company name)
	Ability to create numeric or alphanumeric fields in the account structure. If characters are not used, no leading/ending blanks are required.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to create statistical accounts in the chart of account structure.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to allow users to access the chart of accounts on-line, and view all accounts or only their department accounts available.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to sort the chart of accounts on-line and export to desktop applications.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to allow on-line maintenance and to add or deactivate accounts at any time, utilizing effective dating.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to identify and prevent duplicate chart of account numbers and descriptions from being created.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to maintain multiple cash accounts.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to group accounts.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to allow batch maintenance and to add or deactivate accounts at any time, utilizing effective dating.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability of the system to utilize account structure to validate the account coding, utilizing effective dating.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to maintain revenue and expense account balances (Actual/Budget/Encumbered) for Balance Sheet with the ability to drill down to Subsidiary Ledgers.	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant		
		Modification/Custom Software		
				Not available
Financial Administration -- General Ledger				Third Party (include company name)
	Ability to designate each GL account by the following account types, and apply default attributes for reporting purposes:	X	<input type="checkbox"/>	<input type="checkbox"/>
	Asset	X	<input type="checkbox"/>	<input type="checkbox"/>
	Liability	X	<input type="checkbox"/>	<input type="checkbox"/>
	Fund Equity	X	<input type="checkbox"/>	<input type="checkbox"/>
	Revenue	X	<input type="checkbox"/>	<input type="checkbox"/>
	Expense	X	<input type="checkbox"/>	<input type="checkbox"/>
	Statistical	X	<input type="checkbox"/>	<input type="checkbox"/>
	Budget	X	<input type="checkbox"/>	<input type="checkbox"/>
	Actual	X	<input type="checkbox"/>	<input type="checkbox"/>
	Encumbered	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability for segments of the Chart of Accounts to be grouped on a user-defined basis into multiple reporting hierarchies.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to provide the following minimum number of fields with the segment structure, including but not limited to:	X	<input type="checkbox"/>	<input type="checkbox"/>
	Fund	X	<input type="checkbox"/>	<input type="checkbox"/>
	Department	X	<input type="checkbox"/>	<input type="checkbox"/>
	Cost Center	X	<input type="checkbox"/>	<input type="checkbox"/>
	Object	X	<input type="checkbox"/>	<input type="checkbox"/>
	Project	X	<input type="checkbox"/>	<input type="checkbox"/>
	Account (includes short and long description)	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant		
		Modification/Custom Software		
				Not available
Financial Administration -- General Ledger				Third Party (include company name)
	Ability to allow for filtering of the chart of accounts.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to add accounts in an active or inactive status at any time throughout the year.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to deactivate an existing account as long as there are no transactions in the current fiscal year.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to allow user, with appropriate security, to make mass deletions of accounts with no history.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to copy and/or mass create the general ledger accounts for any organizational level.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to sort, query, or view any element of the chart of accounts by its text description.	X	<input type="checkbox"/>	<input type="checkbox"/>
3	JOURNAL ENTRY			
	Ability to accommodate reversing journal entries.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to post journal entries through batch processing or real time transactions with work flow approval.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to provide for budget control by checking available funds before posting.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to make adjustments to budget, transaction, and encumbrance balances through the use of journal entries.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to have a description field of a user-defined length for each line in the journal entry.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to validate field values in the journal entry screen.	X <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant		
		Modification/Custom Software		
				Not available
Financial Administration -- General Ledger				Third Party (include company name)
	Ability to accommodate inter-fund transactions in accordance with GAAP and maintain an audit trail.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to create accrual entries and provide for automatic reversals of the accrual entry in the ensuing period.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to set up and support recurring journal entries.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to import 3rd party journals from other systems, while maintaining capacity to drill back to the source detail.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to provide default data within journal fields (e.g., year, date).	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to make global changes, such as zeroing the balance of specific funds.	<input type="checkbox"/>	<input type="checkbox"/>	X
	Ability to attach documents to the journal entry as supporting data including but not limited to: Word processing documents, spreadsheets, scanned images.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to input journal entries as a correction or adjustment to prior accounting periods, within security allowances.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to accommodate each of the following correction options, within security allowances, for journal entry errors, prior to posting (delete, change and edit).	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to accommodate automatic intra-fund transactions, during the journal entry process.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to have a batch interface for journal entries.	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant		
		Modification/Custom Software		
				Not available
Financial Administration -- General Ledger				Third Party (include company name)
	Ability to post journal entries to GL, in summary or detail, or split.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to re-open a closed period.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Provides a user-defined journal entry number .	X	<input type="checkbox"/>	<input type="checkbox"/>
	Prohibits acceptance of any journal entry found to be in error.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Optionally generates an offsetting entry at the time interfacing transactions are received.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Optionally balances to a control total input prior to entry of detail journal entry lines.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to allow the user to look up the chart of accounts on the screen as a reference during journal entry and to select the account.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to restrict the use of account keys within journal entries by user id.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Automatically date and time stamps all detail transactions records with the system date and time of posting and entry as well as the person who entered it.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to have an unlimited number of lines in any part of the journal entry.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability when entering journal voucher to view the multiple entries within the journal transaction on one screen.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to enter journal entries for multiple departments and funds under one journal header.	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant			
		Modification/Custom Software			
				Not available	
Financial Administration -- General Ledger					Third Party (include company name)
	Ability to highlight errors on the screen for immediate correction (online, immediate validity checks).	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to view pending transactions before posting, with appropriate security.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to create a journal entry using a previously entered journal entry as a template (copy functionality) with option of reversing the amounts in the newly created journal.	X	<input type="checkbox"/>	<input type="checkbox"/>	
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
4	COST ACCOUNTING/ALLOCATIONS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to provide multiple cost allocation rules and scenarios.	<input type="checkbox"/>	<input type="checkbox"/>	X	
	Ability to allocate fringe benefits to various user-defined organization cost accumulators.	<input type="checkbox"/>	<input type="checkbox"/>	X	
	Ability to calculate and establish multiple overhead rates.	<input type="checkbox"/>	<input type="checkbox"/>	X	
	Ability to provide cost allocation capabilities based on statistics (e.g., fringe benefits allocated by FT, PT and OT) or user-defined formulas.	<input type="checkbox"/>	<input type="checkbox"/>	X	
	Ability to allocate amounts using variable and fixed percentages, as well as allocating remainders.	<input type="checkbox"/>	<input type="checkbox"/>	X	
	Ability to allocate costs to various organizational structures including County wide, divisions, departments, project/grant, etc.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Allocates amounts regardless of amount class (Forecast, Budgeted, Actual).	X	<input type="checkbox"/>	<input type="checkbox"/>	

		Fully Compliant			
		Modification/Custom Software			
				Not available	
Financial Administration -- General Ledger					Third Party (include company name)
	Reports the results of memo allocations as though they had updated the master file, and includes them on reports.	<input type="checkbox"/>	<input type="checkbox"/>	X	
	Ability to use memo allocations for Grant, Project, Contract and Program reporting.	<input type="checkbox"/>	<input type="checkbox"/>	X	
	Ability to direct a cost allocation to General Ledger only.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Allows the accumulation of amounts from multiple organizational units to be allocated as a single amount.	<input type="checkbox"/>	<input type="checkbox"/>	X	
	Allocates amounts and/or percents on a period basis as well as a year-to-date basis.	<input type="checkbox"/>	<input type="checkbox"/>	X	
	Provides complete audit trail reports detailing the buildup, bases and results of allocation.	<input type="checkbox"/>	<input type="checkbox"/>	X	
	Allocates amounts across periods based on user defined ratios.	<input type="checkbox"/>	<input type="checkbox"/>	X	
5	ENCUMBRANCES				
	Ability to adjust, supplement, or reduce existing pre-encumbrances and encumbrances, maintaining an audit trail of all adjustments.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to roll over encumbrances, reverse the rollover, and re-roll once the fiscal year has closed.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability for encumbrances to bump up new year budget.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to encumber by purchase order and contract.	X	<input type="checkbox"/>	<input type="checkbox"/>	

		Fully Compliant			
		Modification/Custom Software			
				Not available	
Financial Administration -- General Ledger					Third Party (include company name)
	Ability to import encumbrance information from sub-systems.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to automatically reduce the encumbrance amount when purchase orders or contracts are modified or cancelled.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to support retainage amounts for Building and other types of contracts.	X	<input type="checkbox"/>	<input type="checkbox"/>	
6	CLOSING				
	Ability to perform hard and soft (pseudo) period end closings.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to execute the soft close an unlimited number of times.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to reopen a soft-closed period multiple times.	<input type="checkbox"/>	<input type="checkbox"/>	X	
	Ability to reopen a closed period for transaction processing with appropriate security.	<input type="checkbox"/>	<input type="checkbox"/>	X	
	Ability to hold a period or fiscal year open indefinitely before closing.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to define security for users with varying levels of allowed transactions surrounding closing and to establish approval workflow closing.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to close GL interfaces for current period.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Do not allow prior period changes after closing except during grace period.	X	<input type="checkbox"/>	<input type="checkbox"/>	

		Fully Compliant			
		Modification/Custom Software			
				Not available	
Financial Administration -- General Ledger					Third Party (include company name)
	Provide for a grace period for posting changes to the prior period.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Allow changes to the prior period only by making adjustments within the current period if the grace period has expired.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to allow multiple periods or years open at one time.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to establish 13 or more accounting periods in a single fiscal year.	<input type="checkbox"/>	<input type="checkbox"/>	X	
	Ability to initiate year-end processing at any point in time after the end of the fiscal year (i.e., doesn't have to occur on last day or on any particular day).	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to make post-closing adjustments at any point during the closing period.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to prevent transactions from being processed in closed prior years and unopened future years.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	The software must support pre-closing and post-closing trial balances to allow the user to review account balances, including current period transactions, before posting and after posting.	X	<input type="checkbox"/>	<input type="checkbox"/>	

		Fully Compliant			
		Modification/Custom Software			
				Not available	
Financial Administration -- General Ledger					Third Party (include company name)
7	REPORTING/QUERYING				
	Ability to drill-down from any field within the journal entry screen.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to support online inquiry to account balances, available funds, and to detail posted transactions for all accounts or a range of accounts.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to run reports by various accounting methods (i.e., cash, accrual, modified accrual).	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to create and generate custom reports.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to summarize individual line-item accounts into meaningful groups of accounts for use in financial reporting, based on user-defined criteria.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to comply with GASB 34 financial reporting.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to create account roll-ups that could cross divisional lines, for financial reporting.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to drill-down from any field to the originating transaction or source document from the general ledger.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to provide reports for all transactions processed as well as for rejected transactions.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to report on total GL segments or attributes history for an unlimited number of years.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to report on total transactional history of financial information (e.g., for reporting of historical CAFR statistics).	X	<input type="checkbox"/>	<input type="checkbox"/>	

		Fully Compliant			
		Modification/Custom Software			Not available
Financial Administration -- General Ledger					Third Party (include company name)
	Ability to sort, sum, and report at each level of the account fields, groups, etc. or in any combination.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	The software must provide comparative financial information, including comparisons of current information with the same period last year, YTD last year, financial position at the end of last year, current operating budget, and with an annual finance plan (budget allocations).	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to print budget-to-actual comparison reports at any level of the account number for any user-defined date or accounting period range.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to export queries to popular desktop applications (i.e., Microsoft Office).	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to maintain a history of all G/L entries and to produce detailed transaction reports to provide an appropriate audit trail.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	The software must accumulate and report financial information for a particular fund by department (specific function or service) and by defined service levels.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	The software must support wild card searches of G/L transaction descriptions. For example, find all records with an embedded *Phone*.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to view transactions posted both on-line and awaiting overnight batch processing throughout the processing day.	X	<input type="checkbox"/>	<input type="checkbox"/>	

		Fully Compliant			
		Modification/Custom Software			
				Not available	
Financial Administration -- General Ledger					Third Party (include company name)
	Ability to query a range of user-specified account numbers for any date and/or period range with appropriate security control.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to create reports on any randomly selected, user-specified account numbers for any date and/or period range, with appropriate security control.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to sort queries and reports based on any element (e.g., date range, period range, individual account number, account number range, etc.).	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to produce combined financial statements by fund, a select group of funds, or in total for all funds.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to provide the following standard reports organization-wide, or by user-defined grouping:	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Chart of Account Listing	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Account History	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Detailed transaction journal	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Journal entry edit report prior to posting	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Trial Balance	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Statement of Expenses	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Statement of Revenue	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Statement of Operations	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Balance Sheet by Fund & Department units	X	<input type="checkbox"/>	<input type="checkbox"/>	

		Fully Compliant			
		Modification/Custom Software			
				Not available	
Financial Administration -- General Ledger					Third Party (include company name)
	Budget Variance Report (consolidated and by department)	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Encumbrance listings by Department and Fund, showing liquidations and remaining balance.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Cost Allocation Report		<input type="checkbox"/>	X	
	Ability to report on historical data for agencies, funds, and accounts that have changed, in order to produce GAAP or other reports.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Provide comprehensive inquiry option with drill down capabilities to the user to access summary information or detail information as needed.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to drill down from summary account totals to the underlying detailed transactions.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	The software must provide access to other modules from the General Ledger inquiry and to view the source information for each transaction.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	The software must allow for easy access to transaction inquiry, such as retrieval by check number, dollar amount, description or other variables.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	The software must allow authorized users to select certain information from the General Ledger to prepare special one-time or recurring financial analyses.	X	<input type="checkbox"/>	<input type="checkbox"/>	

		Fully Compliant		
		Modification/Custom Software		
		Not available		
		Third Party (include company name)		
Financial Administration -- General Ledger				
	The system allows the user to select and save report profiles for repetitive use. The report profiles may be saved for the specific user or shared by all users.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Reports and relates data from external files which have been defined to the system.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Computes and reports amounts stated in terms of base percentages.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Allows users to show unfavorable balances as either negative or positive amounts.	<input type="checkbox"/>	<input type="checkbox"/>	X
	Produces reports for all journal entries and maintenance transactions output to external interface systems.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability for reports to be e-mailed in PDF format.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Produces reports on various fiscal year basis.	X	<input type="checkbox"/>	<input type="checkbox"/>
	The system optionally reports amounts rounded to the nearest dollar, thousand, and million dollar.	X	<input type="checkbox"/>	<input type="checkbox"/>
8	WORKFLOW			
	Ability of the system to support workflow.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to ensure that journal entries have been approved through workflow process prior to posting.	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant			
		Modification/Custom Software			
				Not available	
				Third Party (include company name)	
Financial Administration -- General Ledger					
9	SECURITY				
	The software must have security to restrict a user to certain accounts in each application, which could vary by application.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	The software must have security to restrict a user to certain types of journals.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	The software must have security to restrict a user to certain types of journal functions.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	The software must have security to authorize a user to override the budget and where this can be done.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	The software must have authorization approvals by different levels of management and dollars.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to define security for users with varying levels of allowed transactions surrounding closing and to establish approval workflow for closing.	X	<input type="checkbox"/>	<input type="checkbox"/>	

		Fully Compliant		
		Modification/Custom Software		
				Not available
Financial Administration -- Accounts Payable				Third Party (include company name)
	ACCOUNTS PAYABLE FUNCTIONAL REQUIREMENTS			
1	GENERAL REQUIREMENTS			
	Ability of the system to accumulate year-to-date figures by calendar year, fiscal year, quarter or other user-defined period.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to age accounts payable.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to automatically balance encumbrances in expenditure accounts to control accounts and reserve for encumbrance accounts.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to reject transactions for insufficient appropriation and cash/fund balances (with override feature based upon security).	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to set up soft and hard stops for processing transactions with insufficient funds appropriations.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to drill across from a purchase order to and from the invoice.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to alert user of potential duplicate payments based on vendor number, invoice number, dollar amount and date, with the ability to override with the appropriate user security.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to enter projects and other general ledger attributes	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to integrate with other modules:	X	<input type="checkbox"/>	<input type="checkbox"/>
	General Ledger	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant		
		Modification/Custom Software		
		Not available		
		Third Party (include company name)		
Financial Administration -- Accounts Payable				
	Receivables/Collections	X	<input type="checkbox"/>	<input type="checkbox"/>
	Purchasing/Procurement	X	<input type="checkbox"/>	<input type="checkbox"/>
	Budget/Encumbrances	X	<input type="checkbox"/>	<input type="checkbox"/>
	Cash Receipting/Refunds	X	<input type="checkbox"/>	<input type="checkbox"/>
	Fixed Assets	X	<input type="checkbox"/>	<input type="checkbox"/>
	Cash management (treasurer/auditor)	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to track intra company transfers.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to integrate with other systems that hold AP data.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Provide an interface to the Inventory Purchase Order Reconciliation System for inventory price variance processing.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Provide postings of payments by contract to the purchase order file. For annual purchase orders, the remaining contract balance should be calculated.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Each period the system should provide GL distribution records for GL processing.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Provide GL validations at the time that Invoices are entered.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Year end processing:	X	<input type="checkbox"/>	<input type="checkbox"/>
	Provide the ability to roll Vendor master file totals from current year to prior year, and roll summary history totals back one year and clear the current fields for use in the coming year.	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant		
		Modification/Custom Software		
				Not available
Financial Administration -- Accounts Payable				Third Party (include company name)
	The system should provide file maintenance activity which would include the move of the oldest year on A/P History to some other source.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Provide the ability to process subsequent period data before the current year is closed.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to do Vendor Correspondence tracking.	<input type="checkbox"/>	<input type="checkbox"/>	X
	The software must maintain an A/P open-item (unpaid invoice) file that contains detailed records of vendor invoices.	X	<input type="checkbox"/>	<input type="checkbox"/>
	The software must allow for a user to place a hold payment on any specific open invoice or for all invoices of a particular vendor.	X	<input type="checkbox"/>	<input type="checkbox"/>
	The software must accommodate processing of debit/credit memos and manual checks.	X	<input type="checkbox"/>	<input type="checkbox"/>
	The software must provide detailed audit trail reports to support payable items and liabilities reflected in the GL system.	X	<input type="checkbox"/>	<input type="checkbox"/>
	The software must automatically post GL from A/P.	X	<input type="checkbox"/>	<input type="checkbox"/>
	The software must support one-time vendors.	X	<input type="checkbox"/>	<input type="checkbox"/>
	The software must support multiple levels of online invoice approval.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to default information from the purchase order to the invoice entry screen to simplify data entry.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to support pre-encumbrances.	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant		
		Modification/Custom Software		
				Not available
Financial Administration -- Accounts Payable				Third Party (include company name)
	Ability to manually or automatically relieve an encumbrance, either partially or completely, when an expenditure transaction is entered.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to close out / reverse encumbrances and purchase orders by user defined parameters.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to track anticipated cash requirements for disbursements.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to utilize customizable workflow options for payment process.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to accommodate electronic payments (e.g., EFT, ACH, etc.).	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to accommodate payee positive pay.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to support electronic and digital signatures.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to store and retrieve text messages for each transaction.	<input type="checkbox"/>	<input type="checkbox"/>	X
	Ability to support the use of procurement cards.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to perform online checks against valid values for user and department prior to processing payment.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to allow for decentralized payment approval with centralized check printing.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to maintain multiple, user-defined multi-level approval routing tracks for invoice processing, which can vary by department and be dependent upon such things as dollar amount, commodity, and/or vendor.	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant		
		Modification/Custom Software		
		Not available		
Financial Administration -- Accounts Payable				Third Party (include company name)
	Ability to process debit and credit memos by purchase order and/or line item.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to provide audit trails with the following information:	X	<input type="checkbox"/>	<input type="checkbox"/>
	Invoice number	X	<input type="checkbox"/>	<input type="checkbox"/>
	Disbursements	X	<input type="checkbox"/>	<input type="checkbox"/>
	Purchase order number	X	<input type="checkbox"/>	<input type="checkbox"/>
	Check number	X	<input type="checkbox"/>	<input type="checkbox"/>
	Date(s) (e.g., payment date, etc.)	X	<input type="checkbox"/>	<input type="checkbox"/>
	Payee	X	<input type="checkbox"/>	<input type="checkbox"/>
	Payee Address	X	<input type="checkbox"/>	<input type="checkbox"/>
	Approver and User ID	X	<input type="checkbox"/>	<input type="checkbox"/>
	Account number	X	<input type="checkbox"/>	<input type="checkbox"/>
		X	<input type="checkbox"/>	<input type="checkbox"/>
2	VENDOR DATA			
	Ability to retain prior year(s) data for comparative reporting.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to accommodate one time vendors and identify them as such.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to flag vendor, or certain invoices for a vendor, as 1099 or 1042 reportable.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to collect necessary information for generation of Federal 1099s or 1042s at year-end (both manually and per IRS approved file).	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant		
		Modification/Custom Software		
				Not available
Financial Administration -- Accounts Payable				Third Party (include company name)
	Ability to change a vendor's 1099 status at any time during the year and all existing activity will be automatically updated.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability for individual invoices to be included or excluded from 1099 income for a vendor as appropriate.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability for 1099 status for individual invoices to be changed after invoice has been posted.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to track vendors without a W-9 (Request for Taxpayer Identification and Certification) form.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to maintain multiple name & location addresses for each vendor.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Allow for an unlimited number of work areas, or batches which contain groups of vendor invoices.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Allow for unlimited invoice entry per control batch.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Support multiple bank accounts.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Individual fund balances maintained, regardless of which bank account is utilized.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to expense vendor invoices to multiple funds.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to handle an unlimited number of account distributions.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Error checking to detect duplicate invoices and payments.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to schedule invoices for payment based on vendor terms.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Allow user defined payment terms.	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant		
		Modification/Custom Software		
		Not available		
		Third Party (include company name)		
Financial Administration -- Accounts Payable				
	Ability to default invoice date to current date.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to override invoice date.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to cancel invoices.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to centralize or decentralize invoice entry.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Online invoice requisition.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Online employee expense processing.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to attach scanned document to accounts payable record.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Support the ability of the vendor to look online for payment status.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Allow for debit/credit memo entry.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Support predefined expense distributions.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to enter paid invoices and paid invoice details into the system.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Support non-requisition and non-purchase order payments.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Support non-invoice pay requests.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Support two-way match.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Support three-way match.	X	<input type="checkbox"/>	<input type="checkbox"/>
	The system should provide automatic document matching for (purchase order release, received report and Invoices).	X	<input type="checkbox"/>	<input type="checkbox"/>
	The system should allow for payment after all documents are matched and there are no claims outstanding.	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant		
		Modification/Custom Software		
				Not available
Financial Administration -- Accounts Payable				Third Party (include company name)
	These items should match between invoice and received report (commodity code or written description or vendor part number), Vendor, Purchase order/release number, description and quantity. The items to be matched between invoice and purchase order are Purchase order/release, terms, unit price and freight.	X	<input type="checkbox"/>	<input type="checkbox"/>
	The system should allow and track partial receipts.	X	<input type="checkbox"/>	<input type="checkbox"/>
	The 3-way match system should be integrated with AP, Purchasing and Receiving.	X	<input type="checkbox"/>	<input type="checkbox"/>
	The system should be able to handle unit of measure conversion.	X	<input type="checkbox"/>	<input type="checkbox"/>
	The system should provide an audit trail of 3-way match activities	X	<input type="checkbox"/>	<input type="checkbox"/>
	The system should allow the AP to inquiry on discrepancies.	X	<input type="checkbox"/>	<input type="checkbox"/>
	The system should track and accumulate individual payment amounts. This will ensure the fixed price bids maximum payment amount is not exceeded.	X	<input type="checkbox"/>	<input type="checkbox"/>
	The system should track and allow inquiry into late Invoices by vendor.	X	<input type="checkbox"/>	<input type="checkbox"/>
	The system should track and allow inquiry into price and quantity variance by vendor.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Provide the AP personnel the proper authorization to change invoices. This feature gives AP the ability to do manual match "bypass" after claims are resolved.	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant		
		Modification/Custom Software		
				Not available
Financial Administration -- Accounts Payable				Third Party (include company name)
	Provide user departments with Inquiry access to Invoices that affect their dept.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Provide for invoice transactions to be validated against Purchase order file and Vendor file online at the time that invoices are entered.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Provide the capability to match the receiving report, invoice, and purchase order to the extent that the contract's dollar amt is not exceeded and the date and other terms are provided. Purchase orders that are in this category are purchase orders w/o specific order quantities such as professional services.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to verify contract payments.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Automatically generate recurring invoices.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Vendor master should provide for contact name and phone, sales representative contact name and phone and billing representative contact name and phone.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Required by year 2012 - ability to withhold income tax on vendors based on Internal Revenue code section 3402(t).	<input type="checkbox"/>	<input type="checkbox"/>	X
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	VENDOR MASTER FILE			
	Vendor maintenance by vendor name or vendor number	X	<input type="checkbox"/>	<input type="checkbox"/>
	Maintain payment terms by vendor	X	<input type="checkbox"/>	<input type="checkbox"/>
	Support temporary vendors	X		
	Support multiple vendor remittance addresses	X		

		Fully Compliant		
		Modification/Custom Software		
				Not available
Financial Administration -- Accounts Payable				Third Party (include company name)
	Allow for unlimited number of vendors	X	<input type="checkbox"/>	<input type="checkbox"/>
	Allow for 10 years of history	X	<input type="checkbox"/>	<input type="checkbox"/>
	Allow for user defined vendor classifications	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to classify vendors as confidential	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to enter vendor direct deposit information	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to merge vendors	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to designate vendor relationships (e.g. parent company, sub-company, etc.)	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to store valid account codes for some vendors	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to enter and maintain non-purchase order vendors	X	<input type="checkbox"/>	<input type="checkbox"/>
	Provide for vendor purges based on activity date	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to track lost discounts	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to change vendor history to follow a vendor name change	X	<input type="checkbox"/>	<input type="checkbox"/>
	Vendor history should contain date last paid, amount last paid, year-to-date discounts, last year's discounts and the 1099 or 1042 balance.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to merge P-card vendors with City of Delray Beach vendors	X	<input type="checkbox"/>	<input type="checkbox"/>
	The software must support unlimited vendor addresses.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to automatically assign sequential numeric vendor numbers.	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant		
		Modification/Custom Software		
		Not available		
		Third Party (include company name)		
Financial Administration -- Accounts Payable				
	Ability to maintain multiple line items within one vendor and maintain separate history for each (for example, multiple departmental accounts under an electric company).	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to accommodate one time vendors and identify them as such.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to flag vendor, or certain invoices for a vendor, as 1099 or 1042 reportable.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to accommodate user defined vendor categories (e.g., Disadvantaged Business Enterprises, Problem vendors, etc.).	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to track vendors without a W-9 (Request for Taxpayer Identification and Certification) form.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to maintain multiple location addresses for each vendor. Please utilize the Comments column to notate the maximum number of addresses for each vendor.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to provide a vendor comment file that may contain a user-defined amount of information, viewable by any user but updateable only by users with authorized security.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to maintain and print out an audit trail for changes to the vendor master file.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability for users with authorized security to add or change vendor master file records.	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant		
		Modification/Custom Software		
				Not available
Financial Administration -- Accounts Payable				Third Party (include company name)
	Ability to hide inactive vendors after a user-specified period of time without activity, with appropriate workflow approval.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to delete vendors after a user-specified period of time without activity, with appropriate workflow approval.	X	<input type="checkbox"/>	<input type="checkbox"/>
4	INVOICE PROCESSING			
	Ability to enter one-time comments on the check stub to a single vendor.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to include "broadcast messages" on all checks in a check run.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to enter an alternate payee for payments being distributed to a location other than the original one specified on the purchase order.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Provide Purchase order inquiry for verifying an alternate payee for payment.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to handle these transaction types: regular Invoices, prepaid, debit/credit memos, contracts and void/void adjustments.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Automated generation of voucher numbering.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Online edit checking for reasonable dates.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Provide controls to ensure that a proper vendor is being paid on an invoice.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to place invoices on Hold for invoice or vendor.	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant		
		Modification/Custom Software		
				Not available
Financial Administration -- Accounts Payable				Third Party (include company name)
	Provide for an invoice to be assigned to an accounting period.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to delete vouchers that have not been paid and processed in period-end cycle generating reversing GL transactions.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Provide the ability to monitor unresolved quantity discrepancies.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Provide all items online with price discrepancies by buyer for inquiry and resolution. The buyer should be required to change a PO authorizing a new price.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Provide the ability to monitor unresolved price discrepancies.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Provide the capability to bypass a purchase order match for items where purchase orders are not generated such as employee expense accounts, reimbursements and utility bills.	X	<input type="checkbox"/>	<input type="checkbox"/>
	The software must distribute invoice payments by item or total into multiple GL funds, accounts, organization or program.	X	<input type="checkbox"/>	<input type="checkbox"/>
	The software must automatically liquidate encumbrances for invoiced, encumbered purchase orders.	X	<input type="checkbox"/>	<input type="checkbox"/>
	The software must provide the ability to input invoice due date and hold invoice payment until the due date occurs.	X	<input type="checkbox"/>	<input type="checkbox"/>
	The software must support recurring invoices.	X	<input type="checkbox"/>	<input type="checkbox"/>
	The software must support voiding an invoice.	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant		
		Modification/Custom Software		
				Not available
Financial Administration -- Accounts Payable				Third Party (include company name)
	The software must provide the ability to put vendor and all related invoices on hold.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to default vendor's remittance address from the vendor record when processing invoices, with override ability to another remittance address established on the vendor record.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to override default vendor discount terms.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to have an unlimited number of detail and description lines per individual invoice transaction.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to allow multiple invoices to be entered against the same purchase order reference, with validation of the total quantity and amount to be paid.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to accommodate account distributions by line item.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to change chart of account number distribution charges at the line item level on either requisition or PO, with appropriate user security restrictions.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability for credit memos to be applied against an open invoice.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to record the credit memo on the vendor record and automatically apply it with the next invoice to be paid.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability for changes or deletions to invoice information before generation of checks.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to schedule invoices for payment.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to process invoices for which no purchase order exists, with the appropriate security.	X		

		Fully Compliant		
		Modification/Custom Software		
		Not available		
Financial Administration -- Accounts Payable				Third Party (include company name)
	Ability to allocate an invoice amount to various accounts according to a percentage of the invoice amount or by dollar amount.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to automatically calculate discounts when the check payment date is the same as, or prior to, the discount due date with override capabilities on discount due date.	X	<input type="checkbox"/>	<input type="checkbox"/>
5	CASH DISBURSEMENTS			
	Support the following cash disbursement functionality:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Check	X	<input type="checkbox"/>	<input type="checkbox"/>
	ACH	X	<input type="checkbox"/>	<input type="checkbox"/>
	EFT	X	<input type="checkbox"/>	<input type="checkbox"/>
	Wire Transfer	<input type="checkbox"/>	<input type="checkbox"/>	X
	P-Card	X	<input type="checkbox"/>	<input type="checkbox"/>
	Card-based AP (Utilizing Purchasing Card)	X	<input type="checkbox"/>	<input type="checkbox"/>
	Flexibility to pay all or any portion of an invoice.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to pay multiple invoices on one check.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to force a separate check.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Create payments based on multiple selection criteria.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Create payment for a specific invoice.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Create payments based on range of invoices.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Create payments based on invoice date.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Create payments based on past due dates.	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant		
		Modification/Custom Software		
				Not available
Financial Administration -- Accounts Payable				Third Party (include company name)
	Ability to cancel checks in the system.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to reprint/replace a range of checks.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to void checks.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to place hold on payment of invoice.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Update positive pay file as checks are voided.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Create a positive pay file for transmission to bank for check validation including payee.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Support emergency or manual or on demand checks.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Support blank stock forms printing and assign check numbers.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Provide an interface from the bank for check reconciliation processing.	X	<input type="checkbox"/>	<input type="checkbox"/>
6	CHECK/EFT PROCESSING			
	Ability to generate accounts payable checks daily, weekly, monthly or on demand.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to generate checks in a single process from multiple bank accounts.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to designate checks for "special handling" (i.e., pick-up).	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to provide for restart procedures for the check printing routine.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to print a check number on a check stub to ensure that checks have been properly aligned.	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant		
		Modification/Custom Software		
				Not available
Financial Administration -- Accounts Payable				Third Party (include company name)
	The system should provide for 2 stubs over check format. The stubs should be able to include City of Delray Beach, check number, check date, Vendor name and address, Invoice number, Invoice date, a vendor description/comment field, gross amount, discount amount, check amount, grand totals. The check should include written check amount, payee check date, check number, check amount, vendor name, vendor address.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Provide for both manual and automated scheduling of due dates.	X	<input type="checkbox"/>	<input type="checkbox"/>
	The system should allow for check sequencing which would allow checks to be sorted into 4 classifications: - regular checks, special handling, checks with amounts exceeding a user defined limit that may require a signature or additional review, checks with remittance stub printed. (attachments)	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to print separate vendor checks.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to print a separate check for each invoice.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Provide online entry for manual check issued.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to send an ACH file to the bank.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to send ACH emails to vendors when check or non-check has been issued.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to manage an ACH reversal.	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant		
		Modification/Custom Software		
				Not available
Financial Administration -- Accounts Payable				Third Party (include company name)
	The software must prepare and process remittance advisements (summarized by invoice) online and hard copy, including checks as required with one-line description for each invoice.	X	<input type="checkbox"/>	<input type="checkbox"/>
	The software must control payments by due date, vendor and selected hold.	X	<input type="checkbox"/>	<input type="checkbox"/>
	The software must post manual checks and include them in the GL distribution.	X	<input type="checkbox"/>	<input type="checkbox"/>
	The software must consolidate vendor payments onto one check, detailing invoice numbers and dates or selectively produce individual checks.	X	<input type="checkbox"/>	<input type="checkbox"/>
	The software must allow an invoice to be re-established when a check is voided.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to generate accounts payable checks daily, weekly, monthly or on demand.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to generate checks based on pay dates established when invoices are entered and the range of dates selected for payment.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to create an invoice list and preliminary check register prior to check generation.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to accommodate MICR encoding.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to interface with popular MICR encoding software/hardware.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to generate individual checks that include payments from multiple funds.	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant			
		Modification/Custom Software			
		Not available			
Financial Administration -- Accounts Payable				Third Party (include company name)	
	Ability to compare control totals of invoices entered (amount) to total check run (amount) and permit correction before check production.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to automatically update the budget with changes/cancellations when a check is cancelled.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to automatically update the vendor file with changes/cancellations when a check is cancelled.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to automatically generate check numbers based on user-entered starting numbers.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to compute the number of checks written per check run.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to produce manual checks.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to produce, through secure printers, checks with MICR encoding and electronic signatures.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to ensure security on check writing signatures.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to support the use of multiple bank accounts within the same fund.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to consolidate (or choose not to consolidate) multiple invoices for the same vendor on one check, and itemize the invoices on the check stub.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to prevent the printing of blank, negative, or zero amount checks.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to void checks by check number or group of check numbers.	X	<input type="checkbox"/>	<input type="checkbox"/>	

		Fully Compliant		
		Modification/Custom Software		
				Not available
Financial Administration -- Accounts Payable				Third Party (include company name)
	Ability to post voided checks to system in exact same manner as original entry with reversing entry to GL having date of void, not original check date.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to provide for restart procedures for the check printing routine.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to place a "stop payment" on checks and generate the appropriate General Ledger transaction.	X	<input type="checkbox"/>	<input type="checkbox"/>
7	CHECK RECONCILIATION			
	Ability to place a "stop payment" on checks and generate a Void General Ledger transaction.	X	<input type="checkbox"/>	<input type="checkbox"/>
	The system should provide the capability to change check numbers of A/P History file and check reconciliation file, for individual checks or a range of checks.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Automated payment reconciliation.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to manage the stale-dated check process.	X	<input type="checkbox"/>	<input type="checkbox"/>
	The software must reconcile bank accounts (outstanding check reconciliation).	X	<input type="checkbox"/>	<input type="checkbox"/>
	The software must allow checks to be reconciled manually or via magnetic media.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to accommodate automatic reconciliation of bank information (i.e., by uploading data from tape or file).	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant		
		Modification/Custom Software		
		Not available		
Financial Administration -- Accounts Payable				Third Party (include company name)
	Ability to produce a file containing all rejected check reconciliation transactions which could be available for online corrections (i.e., exception file).	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to cancel checks online and automatically generate General Ledger transactions to reverse all accounting distributions associated with that check.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to retain cleared checks in a check reconciliation database for inquiry and/or reporting purposes.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to identify all checks that are outstanding after a user-specified period of time.	X	<input type="checkbox"/>	<input type="checkbox"/>
8	TAX MANAGEMENT AND REPORTING			
	Ability to track 1099 vendors	X	<input type="checkbox"/>	<input type="checkbox"/>
	Automated 1099's	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to generate form 1099 misc	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to generate form 1099 S	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to generate form 1099 I	X	<input type="checkbox"/>	<input type="checkbox"/>
	1099 summary and detail reports	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to create 1099 file for electronic submission to Federal government	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to track 1042 vendors	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to generate form 1042	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to generate form 1042-S	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant		
		Modification/Custom Software		
				Not available
Financial Administration -- Accounts Payable				Third Party (include company name)
	Ability to generate form 1042-T	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to track any withholding of tax on nonresident aliens and foreign entities	X	<input type="checkbox"/>	<input type="checkbox"/>
	The software must separate different types of 1099's within system, and print year-end 1099's.	X	<input type="checkbox"/>	<input type="checkbox"/>
	The software must provide multiple types of 1099's.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to collect necessary information for generation of Federal 1099s at year-end (both manually and per IRS approved file).	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to correct 1099 information in the system, reprint the 1099 form(s), and produce a correction file for the IRS.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability for individual invoices to be included or excluded from 1099 income for a vendor as appropriate.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability for 1099 status for individual invoices to be changed after invoice has been posted.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to generate 1099 paper forms as well as on magnetic and electronic media.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to generate federal and state reporting requirements, such as W-9, Tax IDs, IRS Form 941, IRS Form 940, IRS Form 1099, Form 1042, backup withholding, Notice B.	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant		
		Modification/Custom Software		
		Not available		
Financial Administration -- Accounts Payable				Third Party (include company name)
9	WORKFLOW			
	Ability to workflow AP documents thru an approval process.	X	<input type="checkbox"/>	<input type="checkbox"/>
10	REPORTING			
	Ability to produce the following reports:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	1099 Electronic Media	X	<input type="checkbox"/>	<input type="checkbox"/>
	1042 Reporting	X	<input type="checkbox"/>	<input type="checkbox"/>
	1042 Payments Report	X	<input type="checkbox"/>	<input type="checkbox"/>
	1042 Withholding of Tax on Nonresident Aliens and Foreign Entities	X	<input type="checkbox"/>	<input type="checkbox"/>
	1099 Payments Report	X	<input type="checkbox"/>	<input type="checkbox"/>
	1099 MISC Reporting	X	<input type="checkbox"/>	<input type="checkbox"/>
	1099S Reporting	X	<input type="checkbox"/>	<input type="checkbox"/>
	1099I Reporting	X	<input type="checkbox"/>	<input type="checkbox"/>
	Account Analysis With Sub-Ledger Detail	X	<input type="checkbox"/>	<input type="checkbox"/>
	Accounts Payable Trial Balance	X	<input type="checkbox"/>	<input type="checkbox"/>
	Project Expense Distribution (AP) Detail Report	X	<input type="checkbox"/>	<input type="checkbox"/>
	Invoice Aging Report	X	<input type="checkbox"/>	<input type="checkbox"/>
	Payables Accounting Process	X	<input type="checkbox"/>	<input type="checkbox"/>
	Payables Transfer to General Ledger	X	<input type="checkbox"/>	<input type="checkbox"/>
	Unaccounted Transactions Report	X	<input type="checkbox"/>	<input type="checkbox"/>
	Suppliers Report	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant		
		Modification/Custom Software		
				Not available
Financial Administration -- Accounts Payable				Third Party (include company name)
	Suppliers Payment Report	X	<input type="checkbox"/>	<input type="checkbox"/>
	Invoice Batch Report	X	<input type="checkbox"/>	<input type="checkbox"/>
	Invoices On Hold Report	X	<input type="checkbox"/>	<input type="checkbox"/>
	Void Payment Register	X	<input type="checkbox"/>	<input type="checkbox"/>
	Payment Register	X	<input type="checkbox"/>	<input type="checkbox"/>
	Check Register	X	<input type="checkbox"/>	<input type="checkbox"/>
	Cash Requirements Report	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to report by vendor, split by cost center.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to report AP data for accrual (e.g. invoice date, general ledger date).	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to produce Vendor/payment detail and summary information across multiple years (current, last and prior year history totals by period). The totals should represent net paid totals.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to produce check reconciliation activity report by period or date parameter.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to produce an outstanding check listing.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Payment processing - provide a listing of unresolved items including the date each item was originally entered and the area of responsibility.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Payment processing - Provide a listing of all receiving where there is a missing PO or Invoice by vendor, buyer and contract.	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant		
		Modification/Custom Software		
				Not available
Financial Administration -- Accounts Payable				Third Party (include company name)
	Payment processing - Provide a listing of all invoices where there is a missing PO or receiving by vendor, buyer and contract.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Payment Processing - all reports should include the following key information: User dept, contact person, invoice number, purchase order data, vendor, vendor contact person, and discrepancy description.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability of the system to accumulate year-to-date figures by calendar year, fiscal year, quarter or other user-defined period for:	X	<input type="checkbox"/>	<input type="checkbox"/>
	Purchases by vendor (i.e., by invoice, purchase order/contract number, purchase item, budget unit).	X	<input type="checkbox"/>	<input type="checkbox"/>
	Purchases by service type and/or commodity code	X	<input type="checkbox"/>	<input type="checkbox"/>
	Payments to vendor	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to age accounts payable.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to match items by the following:	X	<input type="checkbox"/>	<input type="checkbox"/>
	Invoice	X	<input type="checkbox"/>	<input type="checkbox"/>
	Purchase order	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to retain prior year(s) data for comparative reporting.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to produce a daily report showing all activity in the system.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to produce the following reports:	X	<input type="checkbox"/>	<input type="checkbox"/>
	Vendor Master Listing (by any element in the file)	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant		
		Modification/Custom Software		
				Not available
Financial Administration -- Accounts Payable				Third Party (include company name)
	Vendor Multiple Address listing	X	<input type="checkbox"/>	<input type="checkbox"/>
	Summary Payment Report by Vendor (for a user determined time period)	X	<input type="checkbox"/>	<input type="checkbox"/>
	Check Generation	X	<input type="checkbox"/>	<input type="checkbox"/>
	1099 MISC Reporting	X	<input type="checkbox"/>	<input type="checkbox"/>
	1042 Reporting	X	<input type="checkbox"/>	<input type="checkbox"/>
	Check register	X	<input type="checkbox"/>	<input type="checkbox"/>
	Bank report	X	<input type="checkbox"/>	<input type="checkbox"/>
	Cash Requirements Report	X	<input type="checkbox"/>	<input type="checkbox"/>
	General Ledger Interface Report	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ledger Distribution Report	X	<input type="checkbox"/>	<input type="checkbox"/>
	Transfer Distribution Listing of amounts to be transferred between funds	X	<input type="checkbox"/>	<input type="checkbox"/>
	Expenditure Report	X	<input type="checkbox"/>	<input type="checkbox"/>
	Procurement Card Reports	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to generate federal and state reporting requirements, such as W-9, Tax IDs, IRS Form 941, IRS Form 940, IRS Form 1042, IRS Form 1099, backup withholding, Notice B.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to identify all checks that are outstanding after a user-specified period of time.	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant		
		Modification/Custom Software		
		Not available		
Financial Administration -- Accounts Payable				Third Party (include company name)
11	INQUIRIES			
	Ability to Query Accounts Payable History by:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Vendor maintenance by vendor name or vendor number	X	<input type="checkbox"/>	<input type="checkbox"/>
	Time Frame (Invoice Date)	X	<input type="checkbox"/>	<input type="checkbox"/>
	Invoice Type	X	<input type="checkbox"/>	<input type="checkbox"/>
	Invoice Number	X	<input type="checkbox"/>	<input type="checkbox"/>
	Invoice Amount	X	<input type="checkbox"/>	<input type="checkbox"/>
	Purchase Order Number, etc.	X	<input type="checkbox"/>	<input type="checkbox"/>
	User ID for performance statistics	X	<input type="checkbox"/>	<input type="checkbox"/>
	Receiver Report reference number	X	<input type="checkbox"/>	<input type="checkbox"/>
	Paid/Unpaid Status	X	<input type="checkbox"/>	<input type="checkbox"/>
	G/L Coding	X	<input type="checkbox"/>	<input type="checkbox"/>
	Invoice Batch number	X	<input type="checkbox"/>	<input type="checkbox"/>
	1042 code	X	<input type="checkbox"/>	<input type="checkbox"/>
	1099 code	X	<input type="checkbox"/>	<input type="checkbox"/>
	Payment Method	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to Query Payment History by:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Payment Number (Check Number)	X	<input type="checkbox"/>	<input type="checkbox"/>
	Payment Date	X	<input type="checkbox"/>	<input type="checkbox"/>
	Payment Type (ACH/Check, etc)	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant		
		Modification/Custom Software		
		Not available		
Financial Administration -- Accounts Payable				Third Party (include company name)
	Ability to Query Vendors by:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Vendor Name (with or without wild cards)	X	<input type="checkbox"/>	<input type="checkbox"/>
	Fed Tax ID/SSN	X	<input type="checkbox"/>	<input type="checkbox"/>
	Vendor Number	X	<input type="checkbox"/>	<input type="checkbox"/>
	Pay Group (e.g. employee) 1042 tax status (e.g. non-resident alien)	X	<input type="checkbox"/>	<input type="checkbox"/>
	1099 tax status (e.g. corporation)	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to Query Check Status	X	<input type="checkbox"/>	<input type="checkbox"/>
	Outstanding	X	<input type="checkbox"/>	<input type="checkbox"/>
	Voided	X	<input type="checkbox"/>	<input type="checkbox"/>
	Cancelled	X	<input type="checkbox"/>	<input type="checkbox"/>
	Stale-dated	X	<input type="checkbox"/>	<input type="checkbox"/>
	Replacement	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to Query Statistical Data	X	<input type="checkbox"/>	<input type="checkbox"/>
	Transaction Counts and other statistical data by department, fund	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to extract and query data based on field criteria.	X	<input type="checkbox"/>	<input type="checkbox"/>
	The system should allow AP to view the matched status of documents.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Provide an online inquiry of vendor status by vendor number and /or alpha name using a vendor search feature.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to drill across from a purchase order to and from the invoice.	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant		
		Modification/Custom Software		
				Not available
Financial Administration -- Accounts Payable				Third Party (include company name)
	Ability to support inquiry by the following:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Vendor (including history of commodities, departments, etc. as defined by user)	X	<input type="checkbox"/>	<input type="checkbox"/>
	Accounts Payable Status	X	<input type="checkbox"/>	<input type="checkbox"/>
	Purchase Order Number, Invoice Number, Receiver Document Number, or any other associated document	X	<input type="checkbox"/>	<input type="checkbox"/>
	Checks	X	<input type="checkbox"/>	<input type="checkbox"/>
	Credit and Debit memos	X	<input type="checkbox"/>	<input type="checkbox"/>
	Commodities	X	<input type="checkbox"/>	<input type="checkbox"/>
	History	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to query for invoice information on any data element (e.g., invoice amount, invoice number, date, voucher number, etc.).	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to check on the status of a check (e.g., outstanding, voided, cancelled, stale-dated, etc.).	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to produce graphical representations in the form of a chart, graph, etc. from accounts payable data.	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant		
		Modification/Custom Software		
				Not available
Financial Administration -- Accounts Payable				Third Party (include company name)
12	P-CARD PROCESSING			
	Interface to the payable module to support 1099 reporting.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Interface to the general ledger to include all fields that are currently available from AP.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to merge vendor information and payment information to provide seamless reporting to the user.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to merge vendor information with the AP information.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Support online procurement card detail.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Import and parse procurement card detail.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Populate requisition with detail by employee.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Allow employees to scan and attach receipts to procurement card record.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Route populated requisition to employee for account coding, including project data.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Route coded requisition to supervisor for approval.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Match requisition to master invoice.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Scanning for filing, routing, and document management.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to produce procurement card edit listing to validate date.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to produce procurement card audit listing of invalid data and errors.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Integration with banking system for procurement cards.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Allow Tracking of purchase order to procurement card transaction if relevant.	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant		
		Modification/Custom Software		
		Not available		
		Third Party (include company name)		
Financial Administration -- Accounts Receivable				
1	GENERAL REQUIREMENTS			
	Supports Cash Basis accounting methodology	X	<input type="checkbox"/>	<input type="checkbox"/>
	Supports Accrual Basis accounting methodology	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to Integrate/Interface with related subsidiary systems	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to accommodate electronic fund transfers.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to enter a cash receipt transaction on a decentralized (departmental) or centralized basis.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to attach scanned images to cash receipts entered	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to fully integrate with other modules:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	General Ledger	X	<input type="checkbox"/>	<input type="checkbox"/>
	Cash Register	X	<input type="checkbox"/>	<input type="checkbox"/>
	Point of Sale (POS)	X	<input type="checkbox"/>	<input type="checkbox"/>
	Provide ability to open and close user definable AR periods	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to establish default account distributions for each receivable type.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to automatically assign sequential customer and invoice numbers	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to maintain sales tax rates	X	<input type="checkbox"/>	<input type="checkbox"/>
	Provides ability to create multiple user definable aging periods	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to calculate and apply interest/late penalty at a customer classification by user defined tolerance	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant		
		Modification/Custom Software		
			Not available	
Financial Administration -- Accounts Receivable				Third Party (include company name)
	Ability to provide aging analysis of outstanding accounts receivable on any grouping of user defined periods, using the original invoice date and current system date.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to generate delinquency notices (based on user defined delinquency periods) in user defined batches or as real time transactions, with appropriate work flow approval, based on receivable type.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to list receivables written off by categories or types	X	<input type="checkbox"/>	<input type="checkbox"/>
	Automatically dates detail transactions with system date of posting	X	<input type="checkbox"/>	<input type="checkbox"/>
	Optionally balances to control a total input prior to entry of transactions	X	<input type="checkbox"/>	<input type="checkbox"/>
	Accepts entry of transactions to two different periods simultaneously	X	<input type="checkbox"/>	<input type="checkbox"/>
	Allows user to define the calendar structure	<input type="checkbox"/>	<input type="checkbox"/>	X
	Assigns due dates to transactions based on customer criteria	X	<input type="checkbox"/>	<input type="checkbox"/>
	Provide for an electronic interface to a collection agency	<input type="checkbox"/>	<input type="checkbox"/>	X

		Fully Compliant		
		Modification/Custom Software		
				Not available
Financial Administration -- Accounts Receivable				Third Party (include company name)
2	CUSTOMER (CLIENT) MAINTENANCE			
	Allow an unlimited number of customers (clients)	X	<input type="checkbox"/>	<input type="checkbox"/>
	Allows an unlimited number of billing locations per customer	X	<input type="checkbox"/>	<input type="checkbox"/>
	Validate new customer entry (duplicates)	X	<input type="checkbox"/>	<input type="checkbox"/>
	Allow user defined customer (client) classification types	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to set customer (client) classification defaults for:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Finance Charges/Interest Rate	X	<input type="checkbox"/>	<input type="checkbox"/>
	Payment terms including installment and discount terms	X	<input type="checkbox"/>	<input type="checkbox"/>
	Primary Billing Location	X	<input type="checkbox"/>	<input type="checkbox"/>
	Discounts/Unearned Discounts	X	<input type="checkbox"/>	<input type="checkbox"/>
	Invoice/Statement Printing	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to mass apply changes in classification type settings for all customers who match that classification (e.g. change in payment terms for a classification type):	<input type="checkbox"/>	<input type="checkbox"/>	X
	Support installment payment terms	<input type="checkbox"/>	<input type="checkbox"/>	X
	Support discount payment terms	X	<input type="checkbox"/>	<input type="checkbox"/>
	Allows the ability to merge customer (client)	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to prevent the deletion of customer (client) records	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to purge inactive customers (clients) records	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to inactivate individual billing locations	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to view the following customer information:	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant		
		Modification/Custom Software		
		Not available		
		Third Party (include company name)		
Financial Administration -- Accounts Receivable				
	Customer contact information	X	<input type="checkbox"/>	<input type="checkbox"/>
	Last Payment Amount	X	<input type="checkbox"/>	<input type="checkbox"/>
	Last payment date	X	<input type="checkbox"/>	<input type="checkbox"/>
	YTD payment total	X	<input type="checkbox"/>	<input type="checkbox"/>
	Prior year payment total	X	<input type="checkbox"/>	<input type="checkbox"/>
	Number of invoices (billings) YTD	X	<input type="checkbox"/>	<input type="checkbox"/>
	Number of invoices (billings) prior year	X	<input type="checkbox"/>	<input type="checkbox"/>
	Average number of days to pay	X	<input type="checkbox"/>	<input type="checkbox"/>
	Balance due for open invoices/credits	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to allow customers to review accounts online with security	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to develop payment plan rules based on type of offense, type of receivable, or other user defined criteria, with the appropriate security.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Allow comments to be attached to a customer record and the charges also	X	<input type="checkbox"/>	<input type="checkbox"/>
	Allow ability to hold payments from Accounts Payable	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant		
		Modification/Custom Software		
				Not available
Financial Administration -- Accounts Receivable				Third Party (include company name)
3	INVOICING (BILLING)			
	Supports departmental configuration of AR invoicing (billing)	X	<input type="checkbox"/>	<input type="checkbox"/>
	Support entry of invoices (billings) in batches or real time	X	<input type="checkbox"/>	<input type="checkbox"/>
	Support entry of invoices (billings) in batches or real time by allowing search of customer (client) by:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Customer (Client) name.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Customer (Client) account number	X	<input type="checkbox"/>	<input type="checkbox"/>
	Taxpayer ID number	X	<input type="checkbox"/>	<input type="checkbox"/>
	Invoice (billing) date defaults to date of entry	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to accommodate electronic fund transfers.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to split invoices between multiple funds.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability for a cash receipt to be distributed & reported to multiple revenue accounts based on a user defined (e.g., percentage or flat amount) allocation.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to generate account statements.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Supports users ability to manually change the transaction date/general ledger date	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to set up invoice (billing) transaction types that will default coding to a user specified general ledger revenue account (e.g. Building permit fee type would always be coded to the same account)	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant			
		Modification/Custom Software			
				Not available	
Financial Administration -- Accounts Receivable					Third Party (include company name)
	Ability to set up system sales agents (departments) that will default coding to user defined cost centers (service) by authorized users	<input type="checkbox"/>	<input type="checkbox"/>	X	
	Ability to change payment terms during entry	<input type="checkbox"/>	<input type="checkbox"/>	X	
	Ability to set up recurring entries	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to copy edited transactions	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to tag the invoice (billing) with detail notes that are:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Printed on the invoice (billing) for the customer (client)	X	<input type="checkbox"/>	<input type="checkbox"/>	
	For internal use only that do not print on the invoice (billing)	<input type="checkbox"/>	<input type="checkbox"/>	X	
	Ability to tie an invoice (billing) to a purchase order	<input type="checkbox"/>	<input type="checkbox"/>	X	
	Support unlimited lines per invoice (billing)	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Per invoice (billing) line, support the ability to:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Manually change the general ledger coding	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Associate the line with a project number	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Associate the line with a project task number	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Allow free-form entry of line item details	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Supports the ability to choose line item details from a saved master item list that are billed on a recurring basis (e.g. Charges for copies)	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Chose a unit of measurement from a pre-defined list	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Automatically calculate the line item total due	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Flag the line as taxable and calculate	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to print a duplicate invoice on request	X	<input type="checkbox"/>	<input type="checkbox"/>	
		Fully Compliant			

		Modification/Custom Software		
				Not available
Financial Administration -- Accounts Receivable				Third Party (include company name)
	Allow deletion of open invoices by authorized users	X	<input type="checkbox"/>	<input type="checkbox"/>
	Support credit memo creation in the following matter:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Allow searches of existing invoices to be credited	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to credit a specific line item on an invoice	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to credit the entire invoice balance owed	X	<input type="checkbox"/>	<input type="checkbox"/>
	Allowing entry of credit memo that is not related to an existing invoice	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to enter a reason code why the credit is needed	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to deal with overpayments	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to electronically submit invoices to customer (e.g. email, EDI)	X	<input type="checkbox"/>	<input type="checkbox"/>
4	CASH PROCESSING/RECEIPTS			
	Ability to load cash receipts from a bank lockbox	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to accommodate deferred revenue receipts (e.g. escrow payments)/enter cash receipts without respect to an open receivable.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to receipt payments made via:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Cash	X	<input type="checkbox"/>	<input type="checkbox"/>
	Check	X	<input type="checkbox"/>	<input type="checkbox"/>
	Electronic Funds Transfer	X	<input type="checkbox"/>	<input type="checkbox"/>
	Credit/Debit Card	X	<input type="checkbox"/>	<input type="checkbox"/>
	Money Order	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant			Third Party (include company name)
		Modification/Custom Software			
				Not available	
Financial Administration -- Accounts Receivable					
	Direct Deposit	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to generate a cash receipt on demand.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to automatically number receipts sequentially.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to accommodate split or mixed tendering situations	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to create receipt batches	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Support reconciliation of receipt batches	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Support search for open receivable while receipting by:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Customer (client) name	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Customer (client) account number	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Invoice (billing) number	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Tax Payer ID number	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Invoice amount	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Support review of open receivables prior to cash application by:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	All open customer (client) receivables	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Open customer (client) receivables by billing location	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Invoice type	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Range of invoice (billing) dates	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Range of invoice (billing) numbers	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Range of purchase order numbers	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Balance(s) due	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to enter cash receipts to:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Apply single payment against multiple invoices (billings)	X	<input type="checkbox"/>	<input type="checkbox"/>	

		Fully Compliant		
		Modification/Custom Software		
		Not available		
		Third Party (include company name)		
Financial Administration -- Accounts Receivable				
	Apply multiple payments against an invoice (billing)	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to apply payment to line items according to user defined rules. (e.g. Receipts may be applied to interest first, invoice lines second)	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to apply payments to individual invoice (billing) detail lines	X	<input type="checkbox"/>	<input type="checkbox"/>
	Support automatic receipt against oldest invoice first, etc.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to apply partial payments	X	<input type="checkbox"/>	<input type="checkbox"/>
	Allow free-form entry of receipt numbers	X	<input type="checkbox"/>	<input type="checkbox"/>
	Support automatic generation of receipt numbers	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to tag cash receipt user notations (comments) (e.g. bank name check is drawn on)	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to reverse cash receipts	X	<input type="checkbox"/>	<input type="checkbox"/>
	Support adjustment of cash receipts for NSF checks	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to re-establish debt owed on customer (client) account due NSF	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to reverse a receipt transaction if the initial receipt was posted to the wrong customer (client) or invoice (billing)	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to make adjustments (write-offs) within user defined parameters	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to enter reason code why the adjustment was made	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant		
		Modification/Custom Software		
		Not available		
		Third Party (include company name)		
Financial Administration -- Accounts Receivable				
	Ability to track adjustments (write-offs) and reasons supplied	X	<input type="checkbox"/>	<input type="checkbox"/>
	Automatically clears open items based on cash transactions or adjustments	X	<input type="checkbox"/>	<input type="checkbox"/>
	Post unapplied cash to a customer's account, reducing outstanding balance, but does not clear items.	X	<input type="checkbox"/>	<input type="checkbox"/>
		X	<input type="checkbox"/>	<input type="checkbox"/>
5	CUSTOMER (CLIENT) INQUIRY			
	System provides the ability to query customer (client) accounts by various criteria including but limited to:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Name	X	<input type="checkbox"/>	<input type="checkbox"/>
	Account Number	X	<input type="checkbox"/>	<input type="checkbox"/>
	Billing Location	X	<input type="checkbox"/>	<input type="checkbox"/>
	Invoice Number	X	<input type="checkbox"/>	<input type="checkbox"/>
	Department (sales agent)	X	<input type="checkbox"/>	<input type="checkbox"/>
	Cost Center	X	<input type="checkbox"/>	<input type="checkbox"/>
	Classification Type (Profile)	X	<input type="checkbox"/>	<input type="checkbox"/>
	Customer-ID	X	<input type="checkbox"/>	<input type="checkbox"/>
	Supports the ability to query all customer (client) history	X	<input type="checkbox"/>	<input type="checkbox"/>
	Supports the ability to query select records (e.g. open/closed invoices, payments only, invoices only)	X	<input type="checkbox"/>	<input type="checkbox"/>
	Provides full drill back capability to show relationships among payments, invoices, credit memos	X	<input type="checkbox"/>	<input type="checkbox"/>

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Financial Administration -- Accounts Receivable				
	Drill back capability to invoices (billings) and their general ledger distributions.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Provides the ability to view:	X	<input type="checkbox"/>	<input type="checkbox"/>
	Dunning letter history	X	<input type="checkbox"/>	<input type="checkbox"/>
	Dispute history	X	<input type="checkbox"/>	<input type="checkbox"/>
	Customer Calls and Notes	X	<input type="checkbox"/>	<input type="checkbox"/>
	Statement History	X	<input type="checkbox"/>	<input type="checkbox"/>
	Account Status (e.g. Bankrupt, no valid address, etc.)	X	<input type="checkbox"/>	<input type="checkbox"/>
	Customer (client) aging	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to see all collection/receivable activity for a customer in one place	X	<input type="checkbox"/>	<input type="checkbox"/>
6	COLLECTIONS			
	Ability to set statement printing cycles (E.G. monthly, quarterly) by customer and class	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to generate customized account statements for the following:	X	<input type="checkbox"/>	<input type="checkbox"/>
	Specific Customer (client)	X	<input type="checkbox"/>	<input type="checkbox"/>
	Range of customers (clients)	X	<input type="checkbox"/>	<input type="checkbox"/>
	Specific customer classification types	X	<input type="checkbox"/>	<input type="checkbox"/>
	Only accounts which are past-due based on payment terms	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to generate separate statements for customers with multiple billing locations	X	<input type="checkbox"/>	<input type="checkbox"/>

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Financial Administration -- Accounts Receivable				
	Statements show aging of open receivables	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to print statements with user defined notes	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to reprint statements	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to automatically remove customer (client) from receiving a statement if the account status is set to a defined parameter (e.g. No valid address)	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to automatically generate dunning letters based on user defined criteria (milestones)	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to customize dunning letters	X	<input type="checkbox"/>	<input type="checkbox"/>
	Generate a duplicate invoice to accompany each dunning letter	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to generate unlimited levels of dunning letters (e.g. first notice, second notice, etc.)	X	<input type="checkbox"/>	<input type="checkbox"/>
	Maintain a history of dunning letters sent, on an invoice by invoice basis for each customer	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to generate dunning letters by specific customer classification type	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to enter customer (client) call detail	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to enter call information at an invoice (billing) detail level	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to tag unlimited notes per customer (client) call	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to set user defined reason codes for nonpayment	X	<input type="checkbox"/>	<input type="checkbox"/>

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Financial Administration -- Accounts Receivable				
	Ability to set up user defined actions that should result from the customer (client) call (e.g. Follow up call on specified date)	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to charge a NSF fee	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to perform fee capping	X	<input type="checkbox"/>	<input type="checkbox"/>
	Allows a customer record to indicate if a lien has been attached as a result of past due amounts	X	<input type="checkbox"/>	<input type="checkbox"/>
	Offer best-of-breed collection tools	X	<input type="checkbox"/>	<input type="checkbox"/>
7	REPORTING			
	Provide a variety of customer (client) account reports including:	X	<input type="checkbox"/>	<input type="checkbox"/>
	Customer (client) listing by classification type	X	<input type="checkbox"/>	<input type="checkbox"/>
	Duplicate customer (client) listing	X	<input type="checkbox"/>	<input type="checkbox"/>
	Billing/Transaction History	X	<input type="checkbox"/>	<input type="checkbox"/>
	Billing & Receipt History	X	<input type="checkbox"/>	<input type="checkbox"/>
	Provide a variety of collections reports including but not limited to:	X	<input type="checkbox"/>	<input type="checkbox"/>
	Aging report by fund	X	<input type="checkbox"/>	<input type="checkbox"/>
	Aging report by customer (client) profile	X	<input type="checkbox"/>	<input type="checkbox"/>
	Aging report by department	X	<input type="checkbox"/>	<input type="checkbox"/>
	Aging report all open items	X	<input type="checkbox"/>	<input type="checkbox"/>
	Past-due invoice (billing) reports	X	<input type="checkbox"/>	<input type="checkbox"/>
	Collections Call History reports	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant		
		Modification/Custom Software		
		Not available		
Financial Administration -- Accounts Receivable				Third Party (include company name)
	Collections Call Actions reports	X	<input type="checkbox"/>	<input type="checkbox"/>
	Denial history/reason for non-payment report	X	<input type="checkbox"/>	<input type="checkbox"/>
	Provide a variety of cash processing/revenue reports including but not limited to:	X	<input type="checkbox"/>	<input type="checkbox"/>
	Bank Deposit Report	X	<input type="checkbox"/>	<input type="checkbox"/>
	Receipt Registers/journals	X	<input type="checkbox"/>	<input type="checkbox"/>
	Unapplied receipts report (escrow)	X	<input type="checkbox"/>	<input type="checkbox"/>
	Reversed receipt reports	X	<input type="checkbox"/>	<input type="checkbox"/>
	Detailed journal entry report by general ledger account	X	<input type="checkbox"/>	<input type="checkbox"/>
	Flexible year end revenue accrual analysis & reporting	X	<input type="checkbox"/>	<input type="checkbox"/>
	Produces a detailed listing of all unidentified & unapplied cash applications by user defined fields	X	<input type="checkbox"/>	<input type="checkbox"/>
	Provide a lockbox transmission report	X	<input type="checkbox"/>	<input type="checkbox"/>
	Chargeback notices should be produced for customers that partially pay Invoice balance due	X	<input type="checkbox"/>	<input type="checkbox"/>
8	WORKFLOW			
	Email alert based on user defined events (e.g. collections notified when a promised payment is received)	<input type="checkbox"/>	<input type="checkbox"/>	X
	Workflow based on user defined events:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	NSF check workflow	<input type="checkbox"/>	<input type="checkbox"/>	X
	Collection notification at pre-defined aging	<input type="checkbox"/>	<input type="checkbox"/>	X

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		Modification/Custom Software		
				Not available
Financial Administration -- Accounts Receivable				Third Party (include company name)
		<input type="checkbox"/>	<input type="checkbox"/>	X
	Collection notification based on collections follow-up actions	<input type="checkbox"/>	<input type="checkbox"/>	X
	Dunning letter workflow	<input type="checkbox"/>	<input type="checkbox"/>	X
	Receivables write-off approval workflow	<input type="checkbox"/>	<input type="checkbox"/>	X
	Credit memo request approval workflow	<input type="checkbox"/>	<input type="checkbox"/>	X

		Fully Compliant			
		Modification/Custom Software			Third Party (include company name)
				Not available	
Financial Administration -- Asset Management					
1	GENERAL REQUIREMENTS				
	Ability to create a record for each fixed asset acquired.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to attached document files to asset records.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to meet GASB 34 standards for asset valuation.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to copy asset record for multiple purchases.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to track shared ownership agreements.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to establish parent/child asset relationships.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to track Construction in Progress	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to track cost adjustments.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to track component assets.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to track retirements.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to determine how general ledger entries for each department's assets will close to the P&L (governmental vs enterprise)	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to create financial transactions related to cost adjustments, retirements, betterments, depreciation, sale or disposal.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to delete an asset entered incorrectly; with corresponding general ledger batch to reverse entries	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to transfer single asset or groups of assets by location, custodian, employee, department.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to track an asset through transfers should the asset's usage or ownership change.	X	<input type="checkbox"/>	<input type="checkbox"/>	

		Fully Compliant			
		Modification/Custom Software			
				Not available	
Financial Administration -- Asset Management					Third Party (include company name)
	Ability for purchasing module to automatically trigger fixed asset entry process according to user-defined criteria (e.g., price, account number, and user-defined commodity code table).	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to include highly attractive items (items highly subject to theft or home use, such as digital cameras) and employee-issued items in the fixed asset module, even though they are not included in GASB fixed asset reporting.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to calculate depreciation by both IRS and generally acceptable accounting principles (GASB).	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to generate bar coded asset tags with systematically-generated numbers.	<input type="checkbox"/>	<input type="checkbox"/>	X	
	Ability to manually assign asset tags, if necessary, and generate with or without the bar code.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to reprint bar coded asset tags, if necessary, with the appropriate audit trail.	<input type="checkbox"/>	<input type="checkbox"/>	X	
	Ability to flag assets with disposal restrictions and display the restriction message for user handling (e.g., federal grant items that must be returned to the federal government).	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to record insurance information for assets.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to store complete valuation data, including purchase, replacement, disposal, renewal, book, other user-defined attributes.	X	<input type="checkbox"/>	<input type="checkbox"/>	

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		Not available			
Financial Administration -- Asset Management					Third Party (include company name)
	Ability to track all transactions affecting the value of an asset by original source document number and date, and the module and application in which the transaction originated.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to automate assignment of expected useful life for use in depreciation calculation based on classification/commodity/type	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to purge active assets based on original or depreciated current value or other user selected parameters.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to allow the useful life of an asset to change, with an audit trail of all changes.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to delete a status "pending" asset if asset ordered is never received or is not retained(if refused/returned, or vendor cannot actually deliver)	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to purge retired assets by user selected parameters.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to override selected assets from automated purge by commodity/type or user entered coding	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to generate an optional automatic unique asset number.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to allow user based comments regarding each asset.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to roll up asset components such as individual buildings to buildings.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to associate the asset with multiple funding sources, with all applicable general ledger entries.	X	<input type="checkbox"/>	<input type="checkbox"/>	

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Financial Administration -- Asset Management				
	Ability to include or exclude assets in various GAAP financial reports based on classification code.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to work in two fiscal years.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to provide for mass changes (online and batch)	X	<input type="checkbox"/>	<input type="checkbox"/>
	Retirements	X	<input type="checkbox"/>	<input type="checkbox"/>
	Write-offs	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to attach photos of assets to items and apply document management properties to the photos	X	<input type="checkbox"/>	<input type="checkbox"/>
2	ASSET ATTRIBUTES/FIELDS	X		
	Asset Number	X	<input type="checkbox"/>	<input type="checkbox"/>
	Tag Number	X	<input type="checkbox"/>	<input type="checkbox"/>
	Description	X	<input type="checkbox"/>	<input type="checkbox"/>
	Asset status (IN, DISPOSED, TRANSFERRED, DONATED, SCRAPED, AUCTION)	X	<input type="checkbox"/>	<input type="checkbox"/>
	Category/Classification	X	<input type="checkbox"/>	<input type="checkbox"/>
	Sub-Category	X	<input type="checkbox"/>	<input type="checkbox"/>
	Parent or Child Asset Number	X	<input type="checkbox"/>	<input type="checkbox"/>
	Vendor Name	X	<input type="checkbox"/>	<input type="checkbox"/>
	Serial Number	X	<input type="checkbox"/>	<input type="checkbox"/>
	Model Number	X	<input type="checkbox"/>	<input type="checkbox"/>
	Tax Location	X	<input type="checkbox"/>	<input type="checkbox"/>
	Delete Description	X		

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Financial Administration -- Asset Management					
	Acquisition Method	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Acquisition Date	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Purchase Order Number	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Invoice(s)	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Payment(s) date.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	AP Check Number	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Date Placed in Service	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Original Cost	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Cost Adjustments	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Cost	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Accumulated Depreciation	X	<input type="checkbox"/>	<input type="checkbox"/>	
	NBV - Net Book value	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Residual Value	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Useful Life	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Cost Account	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Project Number	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Grant Number	X	<input type="checkbox"/>	<input type="checkbox"/>	
	CIP Number	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Depreciation Method	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Partial Year Convention	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Depreciation Expense Account	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Accumulated Depreciation Account	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Maintenance Contract	X	<input type="checkbox"/>	<input type="checkbox"/>	

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				Not available	
Financial Administration -- Asset Management					
	Warranty Date	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Insurance class	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Insurance company	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Contact	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Phone	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Policy number	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Policy period	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Insured Value	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Deductible	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Agency Code	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Building Code	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Department Code and Name	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Room Code/Number	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Custodian Name	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Assignment/Employee	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Last Inventory Date	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Physical Location	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Asset Condition	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Retirement date	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Retirement reason	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Proceeds	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to generate gain and loss on disposals.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Funding source - table driven	x	<input type="checkbox"/>	<input type="checkbox"/>	

		Fully Compliant		
		Modification/Custom Software		
				Not available
Financial Administration -- Asset Management				Third Party (include company name)
	Ability to see individual asset cost for base asset plus total for asset after adding all improvements to that base asset.	X	<input type="checkbox"/>	<input type="checkbox"/>
3	DEPRECIATION			
	Calculate accumulated depreciation monthly, quarterly, annually or other user defined period.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability for multiple sets of depreciation books.	<input type="checkbox"/>	<input type="checkbox"/>	X
	Ability to calculate depreciation by project, grant, cost center.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to adjust depreciation with all changes (i.e. cost adj, transfers, useful life)	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to depreciate using cost splits, or other funding ratios.	<input type="checkbox"/>	<input type="checkbox"/>	X
	Ability to allocate depreciation based on user defined criteria.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to calculate depreciation by physical location, building, department.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Create and interface depreciation entries to GL for financial reporting.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to allow some assets to be designated as non-depreciable (i.e. land).	X	<input type="checkbox"/>	<input type="checkbox"/>

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Financial Administration -- Asset Management				
4	REPORTING/QUERYING			
	Report on assets by category, sub-category.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Report on assets by project, grant, cost center.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Report on assets by physical location, building, department.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Report on assets by insurance details.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Report on asset additions, transfers or disposals.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Report on asset cost adjustments, transfers, retirements.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Report on gain or loss on retirements.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to generate reports based on "activity" (e.g., beginning balance, year's depreciation, ending current value).	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to produce inventory worksheets by physical location, building, department, custodian, assignment.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to utilize user defined query tool to customize reporting.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Report on Construction in Progress.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Detailed reports of insurance plans, maintenance contracts, warranties, lease programs/financing, repair history, depreciation projections, asset improvements	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to query the Fixed Asset database by any or all fields including user defined fields	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to forecast depreciation by department, project, grant, cost center.	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant		
		Modification/Custom Software		
				Not available
Financial Administration -- Asset Management				Third Party (include company name)
	Ability to forecast depreciation by physical location, building, department.	X	<input type="checkbox"/>	<input type="checkbox"/>
5	INTERFACES			
	Ability to Interface with Purchasing	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to Interface with Accounts Payable	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to interface with Contracts	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to interface with Accounts Receivables	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to interface with Grant/Tracking	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to interface with General Ledger	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to interface with Fleet Management System	<input type="checkbox"/>	<input type="checkbox"/>	X
	Ability to interface with HRIS (employee assignments)	<input type="checkbox"/>	<input type="checkbox"/>	X

		Fully Compliant		
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		Not available		
		Third Party (include company name)		
Financial Administration -- Project Accounting				
1	GENERAL REQUIREMENTS			
	Ability to provide a hierarchical structure that groups projects across departments for Organization - wide reporting purposes.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to maintain historical data for all capital and operating projects independent of G/L data (across multiple fiscal years).	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to customize workflow options for all project accounting processes.	<input type="checkbox"/>	<input type="checkbox"/>	x
	Ability to record timesheet information against a project.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to add projects in or change projects to an active or inactive status.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to enter text or comments on-line to a specific project. (Please specify in the Comments column how many characters are allowed.)	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to accommodate multiple change orders and multiple transfers of funds within projects.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to enter line-item data for future expenditures to reserve funds.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to maintain data across multiple fiscal years for as long as the project is open and for a user-specified period after project close.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to restrict access by various levels of security.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to establish project budgets (balanced) across funds.	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant		
		Modification/Custom Software		
		Not available		
		Third Party (include company name)		
Financial Administration -- Project Accounting				
	Ability to establish project accounts to record project budgets, encumbrances and expenditures.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to record project activity over multiple years.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to record project activity over multiple departments.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to accommodate a variety of projects such as:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Small capital expenses (e.g., remodeling)	X	<input type="checkbox"/>	<input type="checkbox"/>
	Large capital projects (e.g., buildings, infrastructure)	X	<input type="checkbox"/>	<input type="checkbox"/>
	Miscellaneous projects, such as elections	X	<input type="checkbox"/>	<input type="checkbox"/>
	Routine work order(s) for non-capital expenditures	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to classify the project by:	X	<input type="checkbox"/>	<input type="checkbox"/>
	Type of project (paving, building, etc.)	X	<input type="checkbox"/>	<input type="checkbox"/>
	Location (enterprise zone, geographical area, etc.)	X	<input type="checkbox"/>	<input type="checkbox"/>
	Administering department	X	<input type="checkbox"/>	<input type="checkbox"/>
	User-defined category indicating CAFR or GASB 34 categories (General Government, Public Works, Public Welfare, Public Safety, Parks)	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to track the following dates:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Planned start date	X	<input type="checkbox"/>	<input type="checkbox"/>
	Actual start date	X	<input type="checkbox"/>	<input type="checkbox"/>
	Planned completion date	X	<input type="checkbox"/>	<input type="checkbox"/>
	Project completion date	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to classify project costs according to task (i.e., inspection, design).	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant		
		Modification/Custom Software		
				Not available
Financial Administration -- Project Accounting				Third Party (include company name)
	Ability to prevent charges from being allocated to a closed project, sub-project, or phase with the ability to override with the proper security.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to prevent entry to closed projects.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to search project titles on-line, primarily to assist in proper identification for data entry.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to perform flexible budgeting for projects while adhering to the level of budgetary controls established in the General Ledger.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to reflect funds that are redirected from and to another project through a budget amendment.	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant		
		Modification/Custom Software		
		Not available		
		Third Party (include company name)		
Financial Administration -- Grants				
1	GENERAL REQUIREMENTS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	System allows for City to perform the following roles:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Grantor	X	<input type="checkbox"/>	<input type="checkbox"/>
	Grantee	X	<input type="checkbox"/>	<input type="checkbox"/>
	Pass-Through	X	<input type="checkbox"/>	<input type="checkbox"/>
	Fiscal Agent for multiple grantors or grantees (e.g., multi-county activities such as Met Council)	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to track grant applications.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to maintain data about grantors.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to track grant expenditure activity.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to track grant activity over multiple years.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to account for grant revenues and expenditures for:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Fiscal year	X	<input type="checkbox"/>	<input type="checkbox"/>
	Grant year	X	<input type="checkbox"/>	<input type="checkbox"/>
	State fiscal year	X	<input type="checkbox"/>	<input type="checkbox"/>
	Federal fiscal year	X	<input type="checkbox"/>	<input type="checkbox"/>
	Life of the grant (signed contract to final report)	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to track all grant activity across modules (projects, grants, purchasing, time entry, AR, AP, Payroll, Contracts)	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to capture all grant activity in the general ledger within a single view with a drill back to source data	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant			
		Modification/Custom Software			
		Not available			
		Third Party (include company name)			
Financial Administration -- Grants					
	Ability to maintain historical financial data for projects and grants independent of G/L data (across multiple fiscal years).	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to assign indirect cost codes.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to associate multiple funding sources and track the application of funding to actual expenditure.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to establish accounts to record budgets, encumbrances and expenditures.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to generate revenue/receivable transactions from grants expenditure data.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to establish and adjust budgets for each grant, with budget amendment.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to add or modify grant information online with audit trail of all changes.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to provide for grant summary history online.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to archive expired grants or non-awarded grants after user-specified period of time, with proper security.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to prevent entry to closed projects and grants	X	<input type="checkbox"/>	<input type="checkbox"/>	
2	GRANT ADMISSION				
	Ability to calculate and track on a user-defined basis matching fund requirements associated with any grant.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to track in-kind services to a grant.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to allocate administrative/indirect costs to a grant.	X	<input type="checkbox"/>	<input type="checkbox"/>	

		Fully Compliant			
		Modification/Custom Software			
		Not available			
		Third Party (include company name)			
Financial Administration -- Grants					
	Ability to establish and adjust budgets for each grant.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to duplicate pre-existing grants to establish templates for new or recurring grants.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to integrate with AR to generate customized invoices based on grant requirements	X	<input type="checkbox"/>		
	Ability to maintain detailed transaction history for life of grant.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to budget across multiple fiscal years	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Unlimited grant attributes based on project type, or other user defined data.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to track non-financial (statistical) data including but not limited to:	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Board Approved date	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Final Acceptance	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Clients	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Staff hired	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Milestones, metrics	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to create alphanumeric grant numbers and tasks	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to track matching funds from outside sources	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to associate multiple projects to multiple grants	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to create a grant corrections within grant module, if correction does not affect GL codes.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to handle accrual as well as cash accounting	X	<input type="checkbox"/>	<input type="checkbox"/>	

		Fully Compliant			
		Modification/Custom Software			
				Not available	
Financial Administration -- Grants					Third Party (include company name)
	Ability to attach documentation (e.g., RFP, Application, Contracts) to a grant record	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to mass update project record, based on user defined criteria:	<input type="checkbox"/>	<input type="checkbox"/>	X	
	Update grant manager, across grant type	<input type="checkbox"/>	<input type="checkbox"/>	X	
	Update grant "Owning Organization", across grant type (Owner is the department that owns grant)	<input type="checkbox"/>	<input type="checkbox"/>	X	
	Update task, subtask or group of tasks, across grant type	X	<input type="checkbox"/>	<input type="checkbox"/>	
3	GRANT ATTRIBUTES				
	Ability to track the following grant record information including but not limited to:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Grant number	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Grant type	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Grant name	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Grant description	X	<input type="checkbox"/>	<input type="checkbox"/>	
	City Contact information (fund/dept, name, email, phone)	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Execution date	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Original grant approval amount	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Grant budget	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Grant amendments	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Grant carryovers	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Grant fiscal calendar	X	<input type="checkbox"/>	<input type="checkbox"/>	

		Fully Compliant		
		Modification/Custom Software		
		Not available		
Financial Administration -- Grants				Third Party (include company name)
	Grant beginning date	X	<input type="checkbox"/>	<input type="checkbox"/>
	Grant expiration date	X	<input type="checkbox"/>	<input type="checkbox"/>
	Amounts of matching funds	X	<input type="checkbox"/>	<input type="checkbox"/>
	CFDA number	X	<input type="checkbox"/>	<input type="checkbox"/>
	State department	X	<input type="checkbox"/>	<input type="checkbox"/>
	Projects	X	<input type="checkbox"/>	<input type="checkbox"/>
	Tasks	X	<input type="checkbox"/>	<input type="checkbox"/>
	Reimbursement schedule	X	<input type="checkbox"/>	<input type="checkbox"/>
	City Matching Funds	X	<input type="checkbox"/>	<input type="checkbox"/>
	In-kind Matching Funds	X	<input type="checkbox"/>	<input type="checkbox"/>
		X	<input type="checkbox"/>	<input type="checkbox"/>
4	GRANTEE ROLE			
	In addition to general grant attributes above, ability to track the following grant application information:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Grantor	X	<input type="checkbox"/>	<input type="checkbox"/>
	Grantor's mailing address	X	<input type="checkbox"/>	<input type="checkbox"/>
	Taxpayer ID	X	<input type="checkbox"/>	<input type="checkbox"/>
	Grantor's contact information (name, email, phone)	X	<input type="checkbox"/>	<input type="checkbox"/>
	Date application submitted	X	<input type="checkbox"/>	<input type="checkbox"/>
	Date application approved	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to track on-going grants that are reestablished on a period basis.	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant			
		Modification/Custom Software			
		Not available			
		Third Party (include company name)			
Financial Administration -- Grants					
	Ability to budget and capture grant expenditures/encumbrances and cash/accrual revenues by:	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Multiple grant numbers	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Grantor	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Grantor-defined categories or accounts	X	<input type="checkbox"/>	<input type="checkbox"/>	
	User defined attributes	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Grant's conditions and restrictions	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Grant's overhead allocation requirement	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to interface to time entry to calculate labor costs.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to track time to a grant and a project.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to budget to grantor-defined rules and conditions	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Narrative fields for miscellaneous information	X	<input type="checkbox"/>	<input type="checkbox"/>	
5	GRANTOR ROLE				
	In addition to general grant attributes above, ability to track the following grant application information:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Grantee name	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Grant description	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Grantee's mailing address	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Grantee's phone number	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to track grantee's progress against user defined milestones	X	<input type="checkbox"/>	<input type="checkbox"/>	

		Fully Compliant		
		Modification/Custom Software		
		Not available		
Financial Administration -- Grants				Third Party (include company name)
	Ability to reestablish grants on an ongoing basis	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to track compliance with grant rules and conditions	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to track total expenditures by grant	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to provide electronic forms for grant application	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to analyze, assess, and weight applicant responses	X	<input type="checkbox"/>	<input type="checkbox"/>
	Grant's conditions and restrictions	X	<input type="checkbox"/>	<input type="checkbox"/>
6	REPORTING / QUERYING			
	Ability to provide for grant summary history.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to roll-up grant according to user-defined organizational structure for internal and external reporting.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to track grant renewal processes and generate required reporting financials.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to report on grant transactions within user-defined date range.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to provide the following reports including but not limited to:	X	<input type="checkbox"/>	<input type="checkbox"/>
	Schedule of expenditures by granting agency/source	X	<input type="checkbox"/>	<input type="checkbox"/>
	Expenditures and revenues	X	<input type="checkbox"/>	<input type="checkbox"/>
	Non-allowable expenditures	X	<input type="checkbox"/>	<input type="checkbox"/>
	Sources of revenues	X	<input type="checkbox"/>	<input type="checkbox"/>
	Grant funding by Fund/Dept	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant		
		Modification/Custom Software		
		Not available		
		Third Party (include company name)		
Financial Administration -- Grants				
	Reimbursed costs	X	<input type="checkbox"/>	<input type="checkbox"/>
	Budget vs. actual costs (including encumbrances and accruals)	X	<input type="checkbox"/>	<input type="checkbox"/>
	Comparison of original budget to amended budget.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Combined revenue and expenditure across grants	X	<input type="checkbox"/>	<input type="checkbox"/>
	Pending approval grant report	X	<input type="checkbox"/>	<input type="checkbox"/>
	Pending expiration or expired grant report	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to query and create user defined reports on project revenue and expenditure data in detail or summary form.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to create and maintain all reports required by Federal and State funding agencies.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to generate hard-copy and electronic reimbursement requests to grantor agencies from expenditure data.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to produce all reports using both grantor-defined categories or the City's chart of accounts.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to track actual expenditures against budgeted/allowable expenditures by user-defined period (i.e., monthly, quarterly, daily, etc.).	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to import grant reports generated externally and store	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant			
		Modification/Custom Software			
		Not available			
		Third Party (include company name)			
Financial Administration -- Grants					
7	WORKFLOW				
	Ability to apply workflow based on user defined events such as approvals, purchase amounts, contract expiration, etc.	<input type="checkbox"/>	<input type="checkbox"/>	X	
	Workflow ability to notify grant administrators and other users (at user defined time periods) of grant milestones (expiration dates etc.)	<input type="checkbox"/>	<input type="checkbox"/>	X	
	Ability to track compliance with grant conditions and rules and progress against milestones/metrics	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to stop labor charges to a grant once funds have been exhausted.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Workflow based on user defined event.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Grant creation approval	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Grant budget approval	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Grant expenditure approval	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Grant transfer approval	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Grant expiration date	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Grant signature approval process	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Grant workflow based on user role	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to notify grant administrators and other users when grant expenditures reach a user-defined amount (% of grant, lump sum).	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to customize workflow options for all projects and grant accounting processes.		<input type="checkbox"/>	X	

		Fully Compliant		
		Modification/Custom Software		
		Not available		
		Third Party (include company name)		
Financial Administration -- Cash Management				
1	GENERAL REQUIREMENTS			
	Forecasting capabilities which take into consideration the actual cash receipts and disbursements; the timing of anticipated cash receipts and disbursements; and necessary retain ages to enhance proper analysis of Draw/Needs	<input type="checkbox"/>	<input type="checkbox"/>	X
	Comply with the State and Federal requirements	<input type="checkbox"/>	<input type="checkbox"/>	X
	Support a daily process to clear any identified cash receipts held in suspense for deposits received.	<input type="checkbox"/>	<input type="checkbox"/>	X
	Allow for processing of cash receipts not associated with a specific receivable.	<input type="checkbox"/>	<input type="checkbox"/>	X
	System provides for recording of investment activity of funds	<input type="checkbox"/>	<input type="checkbox"/>	X
	System should allocate interest earned on funds held with the treasury across selected cash fund balances (user can include or omit fund from allocation) based upon the average daily balance method to any chart of account segment and automatically create a corresponding journal entry, with proper authority.	<input type="checkbox"/>	<input type="checkbox"/>	X
	System provides for manual data entry through online electronic deposit forms of revenue information from bank statement deposits or hard copy reports	<input type="checkbox"/>	<input type="checkbox"/>	X
	Ability to integrate with financial system	<input type="checkbox"/>	<input type="checkbox"/>	X

		Fully Compliant		
		Modification/Custom Software		
		Not available		
		Third Party (include company name)		
Financial Administration -- Cash Management				
2	INVESTMENTS			
	Ability to track all investments including:	<input type="checkbox"/>	<input type="checkbox"/>	X
	Cost	<input type="checkbox"/>	<input type="checkbox"/>	X
	Par value	<input type="checkbox"/>	<input type="checkbox"/>	X
	Premium or discount	<input type="checkbox"/>	<input type="checkbox"/>	X
	Bank or brokerage firm purchased from	<input type="checkbox"/>	<input type="checkbox"/>	X
	Credit risk information	<input type="checkbox"/>	<input type="checkbox"/>	X
	Interest rates	<input type="checkbox"/>	<input type="checkbox"/>	X
	Interest rate yields	<input type="checkbox"/>	<input type="checkbox"/>	X
	Interest payments	<input type="checkbox"/>	<input type="checkbox"/>	X
	Ability to generate transactions when interest is received or when investments are purchased, redeemed or called.	<input type="checkbox"/>	<input type="checkbox"/>	X
	Ability to properly amortize premiums and discounts	<input type="checkbox"/>	<input type="checkbox"/>	X
	Ability to prepare investment reports	<input type="checkbox"/>	<input type="checkbox"/>	X
				X
3	REPORTING & INQUIRY			X
	System will provide cash flow monitoring and reporting, including a comprehensive cash receipts/disbursements journal based upon user-specified criteria.	<input type="checkbox"/>	<input type="checkbox"/>	X
	System provides user-defined cash reporting that can be run on a daily, weekly, monthly basis.	<input type="checkbox"/>	<input type="checkbox"/>	X

		Fully Compliant		
		Modification/Custom Software		
		Not available		
		Third Party (include company name)		
Financial Administration -- Cash Management				
	System provides a cash flow report by fund that ties to the GL cash accounts. This requires the ability to track offsetting accounts directly related to a cash transaction.	<input type="checkbox"/>	<input type="checkbox"/>	X
	System provides a cash flow analysis tool that can be utilized to generate cash projections, and "what if " scenarios. Not limited to the following:	<input type="checkbox"/>	<input type="checkbox"/>	X
	System will allow retrieval of actual monthly "cash" receipts and disbursement dollar amounts including agency trust funds by each month at the lowest levels, i.e., transaction level with the ability to roll items up to higher levels at user's discretion.	<input type="checkbox"/>	<input type="checkbox"/>	X
	System will maintain totals and sub-totals of receipts and disbursements by month and line.	<input type="checkbox"/>	<input type="checkbox"/>	X
	System retains history of actual receipts and disbursement dollar amounts.	<input type="checkbox"/>	<input type="checkbox"/>	X
	System retains history of monthly projections	<input type="checkbox"/>	<input type="checkbox"/>	X
	System will allow users the flexibility of determining monthly/annual projections (user selected projection method, i.e., straight-line, project life cycle payout, proportionate allocation) down to individual item/cell level.	<input type="checkbox"/>	<input type="checkbox"/>	X
	System prepares reports comparing cash flow projections to actual at all levels from line item to department level summary	<input type="checkbox"/>	<input type="checkbox"/>	X

		Fully Compliant		
		Modification/Custom Software		
		Not available		
		Third Party (include company name)		
Financial Administration -- Cash Management				
	System prepares a cash projection for the following fiscal year based on available data and user defined modeling parameters	<input type="checkbox"/>	<input type="checkbox"/>	X
	System will display actual fiscal year/month receipts and disbursement data with remaining projection months data	<input type="checkbox"/>	<input type="checkbox"/>	X
	System will print reports from the detailed to the summary level for official reports, i.e., official statements	<input type="checkbox"/>	<input type="checkbox"/>	X
	System is able to drill down from summary deposit or disbursement balances to the supporting detailed transactions	<input type="checkbox"/>	<input type="checkbox"/>	X
	System reports daily transactions by type and projections for user defined periods or days (i.e., 5 days projections) for all Wire, ACH payment transactions	<input type="checkbox"/>	<input type="checkbox"/>	X

		Fully Compliant		
		Modification/Custom Software		
		Not available		
		Third Party (include company name)		
Financial Administration -- Bank Reconciliation				
1	The software must reconcile bank accounts.	X	<input type="checkbox"/>	<input type="checkbox"/>
2	The software must allow checks to be reconciled manually or via magnetic media.	X	<input type="checkbox"/>	<input type="checkbox"/>
3	Ability to accommodate automatic reconciliation of bank information (i.e., by uploading data from tape or file).	X	<input type="checkbox"/>	<input type="checkbox"/>
4	Ability to produce a file containing all rejected check reconciliation transactions which could be available for online corrections (i.e., exception file).	X	<input type="checkbox"/>	<input type="checkbox"/>
5	Ability to cancel checks online and automatically generate General Ledger transactions to reverse all accounting distributions associated with that check.	X	<input type="checkbox"/>	<input type="checkbox"/>
6	Ability to retain cleared checks in a check reconciliation database for inquiry and/or reporting purposes.	X	<input type="checkbox"/>	<input type="checkbox"/>
7	Ability to place a "stop payment" on checks and generate the appropriate General Ledger transaction.	X	<input type="checkbox"/>	<input type="checkbox"/>
8	Ability to identify all checks that are outstanding after a user-specified period of time.	X	<input type="checkbox"/>	<input type="checkbox"/>
9	System should allow for the following type of bank transactions via bank reconciliation.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Payment Reconciliation (check and EFT)	X	<input type="checkbox"/>	<input type="checkbox"/>
	Deposit Reconciliation	X	<input type="checkbox"/>	<input type="checkbox"/>
	Process Returned Checks	X	<input type="checkbox"/>	<input type="checkbox"/>
	Wire Transfers In and Out	X	<input type="checkbox"/>	<input type="checkbox"/>
	Misc. Adjustments (Interest, fees, etc.)	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant		
		Modification/Custom Software		
				Not available
Financial Administration -- Bank Reconciliation				Third Party (include company name)
10	Ability to attach documents to each bank reconciliation period.	X	<input type="checkbox"/>	<input type="checkbox"/>
11	Ability to attach unlimited notes to each bank reconciliation period.	X	<input type="checkbox"/>	<input type="checkbox"/>
12	Ability to reconcile for all bank accounts.	X	<input type="checkbox"/>	<input type="checkbox"/>
13	Bank Reconciliation should use effective date processing.	X	<input type="checkbox"/>	<input type="checkbox"/>
			<input type="checkbox"/>	<input type="checkbox"/>
Cash Management-Positive Pay				
14	System provides the ability for positive pay banking.	X	<input type="checkbox"/>	<input type="checkbox"/>
15	System provides the ability to record non-match paid checks from the bank's check file to the system for inquiry on an exception file.	X	<input type="checkbox"/>	<input type="checkbox"/>
16	System provides ability to receive and post paid check information, including check number, issue date, status/paid date, paid amount and status of check, based on the bank account number.	X	<input type="checkbox"/>	<input type="checkbox"/>
17	System provides ability to receive electronic files from bank and records discrepancies (i.e., differences in dollar amount, status, etc.) in a reconciliation database without updating financial balances (suspense file).	X	<input type="checkbox"/>	<input type="checkbox"/>
18	System provides the ability for updates (electronic and manual) when payment cancellations (voids) are confirmed.	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant		
		Modification/Custom Software		
				Not available
Financial Administration -- Bank Reconciliation				Third Party (include company name)
Cash Management-Bank Reconciliation				
19	System provides the ability for reconciliation of bank activity per the cash management/general ledger module to bank transactions received from the City's bank accounts through automated means at the operator's discretion.	X	<input type="checkbox"/>	<input type="checkbox"/>
20	System provides the ability for reconciliation of bank activity per the cash management/general ledger module to bank transactions received from the City's bank accounts through manual means at the operator's discretion.	X	<input type="checkbox"/>	<input type="checkbox"/>
21	System provides the ability maintain fund cash balances in agreement with General Ledger cash balances (e.g., central cash). The system should keep balances in agreement between modules (e.g., General Ledger, Accounts Payable, and Accounts Receivable).	X	<input type="checkbox"/>	<input type="checkbox"/>
22	System provides the ability to make corrections or changes during the reconciliation process with appropriate user authorization (i.e., NSF Checks).	X	<input type="checkbox"/>	<input type="checkbox"/>
23	System provides the ability for reconciliation of general ledger fund cash balances with other fund cash balances, including but not limited to, trust, special accounts, etc..	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant			
		Modification/Custom Software			
				Not available	
				Third Party (include company name)	
Financial Administration -- Bank Reconciliation					
24	System provides the ability for reconciliation of bank activity per the cash management/general ledger module to bank transactions received from the City's bank accounts through automated or manual means at the operator's discretion, including the following functions/features:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Utilize BAI (Bank Administration Institute) file format for bank activity input	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Convert non-standard bank file formats to desired format (i.e., BAI)	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Provide edit capability with appropriate user authorization	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Provide inquiry capability with appropriate user authorization	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Provide for manual matching of items not matched via automated matching	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Provide aggregate (one-to-many or many-to-many) items matching	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Provide exception reporting of outstanding items	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Provide data export to generate external research correspondence	X	<input type="checkbox"/>	<input type="checkbox"/>	
25	System provides ability to record discrepancies (i.e., differences in dollar amount, status, etc.) in a reconciliation suspense file without updating financial balances.	X	<input type="checkbox"/>	<input type="checkbox"/>	
26	System provides the ability for an automated reconciliation of all bank activity (including detailed reconciling items) per the cash management/General Ledger module to bank transactions received from the City's multiple bank accounts through automated means.	X	<input type="checkbox"/>	<input type="checkbox"/>	

		Fully Compliant			
		Modification/Custom Software			
				Not available	
				Third Party (include company name)	
Financial Administration -- Bank Reconciliation					
27	System provides the ability to make corrections or changes during the reconciliation process with appropriate user authorization.	X	<input type="checkbox"/>	<input type="checkbox"/>	
28	System provides the ability for reconciliation of cash in bank with fund cash balances.	X	<input type="checkbox"/>	<input type="checkbox"/>	
Cash Management-Check Issuance Reconciliation					
29	System provides ability to reconcile by issue date, issuance number, dollar amount and payee name.	X	<input type="checkbox"/>	<input type="checkbox"/>	
30	System provides the ability to produce check reconciliation reports of manual transactions by bank account, by fund, and check type on a daily, monthly, or annual basis or by a specified date range.	X	<input type="checkbox"/>	<input type="checkbox"/>	
31	System provides the ability for printing of a daily, monthly, annual, or specified date range report of all cleared checks by bank account, by check type, by fund and by check amount. (Detailed report should include check number, payee, check amount, etc.)	X	<input type="checkbox"/>	<input type="checkbox"/>	
32	System provides the ability to produce a daily general ledger accounting report of the check clearing transactions.	X	<input type="checkbox"/>	<input type="checkbox"/>	
33	System provides the ability to produce daily, monthly, annual or specified date range reports that show the total amount and number of outstanding checks by bank account and by fund.	X	<input type="checkbox"/>	<input type="checkbox"/>	
34	System provides the ability to compute the number and dollar amount of checks written per check run by day and per month.	X	<input type="checkbox"/>	<input type="checkbox"/>	

		Fully Compliant			
		Modification/Custom Software			
				Not available	
Financial Administration -- Bank Reconciliation					Third Party (include company name)
35	System provides the ability to produce a report of checks paid and cancelled for a user-defined time period by bank account number.	X	<input type="checkbox"/>	<input type="checkbox"/>	
36	System provides the ability for a daily file of checks paid by account number to be extracted to City's other subsystems.	X	<input type="checkbox"/>	<input type="checkbox"/>	
Reporting and Query					
37	Ability to view at anytime each bank reconciliation period with all transactions associated to period.	X	<input type="checkbox"/>	<input type="checkbox"/>	
38	Ability to view all outstanding items for reconciliation period.	X	<input type="checkbox"/>	<input type="checkbox"/>	
39	Produce an outstanding check register.	X	<input type="checkbox"/>	<input type="checkbox"/>	
40	Produce payment register with user defined selection criteria.	X	<input type="checkbox"/>	<input type="checkbox"/>	
41	Produce voided payment register.	X	<input type="checkbox"/>	<input type="checkbox"/>	
42	Payment registers should be produced for one bank account or many bank accounts on the same report.	X	<input type="checkbox"/>	<input type="checkbox"/>	
43	Payment registers may be produced for a range of checks.	X	<input type="checkbox"/>	<input type="checkbox"/>	

		Fully Compliant		
		Modification/Custom Software		
				Not available
Financial Administration -- Payroll System				Third Party (include company name)
1	GENERAL REQUIREMENTS			
	Fully integrated HRIS and Payroll system (single database)	X	<input type="checkbox"/>	<input type="checkbox"/>
	The system should be online real-time and utilize a Web based user interface	X	<input type="checkbox"/>	<input type="checkbox"/>
2	EMPLOYEE AND PERSONNEL DATA			
	INPUT AND MAINTENANCE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	The system should be able to accommodate and maintain the following data:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	name	X	<input type="checkbox"/>	<input type="checkbox"/>
	nickname	X	<input type="checkbox"/>	<input type="checkbox"/>
	address	X	<input type="checkbox"/>	<input type="checkbox"/>
	social security number	X	<input type="checkbox"/>	<input type="checkbox"/>
	additional address	X	<input type="checkbox"/>	<input type="checkbox"/>
	home phone	X	<input type="checkbox"/>	<input type="checkbox"/>
	work phone	X	<input type="checkbox"/>	<input type="checkbox"/>
	cell phone	X	<input type="checkbox"/>	<input type="checkbox"/>
	emergency contact home phone	X	<input type="checkbox"/>	<input type="checkbox"/>
	emergency contact work phone	X	<input type="checkbox"/>	<input type="checkbox"/>
	emergency contact cell phone	X	<input type="checkbox"/>	<input type="checkbox"/>
	birth date	X	<input type="checkbox"/>	<input type="checkbox"/>
	marital status	X	<input type="checkbox"/>	<input type="checkbox"/>
	sex	x	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant		
		Modification/Custom Software		
				Not available
Financial Administration -- Payroll System				Third Party (include company name)
	disabilities (type, origin date, ending date, expected length, date of injury, benefits status (current or discontinued))	X	<input type="checkbox"/>	<input type="checkbox"/>
	gender	X	<input type="checkbox"/>	<input type="checkbox"/>
	race	X	<input type="checkbox"/>	<input type="checkbox"/>
	hire date (also original date hired and last date hired)	X	<input type="checkbox"/>	<input type="checkbox"/>
	leave of absence type	X	<input type="checkbox"/>	<input type="checkbox"/>
	military experience	X	<input type="checkbox"/>	<input type="checkbox"/>
	seniority: years, months	X	<input type="checkbox"/>	<input type="checkbox"/>
	exempt/non-exempt	X	<input type="checkbox"/>	<input type="checkbox"/>
	user defined fields	X	<input type="checkbox"/>	<input type="checkbox"/>
	leave of absence start date	X	<input type="checkbox"/>	<input type="checkbox"/>
	accrual amounts	X	<input type="checkbox"/>	<input type="checkbox"/>
	organization ID (program unit)	X	<input type="checkbox"/>	<input type="checkbox"/>
	division name	X	<input type="checkbox"/>	<input type="checkbox"/>
	department name	X	<input type="checkbox"/>	<input type="checkbox"/>
	work unit name	X	<input type="checkbox"/>	<input type="checkbox"/>
	job location	X	<input type="checkbox"/>	<input type="checkbox"/>
	base salary	X	<input type="checkbox"/>	<input type="checkbox"/>
	salary equivalencies	X	<input type="checkbox"/>	<input type="checkbox"/>
	salary start date	X	<input type="checkbox"/>	<input type="checkbox"/>
	job start date	X	<input type="checkbox"/>	<input type="checkbox"/>
	exemption status	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant			
		Modification/Custom Software			
		Not available			
		Third Party (include company name)			
Financial Administration -- Payroll System					
	salary range	X	<input type="checkbox"/>	<input type="checkbox"/>	
	salary range name	X	<input type="checkbox"/>	<input type="checkbox"/>	
	position in range	X	<input type="checkbox"/>	<input type="checkbox"/>	
	FTE percentage (XXX.XX)	X	<input type="checkbox"/>	<input type="checkbox"/>	
	supervisor status	X	<input type="checkbox"/>	<input type="checkbox"/>	
	position control number	X	<input type="checkbox"/>	<input type="checkbox"/>	
	job title	X	<input type="checkbox"/>	<input type="checkbox"/>	
	job code	X	<input type="checkbox"/>	<input type="checkbox"/>	
	union	X	<input type="checkbox"/>	<input type="checkbox"/>	
	email address	X	<input type="checkbox"/>	<input type="checkbox"/>	
	EEOC code	X	<input type="checkbox"/>	<input type="checkbox"/>	
	employee ID	X	<input type="checkbox"/>	<input type="checkbox"/>	
	employee type (full-time, part-time)	X	<input type="checkbox"/>	<input type="checkbox"/>	
	driver's license number	X	<input type="checkbox"/>	<input type="checkbox"/>	
	driver's license class	X	<input type="checkbox"/>	<input type="checkbox"/>	
	earnings types	X	<input type="checkbox"/>	<input type="checkbox"/>	
	deduction types	X	<input type="checkbox"/>	<input type="checkbox"/>	
	distribution account(s)	X	<input type="checkbox"/>	<input type="checkbox"/>	
	direct deposit bank account number (minimum of 10)	X	<input type="checkbox"/>	<input type="checkbox"/>	
	language pay	X	<input type="checkbox"/>	<input type="checkbox"/>	
	working conditions pay	X	<input type="checkbox"/>	<input type="checkbox"/>	
	salary or hourly rate or both	X	<input type="checkbox"/>	<input type="checkbox"/>	

		Fully Compliant			
		Modification/Custom Software			
		Not available			
		Third Party (include company name)			
Financial Administration -- Payroll System					
	salary adjustments (date, amount, percent change, reason)	X	<input type="checkbox"/>	<input type="checkbox"/>	
	status codes (active, on leave, terminated, retired or any other user defined code)	X	<input type="checkbox"/>	<input type="checkbox"/>	
	performance reviews	X	<input type="checkbox"/>	<input type="checkbox"/>	
	job changes	X	<input type="checkbox"/>	<input type="checkbox"/>	
	employee status:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	perm (non-limited)	X	<input type="checkbox"/>	<input type="checkbox"/>	
	temp	X	<input type="checkbox"/>	<input type="checkbox"/>	
	emergency appointment	X	<input type="checkbox"/>	<input type="checkbox"/>	
	intern	X	<input type="checkbox"/>	<input type="checkbox"/>	
	intermittent	X	<input type="checkbox"/>	<input type="checkbox"/>	
	seasonal	X	<input type="checkbox"/>	<input type="checkbox"/>	
	elected	X	<input type="checkbox"/>	<input type="checkbox"/>	
	any combination of the above	X	<input type="checkbox"/>	<input type="checkbox"/>	
	pay grade	X	<input type="checkbox"/>	<input type="checkbox"/>	
	comments	X	<input type="checkbox"/>	<input type="checkbox"/>	
	earnings	X	<input type="checkbox"/>	<input type="checkbox"/>	
	deductions	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to interactively edit required fields based upon user defined values.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to be able to terminate a employee and still receive year-end tax data. Employee would not physically be deleted until year end.	X	<input type="checkbox"/>	<input type="checkbox"/>	

		Fully Compliant		
		Modification/Custom Software		
				Not available
Financial Administration -- Payroll System				Third Party (include company name)
	Ability to flag employees in "don't pay status" for reporting and payroll calculation purposes.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to provide minimum and maximum ranges on edits.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to adjust pay calculations based on mid-pay period hire or terminations	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to setup new payroll codes and deduction types as needed, with the appropriate security	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to compute complex overtime calculations that may differ by department	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to accommodate organization changes and carry history forward	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to accommodate automatic movement between steps/increments and or merit steps	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to define and enforce user-defined rules for holiday, vacation, sick time, comp time and accrued time usage	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to log data entry transactions by date, time and user-id	X	<input type="checkbox"/>	<input type="checkbox"/>
3	PAYROLL PROCESSING			
	PROCESSING REQUIREMENTS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Manage weekly, bi-weekly, monthly processing schedules	X	<input type="checkbox"/>	<input type="checkbox"/>
	Manage special payroll processing schedules (e.g.- check on demand for terminated employee)	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant		
		Modification/Custom Software		
		Not available		
		Third Party (include company name)		
Financial Administration -- Payroll System				
	Establish pay period begin & end date schedules along with check dates	X	<input type="checkbox"/>	<input type="checkbox"/>
	Manage financial accrual for payroll at year end	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to use Positive Pay in order for our bank to verify checks issued	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to have flexible pay dates	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to export information via industry-standard formats (including Microsoft Office 2007 suite)	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to support bargaining groups individual requirements	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to create and update salary grades for each bargaining group	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to maintain historical data for salary grades including effective dates	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to retroactively change salary grades & maintain history and actions as they occurred (e.g.- contract settles late)	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to calculate hourly rates to four digits (carry out 4 digits and truncate)	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to make mass changes to employee records through a single transaction, e.g., changes in deductions, salary, and classifications. Adjustments must be able to be applied to select groups of employees based upon user defined criteria.	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant		
		Modification/Custom Software		
		Not available		
Financial Administration -- Payroll System				Third Party (include company name)
	Ability to mass update salary changes including current and future effective dates	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to prorate earnings for mid-pay period actions and distribute gross pay appropriately	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to support payment of taxable and nontaxable allowances to employees (car allowance, clothing, per diems, commissioner allowances)	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to restrict use of an earning based on bargaining group	X	<input type="checkbox"/>	<input type="checkbox"/>
	Manage multiple earnings types and unique pay rules for each pay type:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	regular pay (full time, part time, temporary, etc.)	X	<input type="checkbox"/>	<input type="checkbox"/>
	overtime pay - multiple earnings types	X	<input type="checkbox"/>	<input type="checkbox"/>
	comp time	X	<input type="checkbox"/>	<input type="checkbox"/>
	vacation pay	X	<input type="checkbox"/>	<input type="checkbox"/>
	holiday pay	X	<input type="checkbox"/>	<input type="checkbox"/>
	sick pay	X	<input type="checkbox"/>	<input type="checkbox"/>
	shift differential based on contract rules	X	<input type="checkbox"/>	<input type="checkbox"/>
	retroactive pay	X	<input type="checkbox"/>	<input type="checkbox"/>
	severance pay	X	<input type="checkbox"/>	<input type="checkbox"/>
	jury duty	X	<input type="checkbox"/>	<input type="checkbox"/>
	military pay	X	<input type="checkbox"/>	<input type="checkbox"/>
	language pay	X	<input type="checkbox"/>	<input type="checkbox"/>
	user-defined premium pay	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant		
		Modification/Custom Software		
				Not available
Financial Administration -- Payroll System				Third Party (include company name)
	comp time accrual	X	<input type="checkbox"/>	<input type="checkbox"/>
	pay-out comp	X	<input type="checkbox"/>	<input type="checkbox"/>
	FLMA leave	X	<input type="checkbox"/>	<input type="checkbox"/>
	on call	X	<input type="checkbox"/>	<input type="checkbox"/>
	mileage	X	<input type="checkbox"/>	<input type="checkbox"/>
	administrative leave	X	<input type="checkbox"/>	<input type="checkbox"/>
	car allowance	X	<input type="checkbox"/>	<input type="checkbox"/>
	cell phone allowance	X	<input type="checkbox"/>	<input type="checkbox"/>
	other user-defined pay codes	X	<input type="checkbox"/>	<input type="checkbox"/>
	Manage retroactive transactions:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	create, edit and view retroactive processing data and maintain history	X	<input type="checkbox"/>	<input type="checkbox"/>
	calculate retroactive payments (includes selecting the correct pay types to include in back pay calculations)	X	<input type="checkbox"/>	<input type="checkbox"/>
	automatically process retroactive payments based on calculations	X	<input type="checkbox"/>	<input type="checkbox"/>
	summary screen for retroactive pay rate changes that displays changes as they were processed versus historical records as they "should have been" if they were processed at the correct time	X	<input type="checkbox"/>	<input type="checkbox"/>
	process retroactive transactions for a terminated employee	X	<input type="checkbox"/>	
	Distribute benefits costs by actual costs to cost centers and projects	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant		
		Modification/Custom Software		
				Not available
Financial Administration -- Payroll System				Third Party (include company name)
	Ability to accommodate online entry of manual checks including automatic update of all employee and employer accumulators	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to process negative pre- and post- tax deductions	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to manual adjust taxable earnings fields on a annual, quarterly and pay period basis	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to provide totals for reconciliation of:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	benefits information for cost to organization	X	<input type="checkbox"/>	<input type="checkbox"/>
	changes to employer deductions and taxes	X	<input type="checkbox"/>	<input type="checkbox"/>
	government reporting for each employee	X	<input type="checkbox"/>	<input type="checkbox"/>
	annual wages in taxes from payroll to 941's to W-2's	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to provide historical records for every financial transaction as complete audit trail	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to print manual checks on laser printer	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to specify percentage of employee's pay to be distributed to different departments	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to process future pay data while current pay period is still open	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to generate off-cycle payroll runs	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability for users to utilize the system when payroll is running	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to replace a check in a single step (void original, assign new number, etc.)	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to allow payroll adjustments to final paychecks	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant		
		Modification/Custom Software		
				Not available
Financial Administration -- Payroll System				Third Party (include company name)
	Ability to support and maintain user-defined fields	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to make adjustments after "quarter-end" with audit trail for all changes/adjustments to employees, salaries, taxes etc	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to track multiple transactions on a daily basis	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to provide an automated payroll check register by program unit and by fund	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to use an employee's base salary or hourly rate to calculate other earnings per hour amounts	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to carry forward deductions which exceed net pay to the next pay period and automatically generate an audit trail detailing these items by employee.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to accrue vacation and leave time based on respective employee agreement type in effect for each employee	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to give general pay increases to employees in selected departments, bargaining units, pay groups or jobs.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to specify a future effective date for a salary or any other type of change	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to pay manually with or without a time entry	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to allow special hours accumulators to remain independent of particular earnings and deductions	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to process hourly and salaried employees in a single payroll run	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant		
		Modification/Custom Software		
				Not available
Financial Administration -- Payroll System				Third Party (include company name)
	Ability to adjust deductions and deduction rates in the middle of a pay cycle	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to perform what if projections for anticipated changes to collective bargaining agreements (e.g.: what if everyone is given a % increase; what if shift differential rate is changed, etc)	X	<input type="checkbox"/>	<input type="checkbox"/>
4	QUERY CAPABILITIES			
	Ability to query for user defined earnings paid during a user defined period of time	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to query salary history for an employee for a user defined period of time (shows salary as of effective date regardless of when the change was processed)	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to query employee information by name, partial name, employee number or social security number	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to query checks and direct deposit warrants by number, employee name, partial name, employee number or social security number	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to query garnishments by number, employee name, partial name, employee number or social security number	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to query all elements on the employee master file	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to provide element level security when querying employee data	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant			
		Modification/Custom Software			
				Not available	
Financial Administration -- Payroll System					Third Party (include company name)
5	INTERFACE REQUIREMENTS				
	Capable of providing ACH through electronic means. Outputs payroll file in ACH format and follow all ACH requirements for processing	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to accommodate automatic direct deposit of paychecks through electronic funds transfer to:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	multiple accounts within a bank	X	<input type="checkbox"/>	<input type="checkbox"/>	
	multiple banks	X	<input type="checkbox"/>	<input type="checkbox"/>	
	no limit to number of automatic direct deposit accounts	X	<input type="checkbox"/>	<input type="checkbox"/>	
	deposit remaining net amount of check	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to automatically update to general ledger on void checks for a user-defined period	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to automatically generate journal entries for disbursements of all deductions and tax liabilities	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to interface with an external application if a application module is not included in the ERP system or we elect not to use them	X	<input type="checkbox"/>	<input type="checkbox"/>	
	External time recording system	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to directly interface with the ERP accounts payable system	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to interface directly with the ERP general ledger system	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to create an external interface files that could be used to exchange data with other City applications	X	<input type="checkbox"/>	<input type="checkbox"/>	

		Fully Compliant		
		Modification/Custom Software		
		Not available		
		Third Party (include company name)		
Financial Administration -- Payroll System				
	Provide electronic transfer files of W2's to Federal government	X	<input type="checkbox"/>	<input type="checkbox"/>
	Provide interface to pension plans	X	<input type="checkbox"/>	<input type="checkbox"/>
6	REPORTING REQUIREMENTS			
	Ability to query for user defined earnings paid during a user defined period of time	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to view salary history for an employee for a user defined period of time (shows salary as of effective date regardless of when the change was processed)	X	<input type="checkbox"/>	<input type="checkbox"/>
	Summary totals for current pay period for the following categories:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Gross Pay	X	<input type="checkbox"/>	<input type="checkbox"/>
	Tax Deductions	X	<input type="checkbox"/>	<input type="checkbox"/>
	Pre-Tax Deductions	X	<input type="checkbox"/>	<input type="checkbox"/>
	Other Deductions	X	<input type="checkbox"/>	<input type="checkbox"/>
	Other User Defined Fields	X	<input type="checkbox"/>	<input type="checkbox"/>
	Net Pay	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to provide a payroll proof list of all payroll calculations, gross-to-net, before checks are produced, including:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	hours by type	X	<input type="checkbox"/>	<input type="checkbox"/>
	earnings by type	X	<input type="checkbox"/>	<input type="checkbox"/>
	employee tax liabilities	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant		
		Modification/Custom Software		
				Not available
Financial Administration -- Payroll System				Third Party (include company name)
	employee deduction amount	X	<input type="checkbox"/>	<input type="checkbox"/>
	employer contribution amount	X	<input type="checkbox"/>	<input type="checkbox"/>
	deductions not taken and set-up in arrears	X	<input type="checkbox"/>	<input type="checkbox"/>
	employer portion of all taxes	X	<input type="checkbox"/>	<input type="checkbox"/>
	total by employee, fund, department, cost center, and overall total	X	<input type="checkbox"/>	<input type="checkbox"/>
	outstanding Checks Distribution	X	<input type="checkbox"/>	<input type="checkbox"/>
	manual and Void Check Report	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to query and report from any field within the payroll module and for any time period	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to do year-end accruals of salaries and benefits	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to produce Federal tax return reports	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to generate payroll, deductions, and earnings registers	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to produce all W-2 information for employees and reporting agencies on standard forms	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to sort W-2 information in a user-defined format	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to reprint a single W-2 from current or prior year or do mass reprints	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to generate standard reports that reconcile earnings to 941's	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to support state unemployment reporting	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to test W-2 information before making available to the employee	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant		
		Modification/Custom Software		
				Not available
Financial Administration -- Payroll System				Third Party (include company name)
	Ability to display payroll calendars	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to view or print current or prior year W-2's from employee self service	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to store W-2 forms electronically	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to accommodate employee self served through the Internet for deductions and other pay information by pay period, year-to date, etc	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to create new reports and integrate them with the ERP application	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to provide standard payroll reports including payroll, benefits and deduction registers in alphabetical order and in activity order on bi-weekly, semi-monthly, monthly, quarterly or yearly basis or other user-defined pay periods	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to produce a report that shows earnings and retirement contributions for each pay category and distribution of contributions	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to print various discrepancy reports (inactive with pay, exempt under 80 hrs, etc.)	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to change formatting on all reporting	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to save reports in other applications (Excel)	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to design reports to conform to Government reporting	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant		
		Modification/Custom Software		
		Not available		
Financial Administration -- Payroll System				Third Party (include company name)
	Ability to produce the following reports:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Payroll Checks - printed for each employee paid by check	X	<input type="checkbox"/>	<input type="checkbox"/>
	Direct Deposits Advices - printed for each employee who has selected direct deposit	X	<input type="checkbox"/>	<input type="checkbox"/>
	Year-to -Date Earnings Register - prepared for each payroll period, shows YTD earnings and deductions by employee, active and inactive employees included. Report both on a fiscal year and a calendar year basis. Ability to report across multiple years.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Year-to -Date Earnings Register by organization code - same as above, shows YTD earnings and deductions by division and department.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Employee Register - prepared on request. The report shows the contents on each employee master file record, by employee.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Payroll Registers - shows YTD earnings and deductions by employee.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Special Deductions Report - shows the amounts deducted per employee for user selected deductions	X	<input type="checkbox"/>	<input type="checkbox"/>
	Gross Earnings Report - gross earnings by type of wages: MTD, QTD YTD	X	<input type="checkbox"/>	<input type="checkbox"/>
	Special Earnings Report - printed on demand. Shows the amounts per employee for user selected earnings categories	X	<input type="checkbox"/>	<input type="checkbox"/>

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		Modification/Custom Software		
				Not available
Financial Administration -- Payroll System				Third Party (include company name)
	Gross-To-Net Payroll Register - prepared each payroll period. Shows the computation of gross wages for each employee and the deductions from gross wages. Sequence by employee within department.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Exception Reports:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Employees not paid within a specific pay period	X	<input type="checkbox"/>	<input type="checkbox"/>
	Employees paid more than standard during a specific pay period	X	<input type="checkbox"/>	<input type="checkbox"/>
	Employees approaching maximum comp time balances	X	<input type="checkbox"/>	<input type="checkbox"/>
	Severance Liability Report - printed annually. Calculates potential liability for accrued time balances for employees.	X	<input type="checkbox"/>	<input type="checkbox"/>
	State Unemployment Report	X	<input type="checkbox"/>	<input type="checkbox"/>
	Tax Summary Reports	X	<input type="checkbox"/>	<input type="checkbox"/>
	Labor Distribution Reports by:	X	<input type="checkbox"/>	<input type="checkbox"/>
	General Ledger Account Number	X	<input type="checkbox"/>	<input type="checkbox"/>
	Fund	X	<input type="checkbox"/>	<input type="checkbox"/>
	Department	X	<input type="checkbox"/>	<input type="checkbox"/>
	Cost Center	X	<input type="checkbox"/>	<input type="checkbox"/>
	Project	X	<input type="checkbox"/>	<input type="checkbox"/>
	Deduction Detail and Summary Report - by deduction type including YTD figures	X	<input type="checkbox"/>	<input type="checkbox"/>

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		Modification/Custom Software		
				Not available
Financial Administration -- Payroll System				Third Party (include company name)
	Annual Workers Comp Payroll Report - shows payroll by employee and category	X	<input type="checkbox"/>	<input type="checkbox"/>
	Total Employee Hours Worked Report - show each year	X	<input type="checkbox"/>	<input type="checkbox"/>
	Total Employees by Department/Cost Center Report	X	<input type="checkbox"/>	<input type="checkbox"/>
7	DEDUCTION PROCESSING			
	Manage priority order of processing deductions for regular payroll schedules	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to maintain deduction amounts in tables rather than on an employee level (ex - premium costs for a level of coverage)	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to restrict use of a deduction based on bargaining group or employment type	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to mass load deduction types for a particular group of employees	X	<input type="checkbox"/>	<input type="checkbox"/>
	Maintain start and end dates during which a deduction should be taken for an individual employee	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to issue employee refunds	X	<input type="checkbox"/>	<input type="checkbox"/>
	Track benefit deductions that go into arrears	X	<input type="checkbox"/>	<input type="checkbox"/>
	Support one time deduction transactions to increase or decrease a deduction amount for a specific payroll	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to process partial deductions if an employee's pay isn't sufficient to cover the full deduction	X	<input type="checkbox"/>	<input type="checkbox"/>

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		Third Party (include company name)		
Financial Administration -- Payroll System				
	Ability to query history to find when a deduction was in effect	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to query a list of employees with a specific deduction type or amount for a user defined period	X	<input type="checkbox"/>	<input type="checkbox"/>
	Recognizes that certain deductions are not included in the calculation of disposable earnings used for garnishment calculations	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to support unlimited user-defined deduction and payment categories	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to provide separate FICA as opposed to Medicare	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to track both employee and employer paid portions of FICA and Medicare	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to accommodate the following deductions and have them appear on check or direct deposit statement:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	charitable contributions (e.g. United Way) - Multiple	X	<input type="checkbox"/>	<input type="checkbox"/>
	medical (multiple)	X	<input type="checkbox"/>	<input type="checkbox"/>
	life insurance (multiple)	X	<input type="checkbox"/>	<input type="checkbox"/>
	additional optional life insurance (multiple)	X	<input type="checkbox"/>	<input type="checkbox"/>
	garnishments (multiple)	X	<input type="checkbox"/>	<input type="checkbox"/>
	tax levy claims	X	<input type="checkbox"/>	<input type="checkbox"/>
	child support (double)	X	<input type="checkbox"/>	<input type="checkbox"/>
	deferred compensation plans (multiple)	X	<input type="checkbox"/>	<input type="checkbox"/>
	checking account deposit	X	<input type="checkbox"/>	<input type="checkbox"/>
	savings account deposit	X	<input type="checkbox"/>	<input type="checkbox"/>

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Financial Administration -- Payroll System					
	employer paid benefit	X	<input type="checkbox"/>	<input type="checkbox"/>	
	FSA Spending Account	X	<input type="checkbox"/>	<input type="checkbox"/>	
	excludable deduction from earnings before taxes	X	<input type="checkbox"/>	<input type="checkbox"/>	
	other user defined deductions	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to allow earnings and deductions to be defined and processed according to the following categories:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Union	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Job title	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to require benefits deductions to be based on eligibility. Example full time vs. part time.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to limit the amount of any deduction or earnings accumulator	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to calculate deductions based upon the following:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	flat amount	X	<input type="checkbox"/>	<input type="checkbox"/>	
	percent of gross	X	<input type="checkbox"/>	<input type="checkbox"/>	
	factor (e.g.. 1.5 hourly wage for union dues)	X	<input type="checkbox"/>	<input type="checkbox"/>	
	percentage of any combination of pay (e.g.. 457 deferred compensation)	X	<input type="checkbox"/>	<input type="checkbox"/>	
	pay after combination of deductions (after net pay)	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to handle the following deductions controls:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	one time only	X	<input type="checkbox"/>	<input type="checkbox"/>	
	every pay period	X	<input type="checkbox"/>	<input type="checkbox"/>	
	bi-monthly	X	<input type="checkbox"/>	<input type="checkbox"/>	

		Fully Compliant			
		Modification/Custom Software			
				Not available	
Financial Administration -- Payroll System					Third Party (include company name)
	start and stop dates	X	<input type="checkbox"/>	<input type="checkbox"/>	
	annual dollar limits	X	<input type="checkbox"/>	<input type="checkbox"/>	
	pay period dollar limits	X	<input type="checkbox"/>	<input type="checkbox"/>	
	24 out of 26 pay periods	X	<input type="checkbox"/>	<input type="checkbox"/>	
	26 out of 26 pay periods	X	<input type="checkbox"/>	<input type="checkbox"/>	
	1st pay period of the month only	X	<input type="checkbox"/>	<input type="checkbox"/>	
	2nd pay period of the month only	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to automatically handle arrears and retroactive processing based on a variety of options	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to handle garnishments:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	multiple garnishments on the same check	X	<input type="checkbox"/>	<input type="checkbox"/>	
	flat amount or percentage	X	<input type="checkbox"/>	<input type="checkbox"/>	
	start and stop based on maximum amounts	X	<input type="checkbox"/>	<input type="checkbox"/>	
	prioritize deductions outside of garnishments	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to maintain garnishment information including date of order, case/court number, collection agency, name, total collection amount.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Track duration of garnishment until it is satisfied or expires	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Manage business rules for multiple garnishment types and regulations	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Maintain multiple concurrent garnishment processing rules with a priority sequence for processing	X	<input type="checkbox"/>	<input type="checkbox"/>	

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		Not available			
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Financial Administration -- Payroll System					
	Ability to compute, on the before or after tax basis, employee deductions for items such as:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	taxes	X	<input type="checkbox"/>	<input type="checkbox"/>	
	life Insurance	X	<input type="checkbox"/>	<input type="checkbox"/>	
	medical Insurance	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Deferred compensation plan	X	<input type="checkbox"/>	<input type="checkbox"/>	
	long-term disability	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Social Security and Medicare	X	<input type="checkbox"/>	<input type="checkbox"/>	
	pension plan	X	<input type="checkbox"/>	<input type="checkbox"/>	
	other user-defined deductions	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to accommodate various pay codes such as the following:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	regular (Full-time, Part-time, Temporary, etc.)	X	<input type="checkbox"/>	<input type="checkbox"/>	
	user-defined premium pay	X	<input type="checkbox"/>	<input type="checkbox"/>	
	overtime	X	<input type="checkbox"/>	<input type="checkbox"/>	
	holiday	X	<input type="checkbox"/>	<input type="checkbox"/>	
	shift differential (multiple types)	X	<input type="checkbox"/>	<input type="checkbox"/>	
	vacation	X	<input type="checkbox"/>	<input type="checkbox"/>	
	comp time	X	<input type="checkbox"/>	<input type="checkbox"/>	
	retroactive pay	X	<input type="checkbox"/>	<input type="checkbox"/>	
	jury duty	X	<input type="checkbox"/>	<input type="checkbox"/>	
	military	X	<input type="checkbox"/>	<input type="checkbox"/>	
	FMLA leave	X	<input type="checkbox"/>	<input type="checkbox"/>	

		Fully Compliant			
		Modification/Custom Software			
		Not available			
		Third Party (include company name)			
Financial Administration -- Payroll System					
	on call	X	<input type="checkbox"/>	<input type="checkbox"/>	
	cell phone	X	<input type="checkbox"/>	<input type="checkbox"/>	
	leave of absence	X	<input type="checkbox"/>	<input type="checkbox"/>	
	mileage	X	<input type="checkbox"/>	<input type="checkbox"/>	
	administrative leave	X	<input type="checkbox"/>	<input type="checkbox"/>	
	car allowance	X	<input type="checkbox"/>	<input type="checkbox"/>	
	other user-defined pay codes	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to override deductions on paycheck	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to track pay types and generate reports on any of the pay types	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to provide direct link to Accounts Payable for all deduction and liabilities with accompanying reports	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to handle multiple pay groups	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Provide security controlled access to the payroll system	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to set up individualized profiles for user access	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to periodically change passwords without changing security code profile	X	<input type="checkbox"/>	<input type="checkbox"/>	
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

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		Modification/Custom Software			
		Not available			
		Third Party (include company name)			
Financial Administration -- Payroll System					
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
8	PAY WARRANT/DIRECT DEPOSIT PROCESSING	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to generate employee checks for one or more employees between pay periods, to enter gross pay and have net pay calculated, to be included in the reconciliation process, recorded on the history file and not require a special run.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to generate duplicate check stubs on demand and multiple page earnings statements implying automatic check voiding.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to distribute warrants by groups and/or destinations.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to generate user defined advices and warrant formats	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to perform check reconciliation by check number, date, amount cleared and status (void, stop payment, outstanding)	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to void checks:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	void check only, all amounts remain the same	X	<input type="checkbox"/>	<input type="checkbox"/>	
	void check and reverse all entries for earnings, hours, deductions, taxes, etc., and make proper accounting entries	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to retain a historical file of all checks/deposit slips created	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to replace lost paychecks (issue a new check)	X	<input type="checkbox"/>	<input type="checkbox"/>	

		Fully Compliant		
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				Not available
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Financial Administration -- Payroll System				
	Ability to re-start the payroll check printing process at any point without a re-run of the previously printed checks	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to issue one payment per employee which includes their paycheck and employee expense reimbursements	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to prioritize accounts for direct deposit	X	<input type="checkbox"/>	<input type="checkbox"/>
	For direct deposit, support flat amount sent to an account	X	<input type="checkbox"/>	<input type="checkbox"/>
	For direct deposit, support percentage sent to an account	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to produce detailed descriptions on pay stubs such as:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	date paid	X	<input type="checkbox"/>	<input type="checkbox"/>
	period beginning and end dates	X	<input type="checkbox"/>	<input type="checkbox"/>
	federal filing status and allowances	X	<input type="checkbox"/>	<input type="checkbox"/>
	hourly rate of pay	X	<input type="checkbox"/>	<input type="checkbox"/>
	total hours for current pay period for each earnings	X	<input type="checkbox"/>	<input type="checkbox"/>
	current pay period balances for each earning and deduction	X	<input type="checkbox"/>	<input type="checkbox"/>
	ytd balances for each pay type and deduction	X	<input type="checkbox"/>	<input type="checkbox"/>
	current leave balances (up to 10 balances)	X	<input type="checkbox"/>	<input type="checkbox"/>
	direct deposit information including amount sent to each account	X	<input type="checkbox"/>	<input type="checkbox"/>
	any additional fields on the payroll database as desired	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to print multiple messages on the pay stubs based upon:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	City-wide	X	<input type="checkbox"/>	<input type="checkbox"/>

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		Modification/Custom Software		
				Not available
Financial Administration -- Payroll System				Third Party (include company name)
	department	<input type="checkbox"/>	<input type="checkbox"/>	X
	job classification	<input type="checkbox"/>	<input type="checkbox"/>	X
	benefit status	<input type="checkbox"/>	<input type="checkbox"/>	X
	health plan	<input type="checkbox"/>	<input type="checkbox"/>	X
	by any deduction category	<input type="checkbox"/>	<input type="checkbox"/>	X
	Ability to create an employee benefits statement by employee, including statement of earnings, benefit accrual, deductions, and state the cost of benefits for each pay period and cumulative for year to date	X	<input type="checkbox"/>	<input type="checkbox"/>
9	TIME AND ATTENDANCE			
	Provide warning message if no time entered for an active employee	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to automatically calculate overtime required by FLSA regulations	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to handle multiple supplemental pays	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to collect time input by multiple methods, including electronic methods	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to view, edit, and/or enter hours on an individual or group basis	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to verify hours worked based on work schedule and earnings code	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to deliver client specified timesheets to various groups and/or types of employees	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant		
		Modification/Custom Software		
				Not available
Financial Administration -- Payroll System				Third Party (include company name)
	Ability to display current leave balances for each employee while time is being entered or reviewed	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to prevent the use of accruals over earned amount, with the ability to override with the appropriate security	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to provide edit reports after time input that will capture user defined specifications such as excessive overtime or zero hours of active employees	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to future-date transactions for processing during the appropriate pay period	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to accommodate multi-level of approvals electronically	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to prorate accruals based on time worked	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to adjust or reverse previous hours	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to define leave accrual maximums and annual rollover limits	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability for the automated accrual of vacation and sick hours each time a pay cycle runs. Allow for the automated refresh of vacation and sick time based on an employee's anniversary date.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to provide an on-line inquiry of available leave for each employee	X	<input type="checkbox"/>	<input type="checkbox"/>
	Provide ability to adjust accrual balances	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to allow the accumulation and tracking of compensatory hours	X	<input type="checkbox"/>	<input type="checkbox"/>

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		Modification/Custom Software		
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Financial Administration -- Payroll System				Third Party (include company name)
	Ability to report time on an hourly, daily, weekly, bi-weekly or semi monthly basis	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to report time on an exception basis for hourly and salaried employees	X	<input type="checkbox"/>	<input type="checkbox"/>
	Track employees who have taken FMLA during calendar year	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to generate report detailing employee's balance, accrual, and use patterns and produce information on a cumulative calendar or fiscal Y-T-D basis	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to print vacation/sick/accrued/comp time leave balance report lists the entitlement used and remaining balance for employee	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to mass update all deduction goals	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to define and enforce user-defined rules for holiday, vacation, sick time, comp time and accrued time usage	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to track all days that any accruals were used by pay period	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to send alert or notification to employee and supervisor when vacation or compensation time accrual maximum is approaching	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to perform both payroll and personnel functions from a single database with automatic update of information in both systems from a single transaction	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to handle multiple supplemental pays	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to produce time and attendance reports	X	<input type="checkbox"/>	<input type="checkbox"/>

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		Modification/Custom Software			
		Not available			
Financial Administration -- Payroll System				Third Party (include company name)	
	Ability to transfer or distribute an employee's wage or salary including overtime to another fund/department/cost center	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to provide calculation of accruals and cost distribution when pay period and accounting period do not coincide	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to automatically reverse accruals the first cycle of the next accounting period	X	<input type="checkbox"/>	<input type="checkbox"/>	
10	LABOR DISTRIBUTION				
	Ability to capture and distribute information to the general ledger including:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	employee earnings, taxes, deductions and time	X	<input type="checkbox"/>	<input type="checkbox"/>	
	employer costs associated with employees (e.g., insurance)	X	<input type="checkbox"/>	<input type="checkbox"/>	
	special pay types as necessary (e.g., police bonuses)	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to perform reverse pay calculation for selected employees and reverse corresponding expense distribution to cost center level	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to correct distributions retroactively, either by individual or through mass change	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to interface with an external time and attendance system	X	<input type="checkbox"/>	<input type="checkbox"/>	

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		Modification/Custom Software		
		Not available		
		Third Party (include company name)		
Financial Administration -- Payroll System				
11	TAXES			
	Provide and maintain Federal, State and Local Tax Tables and Tax Calculations	X	<input type="checkbox"/>	<input type="checkbox"/>
	FICA:	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to stop deducting FICA when applicable limits are reached	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to not withhold FICA	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to exclude sick pay from employee and employer FICA tax deductions after 6 months of continuous sick leave	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to process employees who are not required to pay taxes (e.g. Foreign students)	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to start and stop pre-tax benefit plans	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to have fixed and additional amounts to be withheld for federal and state taxes	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to handle pro-forma calculation of taxes and deductions for a given gross pay (for manually prepared checks)	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to calculate employer tax and benefits contribution liabilities	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to override a tax calculation at employee level for:	X	<input type="checkbox"/>	<input type="checkbox"/>
	exclusion of tax	X	<input type="checkbox"/>	<input type="checkbox"/>
	calculation of additional tax at fixed or percent amount	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant		
		Modification/Custom Software		
				Not available
Financial Administration -- Payroll System				Third Party (include company name)
	Ability to handle taxation of retroactive payments, lump sum payments, or other additional compensation to avoid excessive taxation	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to calculate earned income credit	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to calculate imported benefits for tax purposes	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to treat Medicare as a tax rather than a deduction	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to maintain detail data for 941 reports as well as other information for yearly tax reporting requirements	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to provide additional earnings and tax treatment for usage of City vehicles.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Provide for the following federal and state tax methods	X	<input type="checkbox"/>	<input type="checkbox"/>
	standard income tax deduction	X	<input type="checkbox"/>	<input type="checkbox"/>
	accumulate taxable wages and do not withhold tax	X	<input type="checkbox"/>	<input type="checkbox"/>
	take a fixed amount for income taxes	X	<input type="checkbox"/>	<input type="checkbox"/>
	do not accumulate taxable wages and do not withhold tax	X	<input type="checkbox"/>	<input type="checkbox"/>
	use percentage of taxable wages for withholding	X	<input type="checkbox"/>	<input type="checkbox"/>
	use standard income tax calculation plus fixed amount	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to store marital status of single, married, head of household and number of exemptions independently for state and federal tax options	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant		
		Modification/Custom Software		
				Not available
Financial Administration -- Payroll System				Third Party (include company name)
12	SUPPORT			
	Schedule and coordinate installation and configuration of security	X	<input type="checkbox"/>	<input type="checkbox"/>
	Product must include complete training material	X	<input type="checkbox"/>	<input type="checkbox"/>
	Customer service staff available after business hours with a support line staffed by business and technical professionals	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability of Vendor to focus on the ongoing support and development of the customer product	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability of vendor to generate an initial response within 2 hrs, and address and resolve critical problems within 2 hours, with all other production problems addressed and resolved within 48 hours	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability of the vendor to provide conversion services	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability of the vendor to provide product modification services	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability of the vendor to provide training services for the integrated application software	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability of the vendor to provide training services for the proposed hardware and software	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability of the vendor to provide training services for the reporting software	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant		
		Modification/Custom Software		
				Not available
Financial Administration -- Payroll System				Third Party (include company name)
13	ERP REQUIREMENTS NOT PLACED IN PAYROLL OR EMPLOYEE RELATIONS FUNCTIONS			
	Ability to provide a history of an employee's (Example: leaves, benefits paid, time and attendance, paid time off)	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to track retired employees who have returned to work as a temporary or permanent employee.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Turnover Information	X	<input type="checkbox"/>	<input type="checkbox"/>
	Record of all events in the employee life	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to retain a permanent history of an employee even though they are no longer an active employee.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to utilize effective and termination dating when entering payroll and/or Human Resource related changes.	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant		
		Modification/Custom Software		
		Not available		
Financial Administration -- Time Recording				Third Party (include company name)
1	GENERAL REQUIREMENTS			
	Fully integrated or Interfaced with HRIS and Payroll system	X	<input type="checkbox"/>	<input type="checkbox"/>
	The system should be online real-time and utilize a Web based user interface	X	<input type="checkbox"/>	<input type="checkbox"/>
	Allow interfacing to other time reporting systems	X	<input type="checkbox"/>	<input type="checkbox"/>
	Allow project/grant/activity level by labor unit	X	<input type="checkbox"/>	<input type="checkbox"/>
2	TIME AND ATTENDANCE			
	Provide warning message if no time entered for an active employee	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to automatically calculate overtime required by FLSA regulations or City union contracts	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to handle multiple supplemental pays	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to collect time input by multiple methods, including time clocks, web punching, tele punch and other electronic methods	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to view, edit, and/or enter hours on an individual or group basis	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to verify hours worked based on work schedule and pay codes and present exceptions of specified user	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to edit time prior to payroll processing, with an audit trail of all changes	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to display current leave balances for each employee while time is being entered or reviewed	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant		
		Modification/Custom Software		
		Not available		
		Third Party (include company name)		
Financial Administration -- Time Recording				
	Ability to prevent the use of accruals over earned amount, with the ability to override with the appropriate security	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to receive notification when an employee has not been paid for pay period and is not on established leave	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to provide edit reports after time input that will capture user defined specifications such as excessive overtime or zero hours of active employees	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to future-date transactions for processing during the appropriate pay period	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to accommodate multi-level approvals electronically	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to prorate accruals based on time worked	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to define leave accrual maximums and annual rollover limits	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability for the automated accrual of vacation and sick hours each time a pay cycle runs.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to provide an on-line inquiry of available leave for each employee	X	<input type="checkbox"/>	<input type="checkbox"/>
	Provide ability to adjust accrual balances	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to allow the accumulation and tracking of compensatory hours	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to report time on an hourly, daily, weekly, bi-weekly or semi monthly basis	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to report time on an exception basis for hourly and salaried employees	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant		
		Modification/Custom Software		
		Not available		
		Third Party (include company name)		
Financial Administration -- Time Recording				
	Track employees who have taken FMLA during calendar year	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to generate report detailing employee's balance, accrual, and use patterns and produce information on a cumulative calendar or fiscal Y-T-D basis	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to print vacation/sick/accrued/comp time leave balance report that lists the entitlement used and remaining balance for employee	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to prohibit negative accrual balances to be paid unless user-defined override	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to define and enforce user-defined rules for holiday, vacation, sick time, comp time and other accrued time usage	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to track all days that any accruals were used by pay period	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to send alert or notification to employee and supervisor when vacation or compensation time accrual maximum is approaching	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to perform both payroll and personnel functions from a single database with automatic update of information in both systems from a single transaction	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to handle multiple supplemental pays	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to produce time and attendance reports by fund, department, and employee	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant		
		Modification/Custom Software		
				Not available
Financial Administration -- Time Recording				Third Party (include company name)
	Ability to transfer or distribute an employee's wage or salary including overtime to another fund/department/cost center	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to provide calculation of accruals and cost distribution when pay period and accounting period do not coincide	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant		
		Modification/Custom Software		
				Not available
Financial Administration -- CAFR Reporting				Third Party (include company name)
1	GENERAL REQUIREMENTS			
	Ability to produce user designed Ad-Hoc reports that can be used to produce any format report.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to let users build reports on 'Non-GAAP', 'GAAP' and 'Entity-wide' basis.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Provides the tools to let the user roll-up or combine virtually any group of accounts whether or not they are related by account number, into any row or column.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to provide 'Net' amount of any adjustment period so the user can create the reconciliation that accompanies some statements.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to allow unlimited years of data to be stored on the database, thus providing the user with many historical resources that may not be available otherwise.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability for end users with little experience in report generation to easily learn how to create reports	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to produce 'Camera-Ready' reports. Reports can be exported into Excel allowing the users to convert them to .PDF, Word or whatever publication software is desired.	X	<input type="checkbox"/>	<input type="checkbox"/>
	The ability to establish user definable GASB reporting categories (i.e. Program Revenue, Program Expenditure codes).	X	<input type="checkbox"/>	<input type="checkbox"/>
	Reporting categories should be available for each account.	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant		
		Modification/Custom Software		
				Not available
Financial Administration -- CAFR Reporting				Third Party (include company name)
	Ability to establish user definable GASB fund requirements for each site specific fund.	X	<input type="checkbox"/>	<input type="checkbox"/>
	GASB reporting tool must integrate with general ledger and journals.	X	<input type="checkbox"/>	<input type="checkbox"/>
	The ability to establish user definable GASB reporting categories (i.e. Program Revenue, Program Expenditure codes).	X	<input type="checkbox"/>	<input type="checkbox"/>
	The ability to generate reclassification journals for end of year journals (i.e. move from cash basis to modified accrual or accrual).	X	<input type="checkbox"/>	<input type="checkbox"/>
	The ability to retrieve past reclassification journals for more efficient end of year processing year after year.	X	<input type="checkbox"/>	<input type="checkbox"/>
	The ability to review and re-categorize all Function/Program balances with drill-down capabilities to general ledger number associated with the function.	X	<input type="checkbox"/>	<input type="checkbox"/>
	System can show on-line all accounts that have not been coded with GASB information.	X	<input type="checkbox"/>	<input type="checkbox"/>
	All balances can be reviewed on-line and changed if needed.	X	<input type="checkbox"/>	<input type="checkbox"/>
	GASB reporting tool should not adjust day to day reports.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to create CAFR reports.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Reports should be generated into Excel with formulas embedded in report to enable balance changes.	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant		
		Modification/Custom Software		
		Not available		
		Third Party (include company name)		
Financial Administration -- CAFR Reporting				
	Reports should allow for a rounding factor where applicable. The rounding factor should range from None to \$100,000	X	<input type="checkbox"/>	<input type="checkbox"/>
	The ability to select which reclassification journals to process for report balances must be available.	X	<input type="checkbox"/>	<input type="checkbox"/>
	The ability to preview report prior to processing to Excel.	X	<input type="checkbox"/>	<input type="checkbox"/>
	The report preview should contain hyperlinks for user to review the accounts and amount included in a specific value.	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant			
		Modification/Custom Software			
				Not available	
Financial Administration -- Purchasing					Third Party (include company name)
1	GENERAL REQUIREMENTS				
	Ability for decentralized entry/inquiry of purchase orders	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Supports one time purchase orders	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Supports blanket purchase orders	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to track all revisions to blanket purchase orders	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to link Purchase Orders to a contract	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to enter unlimited item descriptions for every PO line item	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to enter multiple GL account distributions per line item	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to enforce not to exceed amounts	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Supports use of commodity codes	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to create multiple purchase orders from a single requisition	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to create a single purchase order from multiple requisitions	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to automatically apply vendor discounts	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to process PO item returns	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Purchase order fields to include but not limited to:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	PO ID	X	<input type="checkbox"/>	<input type="checkbox"/>	
	PO Type	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Date, Time Ordered	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Date, Time needed	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Quantity	X	<input type="checkbox"/>	<input type="checkbox"/>	

		Fully Compliant			
		Modification/Custom Software			
				Not available	
Financial Administration -- Purchasing					Third Party (include company name)
	Unit of Measure	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Part number\Item Identifier\Service	X	<input type="checkbox"/>	<input type="checkbox"/>	
	GL Account\Center\Unit\Project\Task\Grant\Contract	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Buyer	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Commodity codes	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Taxes	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Shipping / Freight Cost	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Unit Cost	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Terms	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Description (text) free form	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Comment field (text - free form)	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to automatically calculate PO totals and taxes and recognize tax -exempt organizations and/or purchase items	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to attach associated documents to a PO (e.g.: Word, Excel)	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to edit\cancel a purchase order	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to support encumbrance control for budgeted funds.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to support "soft" pre-encumbrance control, whereby a warning is given if sufficient funds are not available.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to copy information from one process to another without rekeying (i.e., requisition to purchase order).	X	<input type="checkbox"/>	<input type="checkbox"/>	

		Fully Compliant			
		Modification/Custom Software			
				Not available	
				Third Party (include company name)	
Financial Administration -- Purchasing					
	Ability to drill down to supporting documents within the purchasing system.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to establish and maintain information concerning:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Vendors	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Commodities and a commodity coding structure (NIGP codes)	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Standards or specifications for items acquired	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Standard text for terms and conditions of purchases	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to receive, record and tabulate bids.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to process and track receipt of goods/services.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to track vendor performance including delivery, complaints and resolution.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to track vendor performance against user defined criteria or standards.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to record and maintain history of purchases, commodities, and volumes.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to support workflow for procurement approval process, including multiple approvals at the departmental and central purchasing levels.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to support two-way, three-way and four-way matching of documents.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to utilize the Internet for vendor communication.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to support automatic entry into other modules, such as inventory and fixed assets from purchasing.	X	<input type="checkbox"/>	<input type="checkbox"/>	

		Fully Compliant			
		Modification/Custom Software			
				Not available	
				Third Party (include company name)	
Financial Administration -- Purchasing					
	Ability to maintain history of all purchasing processes including requisitions, bid/quotes, multiple types of purchases, and receiver information.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability for end-users to check expenditures to date against encumbrances and budgets and see results on-line in real time prior to processing an expenditure request.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to support updating general ledger accounts for all procurement transactions.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to look up real-time status of purchasing processes.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to track last purchase date and amount for any item.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to track expenditures against credit cards issued to employees.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to utilize imaged or scanned documents such as vendor invoices and other source documents.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to support EDI or fax capabilities for purchase orders and other vendor/procurement functions.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability for vendors to download City purchase orders from the Web.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to support purchasing thresholds by vendor (e.g., \$25,000 bid limit).	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to analyze vendor bids/quotations and make comparisons.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability for stock reorders to default to the primary vendor for the ordered item	X	<input type="checkbox"/>	<input type="checkbox"/>	

		Fully Compliant		
		Modification/Custom Software		
				Not available
Financial Administration -- Purchasing				Third Party (include company name)
	Ability to utilize purchase cards for individuals and departments	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to know where the pricing originated	X	<input type="checkbox"/>	<input type="checkbox"/>
2	VENDOR FUNCTIONALITY			
	Unlimited vendor addresses	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to assign vendor type codes	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to search for vendors but limited to:	X	<input type="checkbox"/>	<input type="checkbox"/>
	Type Codes	X	<input type="checkbox"/>	<input type="checkbox"/>
	Commodity Codes	X	<input type="checkbox"/>	<input type="checkbox"/>
	Vendor Name	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to support one master vendor file for all modules in the system, with security on the ability to change and/or update vendor records.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to store the following vendor information:	X	<input type="checkbox"/>	<input type="checkbox"/>
	Name	X	<input type="checkbox"/>	<input type="checkbox"/>
	DBA Name / AKA	X	<input type="checkbox"/>	<input type="checkbox"/>
	Title (e.g., Dr., Attorney, etc.)	X	<input type="checkbox"/>	<input type="checkbox"/>
	Employee designation	X	<input type="checkbox"/>	<input type="checkbox"/>
	Vendor number	X	<input type="checkbox"/>	<input type="checkbox"/>
	Vendor e-mail & web site information	X	<input type="checkbox"/>	<input type="checkbox"/>
	Contact person(s)	X	<input type="checkbox"/>	<input type="checkbox"/>
	Federal Tax Identification Number (TIN)	X		

		Fully Compliant		
		Modification/Custom Software		
				Not available
Financial Administration -- Purchasing				Third Party (include company name)
	Phone, mobile phone, and fax number(s)	X	<input type="checkbox"/>	<input type="checkbox"/>
	Minority/woman/disadvantaged business indicator	X	<input type="checkbox"/>	<input type="checkbox"/>
	Last date vendor utilized	X	<input type="checkbox"/>	<input type="checkbox"/>
	Payment methods	X	<input type="checkbox"/>	<input type="checkbox"/>
	Type of company (e.g., corporation, partnership, etc.)	X	<input type="checkbox"/>	<input type="checkbox"/>
	Vendor status flag (e.g. Vendor-on-hold, litigation, payment dispute, problem, preferred, ranking etc.)	X	<input type="checkbox"/>	<input type="checkbox"/>
	Other user-defined information	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to track vendor W9 & 1099 information.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to maintain pricing information, quantity breaks, freight terms and shipping information for each vendor.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to delete or deactivate vendor from vendor listing by date with reason. Historical data would be retained.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to rate vendor at each event point (milestone) based on user-defined criteria for commodities as well as professional services.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to have numeric vendor numbers be system generated.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to search vendor files from within purchasing processes (i.e., requisition and purchase order).	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to create vendor groupings for specific commodities, locations, etc.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to maintain an accumulated purchasing transaction history for each vendor in system.	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant			
		Modification/Custom Software			
				Not available	
Financial Administration -- Purchasing					Third Party (include company name)
	Ability to maintain an audit trail for changes to the vendor master file.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to change vendor name without losing the history.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to detect duplicate vendor information upon entry of vendor information.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to allow transactions with valid vendors only.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to allow the selective inactivation or purging of vendor records by user-defined criteria.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to search for a vendor by item code, number, or description (in other words, attach vendor to an item(s)).	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to accommodate vendor self-service:	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Vendor registration	<input type="checkbox"/>	<input type="checkbox"/>	X	
	Vendor file administration, with workflow approval before update	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Download of forms from City website	<input type="checkbox"/>	<input type="checkbox"/>	X	
	Provide for problem vendor inquiry capabilities	X	<input type="checkbox"/>		
	Ability to indicate problem vendors on a system	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Provide the capability to alter vendor numbers due to vendor status changes from minority to non-minority vendors and business owned by woman	X	<input type="checkbox"/>	<input type="checkbox"/>	

		Fully Compliant		
		Modification/Custom Software		
				Not available
Financial Administration -- Purchasing				Third Party (include company name)
3	PROCESSING			
	Ability to effectively date transactions, either before or after the current date.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to enter a percentage or flat amount of discount on the requisition or unique pricing exceptions by dept	<input type="checkbox"/>	<input type="checkbox"/>	X
	Ability to reflect trade-in value on requisitions.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to enter future dates beyond the end of the fiscal year	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to record "competing quotes" for each procurement transaction and display them by total in a line item format.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability for competing quotes summary to include the following information:	X	<input type="checkbox"/>	<input type="checkbox"/>
	Bid number (user-defined)	X	<input type="checkbox"/>	<input type="checkbox"/>
	Vendor Name & Address	X	<input type="checkbox"/>	<input type="checkbox"/>
	Vendor contact person	X	<input type="checkbox"/>	<input type="checkbox"/>
	Vendor phone	X	<input type="checkbox"/>	<input type="checkbox"/>
	Vendor fax	X	<input type="checkbox"/>	<input type="checkbox"/>
	Vendor e-mail & web site information	X	<input type="checkbox"/>	<input type="checkbox"/>
	Vendor mobile phone	X	<input type="checkbox"/>	<input type="checkbox"/>
	Contacted by	X	<input type="checkbox"/>	<input type="checkbox"/>
	Contact Date	X	<input type="checkbox"/>	<input type="checkbox"/>
	Dollar Amount (total)	X	<input type="checkbox"/>	<input type="checkbox"/>
	Comment (text) field	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant			
		Modification/Custom Software			
		Not available			
Financial Administration -- Purchasing					Third Party (include company name)
	Initial setup cost	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Terms	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Unit cost	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Shipping/Freight cost	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to summarize charges on an account and project level at the end of a purchase order.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to disencumber the PO from the prior year; re-encumber and charge the expense to the current year	X	<input type="checkbox"/>	<input type="checkbox"/>	
4	REQUISITION PROCESSING/FUNCTIONALITY				
	Ability for decentralized entry/inquiry of requisitions	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Supports Purchase Requisitions	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Supports Inventory Requisitions	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Supports Requisition to Bid	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to edit/cancel Requisitions	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Available Budget is displayed upon requisition entry	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to enforce budget limits	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to over-ride budget limits with proper authorization	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to enter multiple GL account distributions per line item	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to encumber funds	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Requisition Fields to include but not limited to:	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Requisition ID	X	<input type="checkbox"/>	<input type="checkbox"/>	

		Fully Compliant		
		Modification/Custom Software		
				Not available
Financial Administration -- Purchasing				Third Party (include company name)
	Requisition Type	X	<input type="checkbox"/>	<input type="checkbox"/>
	Date, Time requested	X	<input type="checkbox"/>	<input type="checkbox"/>
	Date, Time needed	X	<input type="checkbox"/>	<input type="checkbox"/>
	Quantity	X	<input type="checkbox"/>	<input type="checkbox"/>
	Unit of Measure	X	<input type="checkbox"/>	<input type="checkbox"/>
	Part number\Item Identifier\Service	X	<input type="checkbox"/>	<input type="checkbox"/>
	GL Account\Center\Unit\Project\Task\Grant\Contract	X	<input type="checkbox"/>	<input type="checkbox"/>
	Requestor	X	<input type="checkbox"/>	<input type="checkbox"/>
	Payment method	X	<input type="checkbox"/>	<input type="checkbox"/>
	Comments	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to attach associated documents to a requisition (e.g.: Word, Excel)	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to electronically process multi-delivery, direct ship, blanket and non-blanket requisitions.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to assign default primary and secondary account codes for certain expenditures, which can be overridden if needed.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to prioritize allocation of costs to various primary/secondary account codes by either percentage or fixed amount.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to display multiple account numbers on any line item on requisitions.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to requisition by commodity description.	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant		
		Modification/Custom Software		
				Not available
Financial Administration -- Purchasing				Third Party (include company name)
	Ability to perform the following requisition update functions, with the appropriate security: (add, change, delete, cancel)	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to provide for multiple lines of input per individual requisition.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to provide reports to users and management on requisition status.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to create and track all requisitions by date, by requester, by budget, by item, by action item, etc.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to check against the budget and pre-encumber requisition per line item.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to assign project and grant accounting data per line item.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to modify items ordered through change order (add or delete) including part, class, quantity, unit of measure, vendor, cost, project, fund, with the appropriate security.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability for users to look up vendors based upon commodity code.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to copy requisition information from one already in the system with proper security.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to track requisitions and automatically date and time stamp (received, accepted, returned, re-received) with notes and comments.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to track requisitions and log requisition number, fund number, budget number, account number, division number, activity, project.	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant			
		Modification/Custom Software			
				Not available	
Financial Administration -- Purchasing					Third Party (include company name)
	Ability to convert lines of requisitions to multiple purchase orders and different vendors.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to flag requisitions for bid process by total amount or line item amount.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to charge parts to a specific fleet unit directly from the Purchasing module with or without a supporting work or job order and with or without bar coding functionality.	<input type="checkbox"/>	<input type="checkbox"/>	X	
	Automated requisition ID that ties back to a Division/Department	<input type="checkbox"/>	<input type="checkbox"/>	X	
	Ability to download vendor provided catalog data from various formats including the Internet, with the appropriate security.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to develop customized catalogs by vendor and item.	X	<input type="checkbox"/>	<input type="checkbox"/>	
5	BID AND QUOTE PROCESSING				
	Ability to support the following types of bids: advertised sealed bids, phone and fax quotes, written requests for proposals/bids, requests for information, and quotations.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to access and update the vendor tables from within the bid/quote process with proper security and retro update previously issued purchase orders.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to create bid mailing lists of vendors by specific commodities.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to electronically send bids and RFPs.	<input type="checkbox"/>	<input type="checkbox"/>	X	

		Fully Compliant		
		Modification/Custom Software		
				Not available
Financial Administration -- Purchasing				Third Party (include company name)
	Ability to generate emails or postcard notifications to specific vendors that a bid, RFI, or RFP has been posted on the City website.	<input type="checkbox"/>	<input type="checkbox"/>	X
	Ability to allow inquiry into entire bid or bid item by vendor name or number, bid number, buyer or item number.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to provide entry by City staff of vendor quote responses (under \$\$\$ amt), with the appropriate security.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to use system tools to analyze bids by price, quantity and availability by entire bid or single line item.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to copy information from one bid transaction to another with proper security.		<input type="checkbox"/>	X
	Ability to track Bid / RFP by awards, dollar amounts, vendor responses, buyer, commodity.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to track bid list / file by commodity code.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to track vendor bid list by vendor history, past awards, bid responses and new vendors.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to enter budgeted amount for a bid.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to track bid addenda (before opening and award).	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to post award information on the Intranet and Internet.	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant		
		Modification/Custom Software		
		Not available		
Financial Administration -- Purchasing				Third Party (include company name)
6	PURCHASE ORDER MANAGEMENT			
	Ability for Ad-hoc budget analysis tool	X	<input type="checkbox"/>	<input type="checkbox"/>
	Allow for budget vs. actual variance projections, e.g. Plan vs. Actual and % of budget spent	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to customize one City-wide purchase order layout/format (and create templates).	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to have multiple line items per purchase order with capability for one/multiple delivery schedules per line printed on purchase order.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to automatically number purchase orders with the ability to restart the numbering process with each fiscal year.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to create purchase orders from requisitions, bid/quotes and contracts.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to process blanket purchase orders.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to allow for unlimited standard and free form messages at the header and line item level.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to send purchase orders to vendors in the following formats: electronic data exchange, fax, e-mail or printed copy (with electronic signature, where applicable).	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to generate bill to and ship to information automatically with secondary or internal delivery to location.	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant			
		Modification/Custom Software			
				Not available	
				Third Party (include company name)	
Financial Administration -- Purchasing					
	Ability to maintain original and revised promised ship dates, prices, open quantities and "ship via" information.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to assign multiple general ledger account coding per line item to purchase orders with multiple project codes.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to reprint hard copy of purchase orders and change orders when required w/o it becoming a change order or addendum after receiving	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to identify duplicate or reprinted purchase orders or change orders as such.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to automatically close a purchase order when all items are received and/or the final invoice is paid.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to produce an open purchase order report listing all purchase orders by vendor name (alphabetical order), purchase order number, line item, description, quantity on order, quantity still open, buyer, account code, department, organization, and commodity.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to accommodate tolerances of either percentages or dollar amounts.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to automatically encumber final purchase order amount in general ledger, track differences and totals, and update remaining budget.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to allow annual automatic processing or renewal of on-going blanket purchase orders, with the appropriate workflow approval.	X	<input type="checkbox"/>	<input type="checkbox"/>	

		Fully Compliant			
		Modification/Custom Software			
				Not available	
				Third Party (include company name)	
Financial Administration -- Purchasing					
	Ability to receive notification when blanket or contract purchase order is about to be used up according to a user-defined dollar amount or percentage threshold.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to track freight by line item or lump sum and divide by total estimated/actual.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to allow one purchase order to be charged to multiple cost centers, accounts or budgets.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to allow purchase order to be tracked and monitored by buyer, vendor, item, class budget, dollars.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to trigger fixed asset process by analyzing purchase and making a decision based upon the purchase price, account number, and a user-defined commodity code table.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to require approval for change orders over a user-defined percentage of the original amount/ variance on the freight or shipping charge different from item	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to ensure that changes to a PO result in automatic adjustments to encumbrance totals with audit and control trails.	X	<input type="checkbox"/>	<input type="checkbox"/>	

		Fully Compliant			
		Modification/Custom Software			
				Not available	
				Third Party (include company name)	
Financial Administration -- Purchasing					
7	MATERIAL RECEIVING				
	Ability to enter receipts for contracts or purchase orders	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Supports tracking quantity received, date, time, receiver	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Supports partial receipts	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Automatically updates line item status on PO and Requisition	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Automatically updates PO and requisition status	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Automatically updates vendor performance data	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to process PO returns	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to provide three-way or four-way matching capabilities.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to notify specified users when orders have not been received after a user-specified period of time.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to accommodate partial receipts.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to trigger Accounts Payable process based upon receipt information.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to detect and measure early / late and over / under shipments.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to maintain discrepancy file by vendor, stock number, item, dates, control number, purchase order number (receiving exception file).	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to manually flag purchases for fixed asset tables upon receipt of good, with the appropriate security.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to audit receiving data by logon ID, date, time, etc.	X	<input type="checkbox"/>	<input type="checkbox"/>	

		Fully Compliant		
		Modification/Custom Software		
				Not available
Financial Administration -- Purchasing				Third Party (include company name)
	Ability to flag received goods for entry into inventory by item number.	X	<input type="checkbox"/>	<input type="checkbox"/>
8	INTERFACES			
	Integrate with Fixed Assets	X	<input type="checkbox"/>	<input type="checkbox"/>
	Integrate with Accounts Payable	X	<input type="checkbox"/>	<input type="checkbox"/>
	Integrate with Contracts	X	<input type="checkbox"/>	<input type="checkbox"/>
	Integrate with Accounts Receivable	X	<input type="checkbox"/>	<input type="checkbox"/>
	Integrate with General Ledger	X	<input type="checkbox"/>	<input type="checkbox"/>
	Integrate with Budget	X	<input type="checkbox"/>	<input type="checkbox"/>
9	REPORTING/QUERYING			
	Ability to produce the following reports:	X	<input type="checkbox"/>	<input type="checkbox"/>
	Requisitions by type, status, requestor and date range	X	<input type="checkbox"/>	<input type="checkbox"/>
	Purchase Orders by type. Status, buyer, date range and vendor	X	<input type="checkbox"/>	<input type="checkbox"/>
	Receipts by date range and receiver	X	<input type="checkbox"/>	<input type="checkbox"/>
	Actual vs. Invoice Variance Report	X	<input type="checkbox"/>	<input type="checkbox"/>
	Mismatch report	X	<input type="checkbox"/>	<input type="checkbox"/>
	Purchase order and change order generation	X	<input type="checkbox"/>	<input type="checkbox"/>
	Vendor performance/feedback report	X	<input type="checkbox"/>	<input type="checkbox"/>
	Items Not Received Listing	X	<input type="checkbox"/>	<input type="checkbox"/>
	Active vendors by Commodity codes	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant		
		Modification/Custom Software		
		Not available		
Financial Administration -- Purchasing				Third Party (include company name)
	Ability to generate reports of all purchase orders based on calculated user-defined criteria (e.g., >\$2500 or between 5/1/ and 6/1).	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to generate vendor reports based upon user defined criteria.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to track and report on requisition, purchase order and receiving information.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to track and report on bid transaction data.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability for users to query all transactions for progress within the purchasing system.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to report and query from any field within the purchasing module (produce ad hoc on-line requests and printed reports).	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to maintain statistics in dollar amounts for each vendor for user-specified periods for the following criteria:	X	<input type="checkbox"/>	<input type="checkbox"/>
	Payment history	X	<input type="checkbox"/>	<input type="checkbox"/>
	Discounts taken	X	<input type="checkbox"/>	<input type="checkbox"/>
	Discounts lost	X	<input type="checkbox"/>	<input type="checkbox"/>
	Purchase price variances	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant			
		Modification/Custom Software			Third Party (include company name)
				Not available	
Financial Administration -- Purchasing					
10	WORKFLOW				
	Ability to apply workflow based on user defined events such as approvals, purchase amounts, contract expiration, etc.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Requisition Signature approval process	X	<input type="checkbox"/>	<input type="checkbox"/>	
11	WEB ENABLEMENT				
	Ability to allow Internet vendor e-registration and updating of company information.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to e-mail notifications of bid solicitations and RFPs to vendors.	X	<input type="checkbox"/>		
	Ability to post bids on City's website and other websites as determined by the City.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability for interested registered parties to download bid documents via the Internet from the City's website, with the ability to monitor activity via cookies.	<input type="checkbox"/>	<input type="checkbox"/>	X	
	Ability to have browser based ordering capability in both Intranet and extra-net environments including the features of electronic multimedia catalogs, search engine, workflow approval, shopping cart order building, user profiling for requisitioning.	<input type="checkbox"/>	<input type="checkbox"/>	X	
	Ability to allow City departments to access via Intranet system status, frequently asked questions, policies and procedures, state and local codes, libraries of clauses and other Purchasing related information.	<input type="checkbox"/>	<input type="checkbox"/>	X	

		Fully Compliant			
		Modification/Custom Software			
		Not available			
Financial Administration -- Contract Accounting					Third Party (include company name)
1	GENERAL REQUIREMENTS				
	Ability to record vendor performance data automatically from receiving (i.e., late shipment, early shipment, wrong material, damaged material, over/under amount requested).	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Supports emailing bid invitations	X	<input type="checkbox"/>		
	Ability to turn awarded bids into contracts	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to enforce not to exceed terms on contracts	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability for contracts to span multiple years	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to define and track sub-contractors	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to track all contract revisions	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to flag a contract as non-renewable	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to store or directly access the contract document(s)	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Generate a contract using a wizard. A contract assembly tool.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to utilize standard contract templates	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Must be able to search on :	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Identifiers: Contract #, Dept#, Resolution #	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Party Information: Party Name, Party Site Name, Doing Business As, Formally Known As, Also Known As, Contact Name.	X	<input type="checkbox"/>	<input type="checkbox"/>	

		Fully Compliant			
		Modification/Custom Software			
				Not available	
				Third Party (include company name)	
Financial Administration -- Contract Accounting					
	Contract Details: Amendment Type, Contract Type, Service Type, Division, Department, Contract Manager, Attorney, Building, Boilerplate, Amount From and To	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Dates and Events: Date Type (from and to), Event Type (from and to)	X	<input type="checkbox"/>	<input type="checkbox"/>	
	The contract information screen must display all contract information and information on all associated contract amendments.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to be able to customize the contract information screens.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to be able to filter the templates etc. by security profile.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to import legacy contract data.	X	<input type="checkbox"/>	<input type="checkbox"/>	
2	CONTRACT ADMINISTRATION				
	Ability to convert awarded bid, including multiple and split awards, to approved contract(s).	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to create and track blanket order contracts and the ongoing associated dollar amount per account.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to create user-defined contract releases.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to create a new contract by cloning an existing contract (copy data fields, select the latest template)	X	<input type="checkbox"/>	<input type="checkbox"/>	

		Fully Compliant		
		Modification/Custom Software		
		Not available		
Financial Administration -- Contract Accounting				Third Party (include company name)
	Ability to encumber contracts per line items and also assign project and grant accounting data across multiple accounts.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to track multiple encumbrances and payments against a single contract.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to allow multiple contracts per vendor, multiple items per contract and multiple dates.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to track service performance (milestones etc) against a contract.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to trigger an alert of necessary updates or changes to existing documents based on the occurrence of certain events (e.g., update contract when name changes).	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to evaluate vendor based on key user-weighted events – delivery date, quantity return / defective items, billing problems -- by commodity or contract.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to review and print contract text.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to track contracts by user defined criteria, such as: vendor, date (starting, ending), dollars, item, class, budget, account, program, renewals, cancellations, extensions, add/change, buying groups, commodity codes, and contract number(s).	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to flag vendor indicating that an insurance certificate and bonds (e.g., payment, performance, maintenance, surety, etc.) are on file.	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant			
		Modification/Custom Software			
		Not available			
Financial Administration -- Contract Accounting				Third Party (include company name)	
	Ability to track several purchase orders or other reference documents within a single contract.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to close and reopen contracts across fiscal years (effect funding source).	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to carry forward approval and user contact information from the requisition to the purchase order.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to support various contract periods, including multiple year contracts (i.e., those that span fiscal and/or calendar years).	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to track and report contract expenditures over several different periods including City, federal, or other user defined fiscal year.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to record and track contract limits at user specified levels of detail over the life of the contract.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to maintain a transaction listing of all contract change orders including date and source (to understand why changes were made, what amount, who approved, etc.).	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to flag and/or suspend approval of change orders that require budget changes (greater than a certain user-defined percentage and/or dollar amount change over original amount).	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to encumber only a portion of a contract based on fiscal year.	X	<input type="checkbox"/>	<input type="checkbox"/>	

		Fully Compliant			
		Modification/Custom Software			
				Not available	
Financial Administration -- Contract Accounting					Third Party (include company name)
	Ability to track and monitor contractor insurance and bond certificates and flag expiration dates.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to generate notifications to vendors (in a user-defined format), when milestones or thresholds are met (e.g., tax exempt certification, bonds, insurance expiration date) after review and approval by a specified user.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to track and flag contract expiration/extension dates. Provide the ability to set flag timing to build in lead time to extend or re-bid the contract.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to automatically assign contract numbers to contracts (based upon user defined criteria).	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to store and maintain historical information in respect to all contracts, including but not limited to the following details:	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Dollar value	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Milestones	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Start/end and extension dates	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Expiration dates	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Date of Commissioners' Court approval	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Status (text reference field)	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Payment schedule & adjustments, including change orders	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Retainage amounts by % of contract or flat dollar amount	X	<input type="checkbox"/>	<input type="checkbox"/>	

		Fully Compliant			
		Modification/Custom Software			
				Not available	
				Third Party (include company name)	
Financial Administration -- Contract Accounting					
	Vendor/customer information	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Commodity codes	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Contract number	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Contract Administrator's name, phone, fax numbers and email	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Other user-defined criteria	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Notes	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to track and report expenditures 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.).	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to view payments to/from contract parties.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to notify (via workflow) appropriate personnel when a contract milestone is imminent.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to have contract milestones be user-defined.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to break out multi-year contracts and allocate & report expenditures/revenues to specific periods.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability for contract periods to be user defined and include contract year, fiscal year, and contract term for those contracts which span multiple fiscal years.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to support detailed contract performance analysis and generate performance reports, based on the following criteria:	X	<input type="checkbox"/>	<input type="checkbox"/>	

		Fully Compliant		
		Modification/Custom Software		
		Not available		
		Third Party (include company name)		
Financial Administration -- Contract Accounting				
	Contract compliance (based on compliance criteria as defined by users)	X	<input type="checkbox"/>	<input type="checkbox"/>
	Work completed to date	X	<input type="checkbox"/>	<input type="checkbox"/>
	Payment schedules & payments made/received	X	<input type="checkbox"/>	<input type="checkbox"/>
	Timelines/deadline dates	X	<input type="checkbox"/>	<input type="checkbox"/>
	Contractor performance for vendor contracts (include: compare due date & rec'd date, comments field, and flag when paid amount & invoiced amount don't match)	X	<input type="checkbox"/>	<input type="checkbox"/>
	User-defined milestones & thresholds	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to provide access to contract information to central and remote users with appropriate security.	X	<input type="checkbox"/>	<input type="checkbox"/>
	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).	X	<input type="checkbox"/>	<input type="checkbox"/>
	The system must be able to display the party information for all entities/people associated with the selected contract	X	<input type="checkbox"/>	<input type="checkbox"/>
	The system must be able to setup and maintain Contract Managers, Attorneys, parties, liaisons and sites.	X	<input type="checkbox"/>	<input type="checkbox"/>
	A contract should be able to be renewed from one year to the next, changing the expiration date and the contract amount.	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant		
		Modification/Custom Software		
				Not available
Financial Administration -- Contract Accounting				Third Party (include company name)
3	VENDOR INFORMATION			
	Ability to allow Web Based Vendor Self-Service	X	<input type="checkbox"/>	<input type="checkbox"/>
	Vendor Registration	<input type="checkbox"/>	<input type="checkbox"/>	X
	Updating Vendor Information	X	<input type="checkbox"/>	<input type="checkbox"/>
	There must be only one vendor file across the whole ERP system	X	<input type="checkbox"/>	<input type="checkbox"/>
	Employee information for expense payments etc. should be held independently of the Vendor file.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Access to the Vendor information must be controlled by the security profile.	X	<input type="checkbox"/>	<input type="checkbox"/>
4	REPORTING/QUERYING			
	Ability to query and report contract data	X	<input type="checkbox"/>	<input type="checkbox"/>
	List Contracts Report, to include information on the contract, amendment, event and parties involved.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Bid Transaction Data Report	X	<input type="checkbox"/>	<input type="checkbox"/>
	Vendor Performance Report	X	<input type="checkbox"/>	<input type="checkbox"/>
	Actual vs. Invoice Variance Report	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to generate adhoc reports based on user defined criteria	X	<input type="checkbox"/>	<input type="checkbox"/>
	Need Bill Posting report	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to run a report with contracts expiring within 30, 60, 90 and 120 days	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant		
			Modification/Custom Software	
				Not available
Financial Administration -- Contract Accounting				Third Party (include company name)
5	CONTRACT INTERFACES			
	Purchasing	X	<input type="checkbox"/>	<input type="checkbox"/>
	Fixed Assets	X	<input type="checkbox"/>	<input type="checkbox"/>
	General Ledger	X	<input type="checkbox"/>	<input type="checkbox"/>
	Budget	X	<input type="checkbox"/>	<input type="checkbox"/>
	Accounts Payables	X	<input type="checkbox"/>	<input type="checkbox"/>
	Accounts Receivables	X	<input type="checkbox"/>	<input type="checkbox"/>
6	WORKFLOW PROCESSING			
	The system must provide workflow to handle the contract processing and must show the status and point within the workflow process of any selected contract.	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant			
		Modification/Custom Software			
				Not available	
Financial Administration -- Integrated Inventory					Third Party (include company name)
1	GENERAL REQUIREMENTS				
	Establish, maintain, adjust, and delete inventory stock item records in real time	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Provide charge allocation data for supplies withdrawn from inventory based on the organization cost center and budget line item and optionally a project code.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Provide for multiple warehouses.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Associate multiple alternate warehouse bin locations to a single stock item number.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Maintain and track item description (short) for inventory items	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Maintain and track text description (long - please indicate maximum length in comments field) for inventory items.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Maintain and track unit of measure for inventory items	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Maintain and track order price for inventory items	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Maintain and track average price for inventory items (Calculated item).	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Maintain and track vendor number for inventory items	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Maintain and track primary vendor rank for inventory items	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Maintain and track quantity on hand for inventory items	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Maintain & track quantity received on orders for inventory items	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Maintain and track ordered year-to-date for inventory items	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Maintain and track received year-to-date for inventory items	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Maintain and track issued current period for inventory items	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Maintain and track issued year-to-date for inventory items	x	<input type="checkbox"/>	<input type="checkbox"/>	

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Financial Administration -- Integrated Inventory				
	Maintain and track commodity code for inventory items	X	<input type="checkbox"/>	<input type="checkbox"/>
	Maintain and track sub-commodity code for inventory items	X	<input type="checkbox"/>	<input type="checkbox"/>
	Maintain and track item number for inventory items	X	<input type="checkbox"/>	<input type="checkbox"/>
	Update stock item data and maintain all the specific data for Purchases.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Update stock item data and maintain all the specific data for Returns to stock.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Update stock item data and maintain all the specific data for Returns to supplier.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Update stock item data and maintain all the specific data for Adjustments.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Update stock item data and maintain all the specific data for Transfers.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Update stock item data and maintain all the specific data for Receipts.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Update stock item data and maintain all the specific data for Requisitions.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Update stock item data and maintain all the specific data for Defective or Damaged Parts returned to vendor.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Update stock item data and maintain all the specific data for Issuance of Inventory.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Update stock item data and maintain all the specific data for recalls.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Maintain in-house inventory of "central stores" items.	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant			
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				Not available	
Financial Administration -- Integrated Inventory					Third Party (include company name)
	Provide security of data by limiting access through user-specified fields such as department number, warehouse number, building location, and account code.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Accommodate a user-defined stock item table.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Handle Store's Inventory processing.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Automatically assign stock requisition numbers.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Maintain an audit trail of all automatic inventory processes.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Allow inventory to be classified by purchasing commodity code.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Merge multiple inventory items to a new existing or existing inventory item with an audit trail.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Verify that inventory parts to be merged have no associated P.O.'s	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Track expiration/spoil date by specific stock items.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Allow for electronic approval for receipts, issues, and other related inventory functions with appropriate security.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Provide for inventory control accounts (or central stock accounts) as defined by users.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Provide a multi-level location structure, to include Building, room, and desk.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Provide a multi-level location structure, to include Warehouse (for example - central supply).	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Provide a multi-level location structure, to include Storage Area (for example - 2nd floor NW quadrant).	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Provide a multi-level location structure, to include Aisle.	X	<input type="checkbox"/>	<input type="checkbox"/>	

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Financial Administration -- Integrated Inventory				
	Provide a multi-level location structure, to include Bin.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Provide a multi-level location structure, to include Shelf.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Provide a multi-level location structure, to include Rack.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Provide a multi-level location structure, to include Cart.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Other fields as defined by users.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Indicate stock on hand by each location or by multiple locations.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Define default warehouse views for users (i.e., users are restricted to using certain warehouses based on region, etc.).	X	<input type="checkbox"/>	<input type="checkbox"/>
	Allow users to specify a mark-up or overhead cost for each individual commodity code or item.	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant			
		Modification/Custom Software			
		Not available			
		Third Party (include company name)			
Human Resources -- Position Control					
1	Ability to automatically assign a number upon position creation.	X	<input type="checkbox"/>	<input type="checkbox"/>	
2	Ability to track length of time an employee has filled a position.	X	<input type="checkbox"/>	<input type="checkbox"/>	
3	Ability to track employee movement between positions within the organization and keep a permanent record of this information within the system.	X	<input type="checkbox"/>	<input type="checkbox"/>	
4	Ability to maintain the following position data:	X	<input type="checkbox"/>	<input type="checkbox"/>	
5	Position created date	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Position revision dates (Reclassification, etc.)	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Position status (open or closed)	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Position available date	X	<input type="checkbox"/>	<input type="checkbox"/>	
	When position became vacant	X	<input type="checkbox"/>	<input type="checkbox"/>	
	How long the position has been vacant	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Budgeted/frozen indicator	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Budgeted (Yes or No)	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Grant Funded Position (Yes or No)	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Maintain ending date for grant funding	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Maintain comments regarding grant funding	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Job title	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Job code	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Pay Grade	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Pay range	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Supervisor or Manager indicator	X	<input type="checkbox"/>	<input type="checkbox"/>	

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		Not available			
		Third Party (include company name)			
Human Resources -- Position Control					
	FLSA Code (Exempt or Non Exempt)	X	<input type="checkbox"/>	<input type="checkbox"/>	
	EEO1 and EEO4 codes	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Workers compensation classification code	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Union code	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Physical work location	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Position supervisor	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Department	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Division	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Full-time/part-time flag	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Regular/temporary flag	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ending date for temporary position	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Comments for Temporary Position	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Employee name if filled	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Previous Incumbent	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Hire date if filled	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Comments	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Functional Labor Code (mandatory for EEO4)	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Skills Test Requirements	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Other user-defined fields	X	<input type="checkbox"/>	<input type="checkbox"/>	

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Human Resources -- Position Control				
6	Ability to link position to:	X	<input type="checkbox"/>	<input type="checkbox"/>
	Job description	X	<input type="checkbox"/>	<input type="checkbox"/>
	Employee records	X	<input type="checkbox"/>	<input type="checkbox"/>
	Employee benefits	X	<input type="checkbox"/>	<input type="checkbox"/>
	Employee contract	X	<input type="checkbox"/>	<input type="checkbox"/>
	Labor contracts	X	<input type="checkbox"/>	<input type="checkbox"/>
7	Ability to accommodate split funded positions.	X	<input type="checkbox"/>	<input type="checkbox"/>
8	Ability to accommodate salary table linked to job/position class.	X	<input type="checkbox"/>	<input type="checkbox"/>
9	Ability to support condition based position changes (e.g., positions marked for attrition or title change).	X	<input type="checkbox"/>	<input type="checkbox"/>
10	Ability to accommodate positions assigned in hierarchical structure and relationships.	X	<input type="checkbox"/>	<input type="checkbox"/>
11	Ability to set default for budgeting vacant position at user specified grade & step.	X	<input type="checkbox"/>	<input type="checkbox"/>
12	Ability to track internal promotions.	X	<input type="checkbox"/>	<input type="checkbox"/>
13	Ability to track reclassification of positions.	X	<input type="checkbox"/>	<input type="checkbox"/>
14	Ability to track vacant positions.	X	<input type="checkbox"/>	<input type="checkbox"/>
15	Ability to do analysis ("what if scenarios") with positions, individually, by department and as a whole.	X	<input type="checkbox"/>	<input type="checkbox"/>
16	Ability to provide position control tracking of filled and vacant positions.	X	<input type="checkbox"/>	<input type="checkbox"/>

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Human Resources -- Position Control				
17	Ability to follow organization history of the position (list of employees who filled a position over a user-specified period of time).	X	<input type="checkbox"/>	<input type="checkbox"/>
18	Ability to track funding source to the position.	X	<input type="checkbox"/>	<input type="checkbox"/>
19	Ability to support multiple entries into the same position	X	<input type="checkbox"/>	<input type="checkbox"/>
20	Ability to generate Personnel Action Papers (PAPs) - document displaying all relevant position properties; employee information, changes to employment status and/or salary changes and appropriate approvals	X	<input type="checkbox"/>	<input type="checkbox"/>
21	Ability to delete positions	X	<input type="checkbox"/>	<input type="checkbox"/>
22	Ability to employ a Compa-ratio salary structure system	X	<input type="checkbox"/>	<input type="checkbox"/>
23	Ability to prevent a person being hired for a position until approved without an override	X	<input type="checkbox"/>	<input type="checkbox"/>
24	Ability to maintain total salary projected through the end of the fiscal year for each position	X	<input type="checkbox"/>	<input type="checkbox"/>
25	Ability to calculate various hourly, weekly, monthly and annual equivalents of the positions pay rate	X	<input type="checkbox"/>	<input type="checkbox"/>
Reporting and Query				
26	Ability to view on-line employee information from a position perspective.	X	<input type="checkbox"/>	<input type="checkbox"/>
27	Ability to Report on the number of positions to be filled	X	<input type="checkbox"/>	<input type="checkbox"/>
28	Ability to provide a position control report that includes all positions filled, unfilled, deleted, added, etc.	X	<input type="checkbox"/>	<input type="checkbox"/>

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Human Resources -- Position Control				
29	Ability to report on internal promotions or position upgrades.	X	<input type="checkbox"/>	<input type="checkbox"/>
30	Ability to access any field within Position Control Table for reporting purposes.	X	<input type="checkbox"/>	<input type="checkbox"/>
31	Ability to report actual compared to authorized staffing levels	X	<input type="checkbox"/>	<input type="checkbox"/>
32	Ability to manage, track and report out-of-class assignments and dates	X	<input type="checkbox"/>	<input type="checkbox"/>
33	Ability to compare current year to previous year(s) staffing levels and costs	X	<input type="checkbox"/>	<input type="checkbox"/>
34	Ability to provide for pay equity analysis and reporting	X	<input type="checkbox"/>	<input type="checkbox"/>
35	Ability to project the effect of proposed wage and salary plan for next year for:	X	<input type="checkbox"/>	<input type="checkbox"/>
	Individual	X	<input type="checkbox"/>	<input type="checkbox"/>
	Selected groups of positions by division & department	X	<input type="checkbox"/>	<input type="checkbox"/>
	All Positions	X	<input type="checkbox"/>	<input type="checkbox"/>
36	Availability to do ad-hoc reporting on any of the fields listed above in 5 (go to Item #5, page 230).	X	<input type="checkbox"/>	<input type="checkbox"/>

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Human Resources -- Position Control				
Position Control Workflow				
37	New hire/rehire	X	<input type="checkbox"/>	<input type="checkbox"/>
	Increases	X	<input type="checkbox"/>	<input type="checkbox"/>
	Promotions	X	<input type="checkbox"/>	<input type="checkbox"/>
	Reclassifications	X	<input type="checkbox"/>	<input type="checkbox"/>
	Terminations	X	<input type="checkbox"/>	<input type="checkbox"/>
	Status Changes	X	<input type="checkbox"/>	<input type="checkbox"/>
	Leave of Absence	X	<input type="checkbox"/>	<input type="checkbox"/>
38	Ability to provide audit trail for all functions	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant			
		Modification/Custom Software			
				Not available	
Human Resources -- Personnel Management					Third Party (include company name)
1	Ability to accommodate workflow approvals of human resources related processes and documents.	X	<input type="checkbox"/>	<input type="checkbox"/>	
2	Ability to provide that security is definable at multiple levels to allow employees read access to their own data within the ERP module with limited editing access at field level.	X	<input type="checkbox"/>	<input type="checkbox"/>	
3	Ability to provide that security is definable at multiple levels to allow supervisor read access to department data.	X	<input type="checkbox"/>	<input type="checkbox"/>	
4	Ability for a department level administrator to set security and passwords by field and user or user group.	X	<input type="checkbox"/>	<input type="checkbox"/>	
5	Ability to attach in date order by subject matter any electronic data (such as scanned or imaged forms) to an employee's record (such as separation of service, Personnel Action form, employee contract, exit evaluation, COBRA letter, etc.).	X	<input type="checkbox"/>	<input type="checkbox"/>	
6	Ability to perform HR-related transactions both real-time and in batch.	X	<input type="checkbox"/>	<input type="checkbox"/>	
7	Ability to utilize digital signatures.	X	<input type="checkbox"/>	<input type="checkbox"/>	
8	Ability for the definition of business rules that allow logic, processes, or calculations to be user defined.	X	<input type="checkbox"/>	<input type="checkbox"/>	
9	Ability to handle an unlimited number of employees (e.g., inactive, terminated, etc.).	X	<input type="checkbox"/>	<input type="checkbox"/>	
10	Ability to comply with all State and Federal laws related to government entities.	X	<input type="checkbox"/>	<input type="checkbox"/>	
11	Ability to set user-definable fast data entry with coding reduction techniques.	X	<input type="checkbox"/>	<input type="checkbox"/>	

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		Modification/Custom Software		
		Not available		
		Third Party (include company name)		
Human Resources -- Personnel Management				
12	Ability to perform mass change updates.	X	<input type="checkbox"/>	<input type="checkbox"/>
13	Ability to future date transactions.	X	<input type="checkbox"/>	<input type="checkbox"/>
14	Ability to correct history based on appropriate security, with an audit trail.	X	<input type="checkbox"/>	<input type="checkbox"/>
15	Ability for employee's leave accruals to adjust as necessary with an employee type change (i.e. part time to full time).	X	<input type="checkbox"/>	<input type="checkbox"/>
16	Ability to maintain the following personnel information:	X	<input type="checkbox"/>	<input type="checkbox"/>
	Name	X	<input type="checkbox"/>	<input type="checkbox"/>
	Prefixes (i.e., Mr., Ms., Dr.)	X	<input type="checkbox"/>	<input type="checkbox"/>
	Suffixes (i.e., Jr., III)	X	<input type="checkbox"/>	<input type="checkbox"/>
	Hyphenated names	X	<input type="checkbox"/>	<input type="checkbox"/>
	Preferred name	X	<input type="checkbox"/>	<input type="checkbox"/>
	Marital status	X	<input type="checkbox"/>	<input type="checkbox"/>
	Spouse and multiple dependent data	X	<input type="checkbox"/>	<input type="checkbox"/>
	Dependent SSN's	X	<input type="checkbox"/>	<input type="checkbox"/>
	Social Security Number	X	<input type="checkbox"/>	<input type="checkbox"/>
	Employee number (automatically assigned)	X	<input type="checkbox"/>	<input type="checkbox"/>
	Birth date	X	<input type="checkbox"/>	<input type="checkbox"/>
	Gender	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ethnicity	X	<input type="checkbox"/>	<input type="checkbox"/>
	Home phone	X	<input type="checkbox"/>	<input type="checkbox"/>
	Cell phone	X	<input type="checkbox"/>	<input type="checkbox"/>
	Pager	X	<input type="checkbox"/>	<input type="checkbox"/>

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Human Resources -- Personnel Management				
	Multiple e-mail addresses	X	<input type="checkbox"/>	<input type="checkbox"/>
	Multiple emergency contact name(s)	X	<input type="checkbox"/>	<input type="checkbox"/>
	Emergency contact phone (multiple)	X	<input type="checkbox"/>	<input type="checkbox"/>
	Labor group code (for EEO4 purposes) - defaults from Position Control	X	<input type="checkbox"/>	<input type="checkbox"/>
	Veteran status	X	<input type="checkbox"/>	<input type="checkbox"/>
17	Ability to do analysis ("what if scenarios") with positions, individually by department and as a whole.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Work visa information including type, number, and expiration date	X	<input type="checkbox"/>	<input type="checkbox"/>
	Original date of hire	X	<input type="checkbox"/>	<input type="checkbox"/>
	Last date of hire	X	<input type="checkbox"/>	<input type="checkbox"/>
	Adjusted seniority date	X	<input type="checkbox"/>	<input type="checkbox"/>
	Benefit Date (multiple)	X	<input type="checkbox"/>	<input type="checkbox"/>
	Retirement date and plan	X	<input type="checkbox"/>	<input type="checkbox"/>
	Date of death	X	<input type="checkbox"/>	<input type="checkbox"/>
	Driver's license information including expiration date and endorsements	X	<input type="checkbox"/>	<input type="checkbox"/>
	Education (type of degree, college, # of years attended, year earned)	X	<input type="checkbox"/>	<input type="checkbox"/>
	Multiple certifications and licenses and their expiration dates	X	<input type="checkbox"/>	<input type="checkbox"/>
	Multiple memberships in professional organizations or associations	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant		
		Modification/Custom Software		
		Not available		
		Third Party (include company name)		
Human Resources -- Personnel Management				
	Digitized photograph	X	<input type="checkbox"/>	<input type="checkbox"/>
	Employment type (user-defined)	X	<input type="checkbox"/>	<input type="checkbox"/>
	FLSA designation, exempt/non-exempt designation and category - defaults from Position Control	X	<input type="checkbox"/>	<input type="checkbox"/>
	ADA accommodation	X	<input type="checkbox"/>	<input type="checkbox"/>
	Grade and step plans with a min, mkt, and max	X	<input type="checkbox"/>	<input type="checkbox"/>
	Current assigned division/department/function and temporary assignment(s)	X	<input type="checkbox"/>	<input type="checkbox"/>
	Employee status (FLMA, active, suspended, etc.)	X	<input type="checkbox"/>	<input type="checkbox"/>
	Employee group	X	<input type="checkbox"/>	<input type="checkbox"/>
	Base Salary	X	<input type="checkbox"/>	<input type="checkbox"/>
	Longevity Pay	X	<input type="checkbox"/>	<input type="checkbox"/>
	Certification and/or specialty pay	X	<input type="checkbox"/>	<input type="checkbox"/>
	Step on wage scale	X	<input type="checkbox"/>	<input type="checkbox"/>
	Scheduled Hours (default from scheduling system)	X	<input type="checkbox"/>	<input type="checkbox"/>
	Shift and Shift Differential	X	<input type="checkbox"/>	<input type="checkbox"/>
	I-9 information (user-defined)	X	<input type="checkbox"/>	<input type="checkbox"/>
	Multiple user-defined fields	X	<input type="checkbox"/>	<input type="checkbox"/>
18	Ability to track language ability (speaking and writing) other than English, including sign language.	X	<input type="checkbox"/>	<input type="checkbox"/>
19	Ability to automatically assign a numeric employee number.	X	<input type="checkbox"/>	<input type="checkbox"/>
20	Ability to define ethnicity categories.	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant		
		Modification/Custom Software		
		Not available		
		Third Party (include company name)		
Human Resources -- Personnel Management				
21	Ability to track length of time an employee has filled a position.	X	<input type="checkbox"/>	<input type="checkbox"/>
22	Ability to track and report on driver's license expirations and provide notice to employee and supervisor of need for updated information.	X	<input type="checkbox"/>	<input type="checkbox"/>
23	Ability to record and track the items that have been assigned to an employee (i.e., keys, cell phones, pagers, ID cards, parking passes, key cards, etc.).	X	<input type="checkbox"/>	<input type="checkbox"/>
24	Ability to keep history on property assigned to the employee.	X	<input type="checkbox"/>	<input type="checkbox"/>
25	Ability to provide online inquiry to the personnel master file by employee number, by employee name, or by social security number and display in list format.	X	<input type="checkbox"/>	<input type="checkbox"/>
26	Ability to allow limited access to personnel information using a password security system.	X	<input type="checkbox"/>	<input type="checkbox"/>
27	Ability to track employee movement between positions within the organization and keep a permanent record of this information within the system.	X	<input type="checkbox"/>	<input type="checkbox"/>
28	Ability to generate employee groups for tracking purposes.	X	<input type="checkbox"/>	<input type="checkbox"/>
29	Ability to provide a field for holding miscellaneous textual data of any length on any personnel-related screen.	X	<input type="checkbox"/>	<input type="checkbox"/>
30	Ability to record table-driven reasons for termination.	X	<input type="checkbox"/>	<input type="checkbox"/>
31	Ability to track and record volunteers with a unique identifier, separate from an employee.	X	<input type="checkbox"/>	<input type="checkbox"/>
32	Ability to move from volunteer status to regular employee.	X	<input type="checkbox"/>	<input type="checkbox"/>
33	Ability to automatically assign a number upon position creation.	X	<input type="checkbox"/>	<input type="checkbox"/>

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Human Resources -- Personnel Management				
34	Ability to ensure that only budgeted positions can be filled.	X	<input type="checkbox"/>	<input type="checkbox"/>
35	Ability to maintain the following position data:	X	<input type="checkbox"/>	<input type="checkbox"/>
	Position created date	X	<input type="checkbox"/>	<input type="checkbox"/>
	Position status (open or closed)	X	<input type="checkbox"/>	<input type="checkbox"/>
	Job title	X	<input type="checkbox"/>	<input type="checkbox"/>
	Job specification code	X	<input type="checkbox"/>	<input type="checkbox"/>
	Supervisor or Manager indicator	X	<input type="checkbox"/>	<input type="checkbox"/>
	EEO1 and EEO4 codes	X	<input type="checkbox"/>	<input type="checkbox"/>
	Union code	X	<input type="checkbox"/>	<input type="checkbox"/>
	Physical work location	X	<input type="checkbox"/>	<input type="checkbox"/>
	Department/Program/Project	X	<input type="checkbox"/>	<input type="checkbox"/>
	Salary grade and step	X	<input type="checkbox"/>	<input type="checkbox"/>
	Full-time/part-time flag	X	<input type="checkbox"/>	<input type="checkbox"/>
	Regular/temporary flag	X	<input type="checkbox"/>	<input type="checkbox"/>
	Division/Department/Program start date	X	<input type="checkbox"/>	<input type="checkbox"/>
	Employee Group (to denote benefit entitlement)	X	<input type="checkbox"/>	<input type="checkbox"/>
	Cost Distribution Code	X	<input type="checkbox"/>	<input type="checkbox"/>
	Functional Labor Code (mandatory for EEO4)	X	<input type="checkbox"/>	<input type="checkbox"/>
	Skills Test Requirements	X	<input type="checkbox"/>	<input type="checkbox"/>
	Other user-defined fields	X	<input type="checkbox"/>	<input type="checkbox"/>
36	Ability to automatically calculate new annual salary for budgeting and pay calculations based upon changes to pay tables, etc.	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant		
		Modification/Custom Software		
		Not available		
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Human Resources -- Personnel Management				
37	Ability to accommodate split funded positions.	X	<input type="checkbox"/>	<input type="checkbox"/>
38	Ability to play with different scenarios without impacting budget until finalizing.	X	<input type="checkbox"/>	<input type="checkbox"/>
39	Ability to maintain the following current salary information and display on line in a list format:	X	<input type="checkbox"/>	<input type="checkbox"/>
	Effective date (including future dates)	X	<input type="checkbox"/>	<input type="checkbox"/>
	Union code	X	<input type="checkbox"/>	<input type="checkbox"/>
	Salary grade and step	X	<input type="checkbox"/>	<input type="checkbox"/>
	Wage grade	X	<input type="checkbox"/>	<input type="checkbox"/>
	Pay change reason code (table driven)	X	<input type="checkbox"/>	<input type="checkbox"/>
	Pay change reason notes/memo field	X	<input type="checkbox"/>	<input type="checkbox"/>
	Previous salary	X	<input type="checkbox"/>	<input type="checkbox"/>
	Other user-defined fields (e.g., appointed, rank, sworn, etc.)	X	<input type="checkbox"/>	<input type="checkbox"/>
40	Ability to capture history on status changes, position changes, name changes, salary changes, location changes, payroll changes, benefit changes, supervisor changes and organizational changes.	X	<input type="checkbox"/>	<input type="checkbox"/>
41	Ability to indefinitely view terminated employee information for reference check information.	X	<input type="checkbox"/>	<input type="checkbox"/>
42	Ability to provide for multiple salary schedules.	X	<input type="checkbox"/>	<input type="checkbox"/>
43	Ability to accommodate salary table linked to job/position class.	X	<input type="checkbox"/>	<input type="checkbox"/>
44	Ability to maintain job descriptions on-line.	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant		
		Modification/Custom Software		
				Not available
Human Resources -- Personnel Management				Third Party (include company name)
45	Ability to provide that position can be budgeted for partial year (3, 6, 9 months).	X	<input type="checkbox"/>	<input type="checkbox"/>
46	Ability to set default for budgeting vacant position at user specified grade & step.	X	<input type="checkbox"/>	<input type="checkbox"/>
47	Ability to generate a specific EEO analysis, incorporating:	X	<input type="checkbox"/>	<input type="checkbox"/>
	Current number of positions in class	X	<input type="checkbox"/>	<input type="checkbox"/>
	Number of positions to be filled	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to track deleted positions.	X	<input type="checkbox"/>	<input type="checkbox"/>
48	Ability to provide position control tracking of filled and vacant positions.	X	<input type="checkbox"/>	<input type="checkbox"/>
49	Ability to follow organization history of the position (list of employees who filled a position over a user-specified period of time).	X	<input type="checkbox"/>	<input type="checkbox"/>
50	Ability to track funding source to the position.	X	<input type="checkbox"/>	<input type="checkbox"/>
51	Ability to provide audit trail for all functions	X	<input type="checkbox"/>	<input type="checkbox"/>
52	Ability to modify or specify particular fields prior to implementation	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant		
		Modification/Custom Software		
				Not available
Human Resources -- Employee Event Tracking				Third Party (include company name)
1	The system should have the ability to view all employee events for a department in a calendar view with hyperlinks to the appropriate item.	X	<input type="checkbox"/>	<input type="checkbox"/>
2	System utilizes effective dating.	X	<input type="checkbox"/>	<input type="checkbox"/>
3	Ability to attach any scanned or imaged forms.	X	<input type="checkbox"/>	<input type="checkbox"/>
		X	<input type="checkbox"/>	<input type="checkbox"/>
Training Profiles and Courses			X	
4	Ability to schedule and monitor courses within one system	X	<input type="checkbox"/>	<input type="checkbox"/>
5	Ability to maintain a catalog of training opportunities available	X	<input type="checkbox"/>	<input type="checkbox"/>
6	Ability to maintain characteristics of a class such as instructor, course description and prerequisites for a class	X	<input type="checkbox"/>	<input type="checkbox"/>
7	Ability to administer pre-course evaluations of an employee's skill level	<input type="checkbox"/>	<input type="checkbox"/>	X
	Ability to automatically send a email requesting they complete a pre-course evaluation	<input type="checkbox"/>	<input type="checkbox"/>	X
8	Ability to administer post-course evaluations of a employee's skill level	<input type="checkbox"/>	<input type="checkbox"/>	X
	Ability to automatically send an email requesting they complete a post-course evaluation	<input type="checkbox"/>	<input type="checkbox"/>	X
9	Ability to distribute and collect survey data regarding classes	<input type="checkbox"/>	<input type="checkbox"/>	X
10	Ability to generate certificates when course is completed	<input type="checkbox"/>	<input type="checkbox"/>	X
11	Ability to establish registration deadlines for a specific class	X	<input type="checkbox"/>	<input type="checkbox"/>
12	Ability to maintain "waiting lists" for full classes	X	<input type="checkbox"/>	<input type="checkbox"/>
13	Ability to develop structured development paths for positions and for employees	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant			
		Modification/Custom Software			
				Not available	
Human Resources -- Employee Event Tracking					Third Party (include company name)
14	Ability to align training strategy with City's overall goals	X	<input type="checkbox"/>	<input type="checkbox"/>	
15	Ability to track completion of classes and certifications within an employee's development path	X	<input type="checkbox"/>	<input type="checkbox"/>	
16	Ability to notify participants if a course is cancelled or replaced	<input type="checkbox"/>	<input type="checkbox"/>	X	
17	Ability to track and send notification when tuition reimbursement limit for the year has been met	<input type="checkbox"/>	<input type="checkbox"/>	X	
18	Ability to suggest follow-up training	<input type="checkbox"/>	<input type="checkbox"/>	X	
19	Ability to allow employee and supervisor to create and view training plan	X	<input type="checkbox"/>	<input type="checkbox"/>	
20	Ability to identify skill gaps	X	<input type="checkbox"/>	<input type="checkbox"/>	
21	Ability to flag employee's record as ready to move to the next level	X	<input type="checkbox"/>	<input type="checkbox"/>	
22	Ability to flag employees who have taken the same course multiple times	X	<input type="checkbox"/>	<input type="checkbox"/>	
23	Ability to maintain a trainer database including instructor ratings and costs	<input type="checkbox"/>	<input type="checkbox"/>	X	
24	Ability to track CEU credits	X	<input type="checkbox"/>	<input type="checkbox"/>	
25	Ability to distinguish courses that are paid for by the City and can be taken on City time from those that are available to take by employees on their own time	X	<input type="checkbox"/>	<input type="checkbox"/>	
26	Ability to provide for instructor self-service information recording	<input type="checkbox"/>	<input type="checkbox"/>	X	
27	Ability to roll up tuition reimbursement City-wide, department, division or individual	X	<input type="checkbox"/>	<input type="checkbox"/>	
28	Track required courses for new supervisor/manager training	X	<input type="checkbox"/>	<input type="checkbox"/>	

		Fully Compliant			
		Modification/Custom Software			
				Not available	
Human Resources -- Employee Event Tracking					Third Party (include company name)
29	Ability to incorporate planned departmental/division training into overall training offering	X	<input type="checkbox"/>	<input type="checkbox"/>	
30	Ability to inventory and track skill sets of Departmental/division designated trainers	X	<input type="checkbox"/>	<input type="checkbox"/>	
31	Ability inventory and offer a wide variety of training opportunities via an online training system	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	CDs	X	<input type="checkbox"/>	<input type="checkbox"/>	
	DVDs	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Manuals	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Subject Matter Experts (SMEs)	X	<input type="checkbox"/>	<input type="checkbox"/>	
32	Ability to support e-learning	<input type="checkbox"/>	<input type="checkbox"/>	X	
33	Ability to register for e-learning courses internally and externally	<input type="checkbox"/>	<input type="checkbox"/>	X	
34	Ability for users to bookmark (leave and return to the same spot)	<input type="checkbox"/>	<input type="checkbox"/>	X	
35	Ability to track learner completion of e-learning courses	<input type="checkbox"/>	<input type="checkbox"/>	X	
36	Ability to track training time (time spent per course per page)	<input type="checkbox"/>	<input type="checkbox"/>	X	
37	System allows site specific user definable training profiles to be established for employees.	X	<input type="checkbox"/>	<input type="checkbox"/>	
38	Training profiles should be added to employees to streamline course scheduling.	X	<input type="checkbox"/>	<input type="checkbox"/>	
39	System allows site specific user definable courses.	X	<input type="checkbox"/>	<input type="checkbox"/>	
40	Ability to associate maximum number of students for each profile.	<input type="checkbox"/>	<input type="checkbox"/>	X	
41	Ability to track course materials and costs.	X	<input type="checkbox"/>	<input type="checkbox"/>	

		Fully Compliant		
		Modification/Custom Software		
		Not available		
		Third Party (include company name)		
Human Resources -- Employee Event Tracking				
42	System must have online scheduling tool.	X	<input type="checkbox"/>	<input type="checkbox"/>
43	System must notify end user when maximum number of students are enrolled.	X	<input type="checkbox"/>	<input type="checkbox"/>
44	System should track multiple user definable employee passing requirements per course with no maximum.	X	<input type="checkbox"/>	<input type="checkbox"/>
45	Passing requirements should have user definable Grading Descriptions. (i.e. Mid-Term, Final, Test, etc.)	X	<input type="checkbox"/>	<input type="checkbox"/>
46	Ability to track various user definable grading types. (i.e. Pass/Fail, Grade, Complete/Incomplete, etc.)	X	<input type="checkbox"/>	<input type="checkbox"/>
47	Scoring and passing results should be stored for each training course.	X	<input type="checkbox"/>	<input type="checkbox"/>
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Certifications and Skills				
48	System should track site specific user definable certifications.	X	<input type="checkbox"/>	<input type="checkbox"/>
49	Ability to associate a bonus amount or percentage for specific certification types.	X	<input type="checkbox"/>	<input type="checkbox"/>
50	System should allow certification information to be exported into various output formats.	X	<input type="checkbox"/>	<input type="checkbox"/>
51	System can track site specific user definable skills.	X	<input type="checkbox"/>	<input type="checkbox"/>
52	System should allow skill information to be exported into various output formats.	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant		
		Modification/Custom Software		
				Not available
Human Resources -- Employee Event Tracking				Third Party (include company name)
Grievances				
53	Ability to set-up and track user definable Grievance Issues and Categories.	X	<input type="checkbox"/>	<input type="checkbox"/>
54	Each grievance category can have different reporting steps.	X	<input type="checkbox"/>	<input type="checkbox"/>
55	Ability to set different step sequences for each grievance category.	X	<input type="checkbox"/>	<input type="checkbox"/>
56	Ability to associate the maximum number of days allowed for each step.	X	<input type="checkbox"/>	<input type="checkbox"/>
57	Ability to send electronic notifications to the appropriate user defined at each step.	X	<input type="checkbox"/>	<input type="checkbox"/>
58	Track all parties involved and their statements for each grievance.	X	<input type="checkbox"/>	<input type="checkbox"/>
59	The ability to attach unlimited documents at the grievance level.	X	<input type="checkbox"/>	<input type="checkbox"/>
60	The ability to process to the next step of the grievance when applicable.	X	<input type="checkbox"/>	<input type="checkbox"/>
Performance Evaluations				
61	System must allow for user definable Evaluation Types with Frequency. (ex: Annual Performance Review completed every 12 months)	X	<input type="checkbox"/>	<input type="checkbox"/>
62	The ability for establishing user definable evaluation ratings.	X	<input type="checkbox"/>	<input type="checkbox"/>
63	Ability to do analysis ("what if scenarios") with positions, individually by department and, as a whole.	<input type="checkbox"/>	<input type="checkbox"/>	X
64	Ability to track historical evaluation ratings for employees	X	<input type="checkbox"/>	<input type="checkbox"/>
65	Ability to retain performance appraisal history	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant			
		Modification/Custom Software			Not available
Human Resources -- Employee Event Tracking					Third Party (include company name)
	Percent of increases	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ratings	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Date by employee	X	<input type="checkbox"/>	<input type="checkbox"/>	
	All information available	X	<input type="checkbox"/>	<input type="checkbox"/>	
66	Pay rate change information should be available for entry on the evaluation.	X	<input type="checkbox"/>	<input type="checkbox"/>	
67	Overall evaluation rating should be tracked and stored.	X	<input type="checkbox"/>	<input type="checkbox"/>	
68	The ability to enter follow-up information as needed.	X	<input type="checkbox"/>	<input type="checkbox"/>	
69	The system should allow for unlimited user defined notes to be attached to each evaluation.	X	<input type="checkbox"/>	<input type="checkbox"/>	
70	The ability to attach unlimited documents to each evaluation.	X	<input type="checkbox"/>	<input type="checkbox"/>	
71	The ability to send internal notifications to employee and reviewer.	X	<input type="checkbox"/>	<input type="checkbox"/>	
72	Users must be able to print all information pertaining to an evaluation.	X	<input type="checkbox"/>	<input type="checkbox"/>	
74	Ability to escalate alerts for past due evaluation to supervisor's supervisor	X	<input type="checkbox"/>	<input type="checkbox"/>	
75	Ability to retain the raw score along with the performance rating	X	<input type="checkbox"/>	<input type="checkbox"/>	
76	Ability to have as many rating levels as needed	X	<input type="checkbox"/>	<input type="checkbox"/>	
77	Ability to use a template for various grade levels	X	<input type="checkbox"/>	<input type="checkbox"/>	
78	User defined performance objectives	<input type="checkbox"/>	<input type="checkbox"/>	X	
79	Ability to support succession planning models	<input type="checkbox"/>	<input type="checkbox"/>	X	
80	Ability to identify certain employees are participating in succession planning program	<input type="checkbox"/>	<input type="checkbox"/>	X	

		Fully Compliant		
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				Not available
Human Resources -- Employee Event Tracking				Third Party (include company name)
81	Ability to mine employee base based on performance measures and/or competencies	<input type="checkbox"/>	<input type="checkbox"/>	X
82	Ability to track/compare key performance measures between multiple employees	<input type="checkbox"/>	<input type="checkbox"/>	X
83	Ability to rate individual performance objectives and competencies	X	<input type="checkbox"/>	<input type="checkbox"/>
84	Ability to create user defined rules for giving reviews	<input type="checkbox"/>	<input type="checkbox"/>	X
85	Ability to maintain library of unique performance objectives	<input type="checkbox"/>	<input type="checkbox"/>	X
86	Ability to insert performance objectives from library into review document template	<input type="checkbox"/>	<input type="checkbox"/>	X
87	Ability to transfer document rights for employee to a new supervisor	<input type="checkbox"/>	<input type="checkbox"/>	X
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reporting and Query				
88	System should generate canned reports in all referenced modules.	X	<input type="checkbox"/>	<input type="checkbox"/>
89	Canned reports should have user defined selection criteria for all reports.	X	<input type="checkbox"/>	<input type="checkbox"/>
90	Ability to generate customized ad hoc reports.	X	<input type="checkbox"/>	<input type="checkbox"/>
91	Ability for management and/or department heads to review all information on-line.	X	<input type="checkbox"/>	<input type="checkbox"/>
92	Ability to query and report on any field within the employee event module.	<input type="checkbox"/>	<input type="checkbox"/>	X
93	Ability to report on overall rating level distribution by organization, division, department and unit	X	<input type="checkbox"/>	<input type="checkbox"/>

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		Modification/Custom Software		
				Not available
Human Resources -- Employee Event Tracking				Third Party (include company name)
94	Ability to report on overall form rating score by organization, division, department and unit	<input type="checkbox"/>	<input type="checkbox"/>	X
95	Ability to report on overdue documents	X	<input type="checkbox"/>	<input type="checkbox"/>
96	Ability to report on rating distribution based on hierarchy	<input type="checkbox"/>	<input type="checkbox"/>	X
97	Ability for supervisors/directors to query or run report showing summary of past due evaluations for direct reports	X	<input type="checkbox"/>	<input type="checkbox"/>
98	Ability to provide statistical reporting	<input type="checkbox"/>	<input type="checkbox"/>	X
99	Compare performance appraisals between departments to analyze how each department evaluates employees	<input type="checkbox"/>	<input type="checkbox"/>	X
100	Ability to provide audit trail for all functions	<input type="checkbox"/>	<input type="checkbox"/>	X
Workflow				
101	Ability to apply workflow based on user defined events such as approvals	<input type="checkbox"/>	<input type="checkbox"/>	X
102	Ability to create iterative workflow processes (can go back and forth between participants)	<input type="checkbox"/>	<input type="checkbox"/>	X
103	Support workflow for multiple levels of approvals (employee and supervisors) for evaluations; once complete send to human resources	<input type="checkbox"/>	<input type="checkbox"/>	X
104	Integrations with HRIS	X	<input type="checkbox"/>	<input type="checkbox"/>
105	Ability for HR staff, directors, managers, supervisors and employees to interact with the system via a web based interface	X	<input type="checkbox"/>	<input type="checkbox"/>

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		Not available		
		Third Party (include company name)		
Human Resources -- Benefits Administration				
1	Ability to maintain premium and deduction amounts on a before/after tax basis for multiple benefit plans, including but not limited to:			
	Health insurance	X	<input type="checkbox"/>	<input type="checkbox"/>
	Dental insurance	X	<input type="checkbox"/>	<input type="checkbox"/>
	Life insurance	X	<input type="checkbox"/>	<input type="checkbox"/>
	Other user-defined insurance fields	X	<input type="checkbox"/>	<input type="checkbox"/>
	Deferred compensation plans	X	<input type="checkbox"/>	<input type="checkbox"/>
	Flexible benefits for medical and child care	X	<input type="checkbox"/>	<input type="checkbox"/>
	Long term disability	X	<input type="checkbox"/>	<input type="checkbox"/>
	Short term disability	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to maintain benefit eligibility data including:	X		
	Union affiliation	X	<input type="checkbox"/>	<input type="checkbox"/>
	Length of service	X	<input type="checkbox"/>	<input type="checkbox"/>
	Marital status	X	<input type="checkbox"/>	<input type="checkbox"/>
	Dependent information (name, SSN, date of birth, address if different, relationship, other user-defined fields)	X	<input type="checkbox"/>	<input type="checkbox"/>
	Employee status (active, retired, leave of absence, suspension, termination, FMLA, etc.)	X	<input type="checkbox"/>	<input type="checkbox"/>
2	Ability to maintain employer and employee premium costs in a table versus updating each employee when rates change	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant			
		Modification/Custom Software			
				Not available	
Human Resources -- Benefits Administration				Third Party (include company name)	
3	Ability to maintain coverage levels for each benefit by employee	X	<input type="checkbox"/>	<input type="checkbox"/>	
4	Ability to maintain dependents for each benefit by employee	X	<input type="checkbox"/>	<input type="checkbox"/>	
5	Ability to maintain beneficiaries for a benefit by employee	X	<input type="checkbox"/>	<input type="checkbox"/>	
6	Ability to retroactively change coverage level based on change requested	X	<input type="checkbox"/>	<input type="checkbox"/>	
7	Ability to adjust employer costs for retroactive changes made	X	<input type="checkbox"/>	<input type="checkbox"/>	
8	Ability to track levels of coverage and dependent coverage for retirees continuation of insurance	X	<input type="checkbox"/>	<input type="checkbox"/>	
9	Ability to do analysis on the types of benefits and coverages employees are choosing	X	<input type="checkbox"/>	<input type="checkbox"/>	
10	Ability to maintain 2 years simultaneously during open enrollment	X	<input type="checkbox"/>	<input type="checkbox"/>	
11	Provide a place to store employee and retirees personal email addresses	X	<input type="checkbox"/>	<input type="checkbox"/>	
12	Ability for the ERP system to provide one employee self-service module for all the employees self-service needs with outside web access as well as in-house access	X	<input type="checkbox"/>	<input type="checkbox"/>	
13	COBRA Tracking data:				
	Ability to flag a retiree as a COBRA participant	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to track COBRA and retiree insurance continuation	X	<input type="checkbox"/>	<input type="checkbox"/>	

		Fully Compliant		
		Modification/Custom Software		
				Not available
Human Resources -- Benefits Administration				Third Party (include company name)
	Ability to maintain multiple COBRA plans and retiree premium rates	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to track levels of coverage, dependents covered and anticipated ending date for COBRA continuation	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to track COBRA and retiree payments received (amount received, date received)	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to track method of COBRA payment (cash or automatic deduction)	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to generate monthly COBRA bank file for automatic deductions	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability for COBRA participant or retiree to view payment history, future premiums due, levels of coverage, update dependents and other personal information via a self-service web site	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to maintain costing information for receipting payments from COBRA participants and retirees	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to include information on COBRA compliance report	X	<input type="checkbox"/>	<input type="checkbox"/>
14	Ability to accommodate sets of benefit options linked to employee group.	X	<input type="checkbox"/>	<input type="checkbox"/>
15	Ability to provide tracking of death for employees, retirees, or dependents.	X	<input type="checkbox"/>	<input type="checkbox"/>
16	Ability to provide for mass updates of employee plan designation.	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant			
		Modification/Custom Software			
				Not available	
Human Resources -- Benefits Administration				Third Party (include company name)	
17	Ability to update benefits individually and as a group online.	X	<input type="checkbox"/>	<input type="checkbox"/>	
18	Ability to track current benefit elections for retirees and spouses.	X	<input type="checkbox"/>	<input type="checkbox"/>	
19	Ability to (according to the Family Medical Leave Act):	X			
	Notice employees	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Identify multiple start dates with capability to handle intermittent time	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Identify multiple ending dates	X	<input type="checkbox"/>	<input type="checkbox"/>	
20	Ability to view FMLA time off in the current rolling 12 month period.	X	<input type="checkbox"/>	<input type="checkbox"/>	
21	Ability to track post retirement benefit costs and who is eligible.	X	<input type="checkbox"/>	<input type="checkbox"/>	
22	Ability to maintain record of employee plan history.	X	<input type="checkbox"/>	<input type="checkbox"/>	
23	Ability to validate that the employee is eligible for the plan selected.	X	<input type="checkbox"/>	<input type="checkbox"/>	
24	Ability to determine the coverage and deduction amounts for the employee using the parameters stored in the benefit plan structure tables.	X	<input type="checkbox"/>	<input type="checkbox"/>	
25	Ability to support pre and post tax payroll deductions.	X	<input type="checkbox"/>	<input type="checkbox"/>	
26	Ability for group life insurance amounts and costs to be recalculated for all employees at any time during the year based on changed salary coverage and/or plan cost parameters.	X	<input type="checkbox"/>	<input type="checkbox"/>	
27	Ability to support cafeteria benefits.	X	<input type="checkbox"/>	<input type="checkbox"/>	

		Fully Compliant			
		Modification/Custom Software			
				Not available	
Human Resources -- Benefits Administration				Third Party (include company name)	
28	Ability to track imputed income for life insurance for amounts over \$50,000.	X	<input type="checkbox"/>	<input type="checkbox"/>	
29	Ability to do analysis ("what if scenarios") with positions, individually by department and as a whole.	X	<input type="checkbox"/>	<input type="checkbox"/>	
30	Ability to have benefit premiums formula driven, established from salary, set amount, with or without coverage limits and based on client defined eligibility.	X	<input type="checkbox"/>	<input type="checkbox"/>	
31	Ability to provide audit trail for all functions	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Interfaces				
32	Payroll	X	<input type="checkbox"/>	<input type="checkbox"/>	
33	General Ledger	X	<input type="checkbox"/>	<input type="checkbox"/>	
34	Budget	X	<input type="checkbox"/>	<input type="checkbox"/>	
35	Accounts Payable	X	<input type="checkbox"/>	<input type="checkbox"/>	
36	Accounts Receivable	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Reporting/Querying				
37	Ability to report the number of retirees with City contributions and City costs for a user defined period of time	X	<input type="checkbox"/>	<input type="checkbox"/>	
38	Ability to run report showing types of benefit coverage including levels of coverage (by coverage type, by coverage level, by employee groups)	X	<input type="checkbox"/>	<input type="checkbox"/>	

		Fully Compliant		
		Modification/Custom Software		
				Not available
Human Resources -- Benefits Administration				Third Party (include company name)
39	Ability to report changes (coverage levels or premium amounts) that occurred during a user defined period of time	X	<input type="checkbox"/>	<input type="checkbox"/>
	Workflow			
39	Ability to apply workflow based on user defined events such as approvals, purchase amounts, contract expiration, etc.	X	<input type="checkbox"/>	<input type="checkbox"/>
40	Open Enrollment workflow			
	Ability to interface with an open enrollment module		X	<input type="checkbox"/>

		Fully Compliant		
		Modification/Custom Software		
				Not available
Human Resources -- Applicant Tracking				Third Party (include company name)
1	Ability to generate candidate lists by test by user-defined criteria.	X	<input type="checkbox"/>	<input type="checkbox"/>
2	Ability to schedule tests and send letters informing of date and time of test.	X	<input type="checkbox"/>	<input type="checkbox"/>
3	Ability to compute test scores according to exam plan definition.	<input type="checkbox"/>	<input type="checkbox"/>	X
4	Ability to generate initial eligible lists and final eligible lists by test, containing as selected by user:			
	Class title	X	<input type="checkbox"/>	<input type="checkbox"/>
	Class code	X	<input type="checkbox"/>	<input type="checkbox"/>
	Date posted	X	<input type="checkbox"/>	<input type="checkbox"/>
	Date expires	X	<input type="checkbox"/>	<input type="checkbox"/>
	Date amended	X	<input type="checkbox"/>	<input type="checkbox"/>
	Initial or final list	X	<input type="checkbox"/>	<input type="checkbox"/>
	Date of test	X	<input type="checkbox"/>	<input type="checkbox"/>
	Candidate name	X	<input type="checkbox"/>	<input type="checkbox"/>
	Candidate ethnicity	<input type="checkbox"/>	<input type="checkbox"/>	X
	Candidate gender	<input type="checkbox"/>	<input type="checkbox"/>	X
	General candidate availability or restriction	<input type="checkbox"/>	<input type="checkbox"/>	X
	Category or rank	X	<input type="checkbox"/>	<input type="checkbox"/>
	Voluntary transfer candidates	<input type="checkbox"/>	<input type="checkbox"/>	X
	Applicant information must flow to employee module.	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant		
		Modification/Custom Software		
		Not available		
		Third Party (include company name)		
Human Resources -- Applicant Tracking				
5	Ability to create an online profile that will allow for multiple applications.	<input type="checkbox"/>	<input type="checkbox"/>	X
6	Allow for future modifications, changes and submissions to the application.	X	<input type="checkbox"/>	<input type="checkbox"/>
7	Ability to have complete applicant tracking online throughout the hiring process that also stores complete history files of successful and non-successful candidates.	<input type="checkbox"/>	<input type="checkbox"/>	X
8	Ability to set the applicant information that managers can view.	X	<input type="checkbox"/>	<input type="checkbox"/>
9	Ability to archive and delete entire applicant files, with appropriate user security.	X	<input type="checkbox"/>	<input type="checkbox"/>
10	Ability to scan or image resumes or other documents and attach to the applicant file.	X	<input type="checkbox"/>	<input type="checkbox"/>
11	Ability to query attached documents to an applicant's record through an index.	<input type="checkbox"/>	<input type="checkbox"/>	X
12	Ability to accept and process an unlimited number of applicants throughout entire process.	X	<input type="checkbox"/>	<input type="checkbox"/>
13	Ability to provide for applicant identification sortable by:			
	Last name	X	<input type="checkbox"/>	<input type="checkbox"/>
	Social security number or other applicant identification #	X	<input type="checkbox"/>	<input type="checkbox"/>
	Position	X	<input type="checkbox"/>	<input type="checkbox"/>
	Certifications/licenses	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to generate interview invitations.	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant		
		Modification/Custom Software		
		Not available		
		Third Party (include company name)		
Human Resources -- Applicant Tracking				
14	Ability to search for applicant by:			
	Last name	X	<input type="checkbox"/>	<input type="checkbox"/>
	First name	X	<input type="checkbox"/>	<input type="checkbox"/>
	Social security number or other applicant identification number	X	<input type="checkbox"/>	<input type="checkbox"/>
	Position	X	<input type="checkbox"/>	<input type="checkbox"/>
	Date range of application date	X	<input type="checkbox"/>	<input type="checkbox"/>
15	Ability to generate thank you letters to unsuccessful candidates from a menu of templates, with HR workflow approval process.	<input type="checkbox"/>	<input type="checkbox"/>	X
16	Ability to generate appointment letters.	<input type="checkbox"/>	<input type="checkbox"/>	X
17	Ability for managers to select candidates for interviews and enter interview date and time in the applicant's record.	X	<input type="checkbox"/>	<input type="checkbox"/>
18	Ability to generate drug testing, physical, and test schedules.	<input type="checkbox"/>	<input type="checkbox"/>	X
19	Ability to generate notification to inform candidate of test schedule.	<input type="checkbox"/>	<input type="checkbox"/>	X
20	Ability to do analysis ("what if scenarios") with positions, individually by department and as a whole.	<input type="checkbox"/>	<input type="checkbox"/>	X
21	Ability to screen for and prevent duplicate applications to same position.	X	<input type="checkbox"/>	<input type="checkbox"/>
22	Ability for applicant information to be electronically submitted to hiring manager.	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant		
		Modification/Custom Software		
				Not available
Human Resources -- Applicant Tracking				Third Party (include company name)
23	Ability to provide audit trail	<input type="checkbox"/>	<input type="checkbox"/>	X
	Workflow			
24	Ability to generate requisitions with approval levels	X	<input type="checkbox"/>	<input type="checkbox"/>
25	Ability to generate Personnel Action Paper (PAP) with approvals	X	<input type="checkbox"/>	<input type="checkbox"/>
26	Ability for applicant personal and job information to import to HRIS Employee Database	X	<input type="checkbox"/>	<input type="checkbox"/>
27	Applicant process connected to a background check option	<input type="checkbox"/>	<input type="checkbox"/>	X

		Fully Compliant			
		Modification/Custom Software			
				Not available	
				Third Party (include company name)	
Human Resources -- Position Budgeting					
1	Ability to Budget for employee group and create a starting budget schedule for each group.	X	<input type="checkbox"/>	<input type="checkbox"/>	
2	Ability to Budget for any hours code (i.e. overtime) with user definable hours (i.e. 2 hours) and user definable payment cycle (i.e. Every Payroll, Annually, etc.) and cycle start month (i.e., March).	X	<input type="checkbox"/>	<input type="checkbox"/>	
3	Ability to budget/calculate benefit, taxes, and workers compensation costs with effective date options to allow for mid-year or off cycle increases throughout a budget year.	X	<input type="checkbox"/>	<input type="checkbox"/>	
4	Ability to override wages, benefits, taxes, and workers compensation information in budget preparation module when appropriate.	X	<input type="checkbox"/>	<input type="checkbox"/>	
5	Ability to view budget information for all positions within a department or by position independently.	X	<input type="checkbox"/>	<input type="checkbox"/>	
6	Ability to set adjustment factors with multiple effective date increases/decreases. (i.e. increase Jan 2 of 2% and increase on Aug 5 of 1%.)	X	<input type="checkbox"/>	<input type="checkbox"/>	
7	Ability to generate future fiscal year forecasts regarding salary.	X	<input type="checkbox"/>	<input type="checkbox"/>	
8	Ability to add and delete positions for budgeting purposes at any point in the budget cycle.	X	<input type="checkbox"/>	<input type="checkbox"/>	

		Fully Compliant			
		Modification/Custom Software			
		Not available			
		Third Party (include company name)			
Human Resources -- Position Budgeting					
9	Ability to forecast current year budget and actual (either on a line-by-line basis or on an entire budget) based on:	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Units (positions) or staffing plan	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Employee groups (e.g. bargaining units)	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Characteristics of positions (e.g., longevity increases, step and grade increases, etc.)	X	<input type="checkbox"/>	<input type="checkbox"/>	
10	Ability to create budget relationships (e.g., salary changes automatically adjust benefits and vice versa).	X	<input type="checkbox"/>	<input type="checkbox"/>	
11	Ability to identify or flag department changes that impact other accounts after initial budget submission (e.g., salary change affects benefits), as defined by the Finance Department	X	<input type="checkbox"/>	<input type="checkbox"/>	
12	Ability to budget using positions or actual employees.	X	<input type="checkbox"/>	<input type="checkbox"/>	
13	Ability to override controls for specific position types.	X	<input type="checkbox"/>	<input type="checkbox"/>	
14	Ability to maintain position history.	X	<input type="checkbox"/>	<input type="checkbox"/>	
15	Ability to provide that position can be budgeted for partial year (3, 6, 9 months).	X	<input type="checkbox"/>	<input type="checkbox"/>	
16	Ability to track the budget status (i.e. promoted, calculated, modified, etc.)	X	<input type="checkbox"/>	<input type="checkbox"/>	
17	Ability to provide audit trail	X	<input type="checkbox"/>	<input type="checkbox"/>	

		Fully Compliant		
		Modification/Custom Software		
		Not available		
		Third Party (include company name)		
Human Resources -- Position Budgeting				
Reporting and Query				
18	Ability to generate position budget trending report for user definable years.	X	<input type="checkbox"/>	<input type="checkbox"/>
19	Ability to generate position budget performance report with user definable selection criteria.	X	<input type="checkbox"/>	<input type="checkbox"/>
20	Ability to generate position budget report including all applicable expenditures with user definable selection criteria.	X	<input type="checkbox"/>	<input type="checkbox"/>
21	Ability to provide a fully capable "what-if" scenario generator for labor negotiations.	X	<input type="checkbox"/>	<input type="checkbox"/>
22	Ability to access all position budget information for reporting purposes.	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant		
		Modification/Custom Software		
		Not available		
		Third Party (include company name)		
Human Resources -- Leave Management				
1	Ability for the system to automatically maintain multiple accrual rate tables for various types of leave including vacation, sick and paid time off (PTO), leave without pay (WOP) by person or other user defined criteria.	X	<input type="checkbox"/>	<input type="checkbox"/>
2	Ability to make exceptions to accrual rates for specific individuals (ex: different accrual rate negotiated for a new hire)	X	<input type="checkbox"/>	<input type="checkbox"/>
3	Provide leave management access and maintenance via a Web based Self-Service capability for Human Resources staff and City employees	X	<input type="checkbox"/>	<input type="checkbox"/>
4	Ability to classify and record leave as medical, military, work comp, FMLA, jury duty , vacation, etc. per City rules	X	<input type="checkbox"/>	<input type="checkbox"/>
5	Ability to enter estimated or actual leave start and end dates	X	<input type="checkbox"/>	<input type="checkbox"/>
6	Ability to view history of leaves for an employee (including type of leave and period absent)	X	<input type="checkbox"/>	<input type="checkbox"/>
7	Ability for system to calculate when current paid leave balances will end (including future accruals earned during paid leave)	X	<input type="checkbox"/>	<input type="checkbox"/>
8	Ability of system to calculate beginning and ending dates for certain types of leave (e.g.: maternity allows for 4 weeks of paid leave of absence)	X	<input type="checkbox"/>	<input type="checkbox"/>
9	Ability of system to calculate premium amounts owed during an unpaid leave	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant		
		Modification/Custom Software		
		Not available		
		Third Party (include company name)		
Human Resources -- Leave Management				
10	Ability for system to adjust premium rates	X	<input type="checkbox"/>	<input type="checkbox"/>
11	Ability of system to adjust premium rates to include both employer and employee amounts when a qualifying event takes place. (Qualifying event example: A dependant is added)	X	<input type="checkbox"/>	<input type="checkbox"/>
12	Ability of the system to move performance review date ahead the appropriate number of days based on a qualifying unpaid leave. (Example: Adjust the performance review date if the employee will be out for more than 90 days.	X	<input type="checkbox"/>	<input type="checkbox"/>
13	Ability to record premium payments received with the proper costing information (Payroll/Accounting function)	<input type="checkbox"/>	<input type="checkbox"/>	X
14	Ability to clear arrears in payroll system once employee makes a payment (Payroll/Accounting function)	<input type="checkbox"/>	<input type="checkbox"/>	X
15	Ability of the system to process leave requests	X	<input type="checkbox"/>	<input type="checkbox"/>
16	Ability of the system to keep track of individuals who are on leave	X	<input type="checkbox"/>	<input type="checkbox"/>
17	Ability to automatically track FMLA by employee based on the employees or the employee supervisor's entry of time sheet data.	X	<input type="checkbox"/>	<input type="checkbox"/>
18	Ability to provide audit trail	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant		
		Modification/Custom Software		
				Not available
Human Resources -- Leave Management				Third Party (include company name)
Reporting and Query				
19	Ability to run a report showing accruals and usage by pay period for an employee, division, department and City wide balances after each pay period or other user defined criteria.	X	<input type="checkbox"/>	<input type="checkbox"/>
20	Ability to run queries on estimated or actual leave starting and ending dates by person or other user defined criteria.	X	<input type="checkbox"/>	<input type="checkbox"/>
21	Ability of the system to generate leave letter for an employee (states dates of leave and premiums owed by month)	X	<input type="checkbox"/>	<input type="checkbox"/>
22	Ability for the system to report delinquent premium amounts (e.g. - employee doesn't return after a leave and still owes premiums)	X	<input type="checkbox"/>	<input type="checkbox"/>
	WORKFLOW			
23	Ability to apply workflow based on user defined events such as leave requests, requests for leave of absence, contract expiration, etc.	X	<input type="checkbox"/>	<input type="checkbox"/>
	WEB ENABLEMENT			
24	Ability of the system to provide Web based access to Human Resources Staff and Employees	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant		
		Modification/Custom Software		
		Not available		
		Third Party (include company name)		
Human Resources -- Risk Management				
1	Ability to track worker's compensation (W/C) injuries	X	<input type="checkbox"/>	<input type="checkbox"/>
2	Ability to track medical expenses associated with W/C injuries	X	<input type="checkbox"/>	<input type="checkbox"/>
3	Ability to track lost work time associated with W/C injuries	X	<input type="checkbox"/>	<input type="checkbox"/>
4	Ability to track general liability claims (property, personal injury, etc) along with all medical and legal costs	X	<input type="checkbox"/>	<input type="checkbox"/>
5	Ability to report on general liability claims by date, location, name, or other user defined criteria	X	<input type="checkbox"/>	<input type="checkbox"/>
6	Ability to store fleet information on all City vehicles and equipment	<input type="checkbox"/>	<input type="checkbox"/>	X
7	Ability to track vehicle/equipment accident reports along with all associated repair costs, medical costs, legal costs, etc.	<input type="checkbox"/>	<input type="checkbox"/>	X
8	Ability to report on fleet claims by date, location, employee	<input type="checkbox"/>	<input type="checkbox"/>	X
9	Ability to store database of all City-owned properties	<input type="checkbox"/>	<input type="checkbox"/>	X
10	Ability to track insurance policies, costs and renewal dates for each City-owned property	<input type="checkbox"/>	<input type="checkbox"/>	X
11	Ability to store background check information, along with associated costs and source(s), with access defined by security level	<input type="checkbox"/>	<input type="checkbox"/>	X
12	Ability to store database of employee driver license records and renewal dates with access defined by security level	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant			
		Modification/Custom Software			
		Not available			
		Third Party (include company name)			
Human Resources -- Risk Management					
13	Ability to store drug testing information with access defined by security level	<input type="checkbox"/>	<input type="checkbox"/>	X	
14	Ability to provide audit trail	<input type="checkbox"/>	<input type="checkbox"/>	X	
Reporting and Query					
15	Standard reports for all modules (W/C, Liability, Fleet, etc) by user defined criteria	X	<input type="checkbox"/>	<input type="checkbox"/>	
16	Ability to create ad hoc reports using any defined field	X	<input type="checkbox"/>	<input type="checkbox"/>	
Workflow					
17	Ability to complete first report of injury W/C forms for electronic submittal to Risk	X	<input type="checkbox"/>	<input type="checkbox"/>	
18	Ability to link to work order module and create work order for claims requiring tasks to be performed by other departments	X	<input type="checkbox"/>	<input type="checkbox"/>	

		Fully Compliant		
		Modification/Custom Software		
				Not available
Neighborhood & Development Services -- Business Licensing				Third Party (include company name)
1	The system must provide a facility to establish, maintain and monitor licenses and operations of businesses operating within the community.	X	<input type="checkbox"/>	<input type="checkbox"/>
2	System integrates with:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	General Ledger	X	<input type="checkbox"/>	<input type="checkbox"/>
	Cash Receipts	<input type="checkbox"/>	<input type="checkbox"/>	X
	Parcel Management	X	<input type="checkbox"/>	<input type="checkbox"/>
	Permitting Application	X	<input type="checkbox"/>	<input type="checkbox"/>
3	The system should allow businesses operating within the jurisdiction to be issued one or more licenses to conduct business for various categories of activity, (dry cleaners, convenience store, beer/wine, etc.).	X	<input type="checkbox"/>	<input type="checkbox"/>
4	In addition to NAICS and SIC, must allow unlimited user-defined business codes.	X	<input type="checkbox"/>	<input type="checkbox"/>
5	Handle an unlimited number of fees and rates.	X	<input type="checkbox"/>	<input type="checkbox"/>
6	Fees should be established based upon a variety of parameters such as; occupancy space, number of employees, gross receipts, machines or chairs and can be combined for a given business.	X	<input type="checkbox"/>	<input type="checkbox"/>
7	System has the ability to check for outstanding fees or include elements such as planning review as a step in the process prior to releasing a business license.	X	<input type="checkbox"/>	<input type="checkbox"/>
8	Late fees must be automatically assessed based upon user defined parameters.	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant		
		Modification/Custom Software		
				Not available
Neighborhood & Development Services -- Business Licensing				Third Party (include company name)
9	System can notify user of upcoming expiration dates for business license holders via reports or system notifications.	X	<input type="checkbox"/>	<input type="checkbox"/>
10	Historical information must be kept regarding relocation of businesses, ownership transfers, changes in the nature of the business and other factors which may affect future issuance of a license.	X	<input type="checkbox"/>	<input type="checkbox"/>
11	Inspection reports should be produced by location to facilitate verification of business entities by area, street or other address-based techniques.	X	<input type="checkbox"/>	<input type="checkbox"/>
12	All businesses must be linked to the central property file for validation.	X	<input type="checkbox"/>	<input type="checkbox"/>
13	System must interface to GIS database and allow mapping of licenses and licensees	X	<input type="checkbox"/>	<input type="checkbox"/>
14	Ability to maintain license history.	X	<input type="checkbox"/>	<input type="checkbox"/>
Renewals				
15	Ability to create renewals batches based upon the following selection criteria:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Licenses Expiration Date Range	X	<input type="checkbox"/>	<input type="checkbox"/>
	Type of License	X	<input type="checkbox"/>	<input type="checkbox"/>
16	Ability to edit the created batch	X	<input type="checkbox"/>	<input type="checkbox"/>
17	Ability to print license form for a single business or group of businesses	X	<input type="checkbox"/>	<input type="checkbox"/>
18	Forms templates Microsoft Word format) are provided for user to define unlimited numbers of the following forms:			

		Fully Compliant		
		Modification/Custom Software		
				Not available
Neighborhood & Development Services -- Business Licensing				Third Party (include company name)
	License	X	<input type="checkbox"/>	<input type="checkbox"/>
	License Renewal Form	X	<input type="checkbox"/>	<input type="checkbox"/>
	License Application Letter	X	<input type="checkbox"/>	<input type="checkbox"/>
	License Delinquent Notice	X	<input type="checkbox"/>	<input type="checkbox"/>
	License Expiration Letter	X	<input type="checkbox"/>	<input type="checkbox"/>
19	The system captures the following items related to Businesses:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	License Number (system-generated)	X	<input type="checkbox"/>	<input type="checkbox"/>
	Name	X	<input type="checkbox"/>	<input type="checkbox"/>
	Doing Business As (DBA)	X	<input type="checkbox"/>	<input type="checkbox"/>
	Telephone number	X	<input type="checkbox"/>	<input type="checkbox"/>
	Emergency telephone number	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to do analysis ("what if scenarios") with positions, individually by department and as a whole.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Website	X	<input type="checkbox"/>	<input type="checkbox"/>
	Email address	X	<input type="checkbox"/>	<input type="checkbox"/>
	Attention line	X	<input type="checkbox"/>	<input type="checkbox"/>
	Tax ID number	X	<input type="checkbox"/>	<input type="checkbox"/>
	State license number	X	<input type="checkbox"/>	<input type="checkbox"/>
	Corporate document number	X	<input type="checkbox"/>	<input type="checkbox"/>
	Open date	X	<input type="checkbox"/>	<input type="checkbox"/>
	Close date	X	<input type="checkbox"/>	<input type="checkbox"/>
	SIC number and description	X		
	NAICS number and description	X		

		Fully Compliant		
		Modification/Custom Software		
				Not available
Neighborhood & Development Services -- Business Licensing				Third Party (include company name)
	Business description	X	<input type="checkbox"/>	<input type="checkbox"/>
	Associated parcel	X	<input type="checkbox"/>	<input type="checkbox"/>
	Business physical address	X	<input type="checkbox"/>	<input type="checkbox"/>
	Business mailing address	X	<input type="checkbox"/>	<input type="checkbox"/>
20	The system or the user has the ability to:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Search for existing business name when adding a new business to prevent duplicates.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Assign a status to a business.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Associate an unlimited number of contacts with the business.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Create unlimited user-defined attributes.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Manually add and remove attributes.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Add unlimited attachments of any file type and/or comments to the business.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Track all activities associated with a business.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Associate an unlimited number of licenses to a business.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Review the license history for a business.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Create an annual bill for each of the businesses in the system.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Record payments against such a billing and identify businesses that have not paid	X	<input type="checkbox"/>	<input type="checkbox"/>
	Create automated approval routings so that information about a new business can be reviewed by a variety of departments or divisions	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant		
		Modification/Custom Software		
		Not available		
				Third Party (include company name)
Neighborhood & Development Services -- Business Licensing				
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21	The system captures the following items related to Licensing:	X	<input type="checkbox"/>	<input type="checkbox"/>
	License contact	X	<input type="checkbox"/>	<input type="checkbox"/>
	Emergency contact	X	<input type="checkbox"/>	<input type="checkbox"/>
	Classification	X	<input type="checkbox"/>	<input type="checkbox"/>
	Exemption	X	<input type="checkbox"/>	<input type="checkbox"/>
	Submit date	X	<input type="checkbox"/>	<input type="checkbox"/>
	Expiration date	X	<input type="checkbox"/>	<input type="checkbox"/>
	Issue date	X	<input type="checkbox"/>	<input type="checkbox"/>
	Gross receipt value	X	<input type="checkbox"/>	<input type="checkbox"/>
	Sub Categories	X	<input type="checkbox"/>	<input type="checkbox"/>
	County fee	X	<input type="checkbox"/>	<input type="checkbox"/>
	Comments	X	<input type="checkbox"/>	<input type="checkbox"/>
	Associated business and information	X	<input type="checkbox"/>	<input type="checkbox"/>
22	The system or the user has the ability to:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Assign a status to a license.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Associate fees with a license type, and automatically add when creating a license.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Manually add and remove fees.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Renew a license.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Assess penalties on a license.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Print a license.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Add gross receipts and expiration date to a license.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Accept payments for license fees.	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant		
		Modification/Custom Software		
		Not available		
		Third Party (include company name)		
Neighborhood & Development Services -- Business Licensing				
	Create unlimited user-defined attributes and associate them with a license type.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Manually add and remove attributes.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Add unlimited attachments of any file type to the license.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Track all activities associated with a license.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Assign and schedule reviews for a license.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Add and schedule inspections for a license.	X	<input type="checkbox"/>	<input type="checkbox"/>
	View all history associated with a license, including transfers.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Inquiries			
23	View licensees on line by any or all of the following selection criteria	X	<input type="checkbox"/>	<input type="checkbox"/>
	License Type	X	<input type="checkbox"/>	<input type="checkbox"/>
	License Number	X	<input type="checkbox"/>	<input type="checkbox"/>
	Licensee Last Name	X	<input type="checkbox"/>	<input type="checkbox"/>
	Licensee First Name	X	<input type="checkbox"/>	<input type="checkbox"/>
	Licensee Address	X	<input type="checkbox"/>	<input type="checkbox"/>
	Business Address	X	<input type="checkbox"/>	<input type="checkbox"/>
	Tax ID Type	<input type="checkbox"/>	<input type="checkbox"/>	X
	Tax ID Number	<input type="checkbox"/>	<input type="checkbox"/>	X
	License for	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant		
		Modification/Custom Software		
				Not available
Neighborhood & Development Services -- Business Licensing				Third Party (include company name)
	Reporting			
24	Licensee Transaction Report	X	<input type="checkbox"/>	<input type="checkbox"/>
25	Licensing Open Renewal Report	X	<input type="checkbox"/>	<input type="checkbox"/>
26	License Inspection Report	X	<input type="checkbox"/>	<input type="checkbox"/>
27	Licensing Revenue Summary Report	X	<input type="checkbox"/>	<input type="checkbox"/>
28	Licensing by G/L Distribution Report	X	<input type="checkbox"/>	<input type="checkbox"/>
29	Licensee by Profile Report	X	<input type="checkbox"/>	<input type="checkbox"/>
30	License Activity Report	X	<input type="checkbox"/>	<input type="checkbox"/>
31	Business Inspection Report	X	<input type="checkbox"/>	<input type="checkbox"/>
32	License Report	X	<input type="checkbox"/>	<input type="checkbox"/>
33	Expiration Report	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant		
		Modification/Custom Software		
				Not available
Neighborhood & Development Services -- Parcel Management				Third Party (include company name)
1	Ability to interface to existing GIS system for land and parcel information.	X	<input type="checkbox"/>	<input type="checkbox"/>
2	Ability to access GIS mapping data for road/street locations	X	<input type="checkbox"/>	<input type="checkbox"/>
3	Ability to interface GIS functionality/applications into the Land Management module.	X	<input type="checkbox"/>	<input type="checkbox"/>
4	Ability to track parcels of land including, but not limited to the following information:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Address (Allow for multiple addresses per parcel)	X	<input type="checkbox"/>	<input type="checkbox"/>
	Owner (Allow for multiple owners)	X	<input type="checkbox"/>	<input type="checkbox"/>
	Resident (Allow for multiple residents)	X	<input type="checkbox"/>	<input type="checkbox"/>
	Structure type (e.g., two-car garage, mobile home)	X	<input type="checkbox"/>	<input type="checkbox"/>
	Use type (e.g., residential, agricultural, etc.)	X	<input type="checkbox"/>	<input type="checkbox"/>
	Sub division	X	<input type="checkbox"/>	<input type="checkbox"/>
	Unlimited user-defined fields	X	<input type="checkbox"/>	<input type="checkbox"/>
5	Ability to track both the owner and resident (could be different) for each address.	X	<input type="checkbox"/>	<input type="checkbox"/>
6	Ability to associate multiple addresses per parcel of land and a parcel of land to multiple addresses.	X	<input type="checkbox"/>	<input type="checkbox"/>
7	Ability to capture multiple physical addresses and mailing addresses for each parcel.	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant		
		Modification/Custom Software		
				Not available
Neighborhood & Development Services -- Parcel Management				Third Party (include company name)
8	Ability to enter freeform text and/or attach electronic documents concerning a particular address or parcel (e.g., owners have dogs).	X	<input type="checkbox"/>	<input type="checkbox"/>
9	Ability to query and/or report on the following parcel characteristics	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Community Name	X	<input type="checkbox"/>	<input type="checkbox"/>
	Parcel ID	X	<input type="checkbox"/>	<input type="checkbox"/>
	Owner Last Name	X	<input type="checkbox"/>	<input type="checkbox"/>
	Owner First name	X	<input type="checkbox"/>	<input type="checkbox"/>
	Address (Allow for multiple addresses per parcel)	X	<input type="checkbox"/>	<input type="checkbox"/>
	Status	X	<input type="checkbox"/>	<input type="checkbox"/>
	Developed (yes/no)	X	<input type="checkbox"/>	<input type="checkbox"/>
	Map Reference	X	<input type="checkbox"/>	<input type="checkbox"/>
	Zoning Class	X	<input type="checkbox"/>	<input type="checkbox"/>
	Property Class	X	<input type="checkbox"/>	<input type="checkbox"/>
	Exemption Class	X	<input type="checkbox"/>	<input type="checkbox"/>
	District Type	X	<input type="checkbox"/>	<input type="checkbox"/>
	District	X	<input type="checkbox"/>	<input type="checkbox"/>
10	Related Information including:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Utility Account Number	<input type="checkbox"/>	<input type="checkbox"/>	X
	Fixed Asset Number (integration with Financial System)	<input type="checkbox"/>	<input type="checkbox"/>	X
	Code Enforcement Case Type	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant			
		Modification/Custom Software			
		Not available			
Neighborhood & Development Services -- Parcel Management					Third Party (include company name)
	Code Enforcement Case Number	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Permit Type	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Permit Number	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Business/Animal License Type	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to do analysis ("what if scenarios") with positions, individually by department and as a whole.	X	<input type="checkbox"/>	<input type="checkbox"/>	
11	Unlimited Ownership History	X	<input type="checkbox"/>	<input type="checkbox"/>	
12	Unlimited Improvement Listing including the following characteristics for each improvement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Address of improvement	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Improvement Type	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Improvement Class	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Improvement Usage	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Tenant/Description	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Occupancy Type	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Year Built	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Number of Stories	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Unlimited user-defined fields	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to attach documents (jpeg, bmp, doc, xls, gif, htm, pdf, txt, xml, xls)	X	<input type="checkbox"/>	<input type="checkbox"/>	
13	Unlimited Zoning History	X	<input type="checkbox"/>	<input type="checkbox"/>	
14	Split/Merge History	X	<input type="checkbox"/>	<input type="checkbox"/>	

		Fully Compliant		
		Modification/Custom Software		
				Not available
Neighborhood & Development Services -- Parcel Management				Third Party (include company name)
15	Unlimited attachment of Documents (jpeg, bmp, doc, xls, gif, htm, pdf, txt, xml, xls)	X	<input type="checkbox"/>	<input type="checkbox"/>
16	Integration and access to associated Utility Accounts	<input type="checkbox"/>	<input type="checkbox"/>	X
17	Integration and access to associated Capital Assets	<input type="checkbox"/>	<input type="checkbox"/>	X
18	Integration and access to associated License files	X	<input type="checkbox"/>	<input type="checkbox"/>
19	Integration and access to associated Permits	X	<input type="checkbox"/>	<input type="checkbox"/>
20	Integration and access to associated Code Enforcement Cases	X	<input type="checkbox"/>	<input type="checkbox"/>
	Reporting			
21	Parcel Listing by the any or all of the following criteria:	X	<input type="checkbox"/>	<input type="checkbox"/>
	Effective date (any historical date)	X	<input type="checkbox"/>	<input type="checkbox"/>
	Property Status	X	<input type="checkbox"/>	<input type="checkbox"/>
	Jurisdictions	X	<input type="checkbox"/>	<input type="checkbox"/>
	Districts	X	<input type="checkbox"/>	<input type="checkbox"/>
	Mapping levels	X	<input type="checkbox"/>	<input type="checkbox"/>
	Property Class	X	<input type="checkbox"/>	<input type="checkbox"/>
	Zoning Class	X	<input type="checkbox"/>	<input type="checkbox"/>
	Exemption Class	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to view GIS map of resulting data	X	<input type="checkbox"/>	<input type="checkbox"/>
22	Parcel Ownership Change Report by user defined date range	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant			
		Modification/Custom Software			
				Not available	
Neighborhood & Development Services -- Parcel Management					Third Party (include company name)
23	Parcel Split/Merge activity Report by user defined date range	X	<input type="checkbox"/>	<input type="checkbox"/>	
24	Parcel Improvement Report by user defined year	X	<input type="checkbox"/>	<input type="checkbox"/>	
25	Zoning Change or Activity Report by user defined data range	X	<input type="checkbox"/>	<input type="checkbox"/>	

		Fully Compliant			
		Modification/Custom Software			
		Not available			
		Third Party (include company name)			
Neighborhood & Development Services -- Permits					
1	Ability to view GIS map showing permit locations associated with a parcel.	X	<input type="checkbox"/>	<input type="checkbox"/>	
2	Unlimited user defined permit types	X	<input type="checkbox"/>	<input type="checkbox"/>	
3	Ability to define a permit as a master permit allowing sub-permits to be associated with the master	X	<input type="checkbox"/>	<input type="checkbox"/>	
4	Ability to allow manual entry of a permit number or have automatic assignment of permit number by the system	X	<input type="checkbox"/>	<input type="checkbox"/>	
5	Ability to define by permit type, whether a Temporary Certificate of Occupancy (Completion) may be issued	X	<input type="checkbox"/>	<input type="checkbox"/>	
6	Ability to define by permit type, whether a Final Certificate of Occupancy (Completion) may be issued	X	<input type="checkbox"/>	<input type="checkbox"/>	
7	Expiration date of each permit type may be defined as:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	None	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Manually defined at entry	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Based upon days from Issue Date of Permit	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Based upon days from Issuance of Temporary Certificate	<input type="checkbox"/>	<input type="checkbox"/>	X	
8	Permit Applications for each permit type may be:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	None	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Formal (checklists and form letters required)	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Informal (checklists available)	X	<input type="checkbox"/>	<input type="checkbox"/>	
9	All permit forms available in Microsoft Word format editable by user at any time	X	<input type="checkbox"/>	<input type="checkbox"/>	

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Neighborhood & Development Services -- Permits					
	No limit to the number of different forms that can be created	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Available forms include;	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Application Approval	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Application Denial	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Permit Form	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Temporary Certificate	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Final Certificate	X	<input type="checkbox"/>	<input type="checkbox"/>	
10	Each permit type may have a unique set of "counter" (numbers) assigned	X	<input type="checkbox"/>	<input type="checkbox"/>	
11	Each permit type may be assigned to be used by parcels in defined communities	X	<input type="checkbox"/>	<input type="checkbox"/>	
12	Unlimited user defined fields may be assigned to each permit type	X	<input type="checkbox"/>	<input type="checkbox"/>	
13	Ability to attach unlimited number of electronic documents (e.g., images) to permits.	X	<input type="checkbox"/>	<input type="checkbox"/>	

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Neighborhood & Development Services -- Permits					
	Permit Fees				
14	Unlimited Fees may be attached to the permit	X	<input type="checkbox"/>	<input type="checkbox"/>	
15	Fee categories include:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Application Fees	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Permit Fees	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Post Permit Fees	X	<input type="checkbox"/>	<input type="checkbox"/>	
16	Fees may be assessed at any time during the permit process	X	<input type="checkbox"/>	<input type="checkbox"/>	
17	Fees may be required or optional	X	<input type="checkbox"/>	<input type="checkbox"/>	
18	Fee calculations include:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to do analysis ("what if scenarios") with positions, individually by department and as a whole.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Based upon improvement value	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Based upon square footage	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Based upon other fees	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Flat amount per unit	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Step rate - base with add-on fee	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Step rate - Single rate per quantity	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Step rate - Step Rate per quantity	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Percentage of value without add-on fee	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Percentage of value with add-on fee	X	<input type="checkbox"/>	<input type="checkbox"/>	
19	Fees may be refundable	X	<input type="checkbox"/>	<input type="checkbox"/>	

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Neighborhood & Development Services -- Permits				
20	Fees may be waived	X	<input type="checkbox"/>	<input type="checkbox"/>
21	Minimum charge per permit	X	<input type="checkbox"/>	<input type="checkbox"/>
22	Minimum charge per fee type	X	<input type="checkbox"/>	<input type="checkbox"/>
23	Maximum charge per fee type	X	<input type="checkbox"/>	<input type="checkbox"/>
24	Rounding factor may be applied to fees	X	<input type="checkbox"/>	<input type="checkbox"/>
25	Each fee type may be assigned to a specified general ledger revenue account	X	<input type="checkbox"/>	<input type="checkbox"/>
26	System automatically calculates fees upon permit entry and recalculates fees at any time during the permit process	X	<input type="checkbox"/>	<input type="checkbox"/>
	Inspections	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
27	Unlimited number of inspections may be assigned as standard for each type of permit	X	<input type="checkbox"/>	<input type="checkbox"/>
28	During the Permit process unlimited numbers of additional inspections may be assigned to the permit	X	<input type="checkbox"/>	<input type="checkbox"/>
29	Inspections may be assigned a hierarchy defining which inspections must be completed before other inspections may be scheduled	X	<input type="checkbox"/>	<input type="checkbox"/>
30	Inspections may be defined as required to be completed to issue a Temporary Certificate	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant			
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				Not available	
Neighborhood & Development Services -- Permits					
31	Inspections may be defined as required to be completed to issue a Final Certificate	X	<input type="checkbox"/>	<input type="checkbox"/>	
32	Inspections may be defined as enabled to Complete the Permit	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Application Checklists				
33	There may be an unlimited number of application checklists assigned to each permit	X	<input type="checkbox"/>	<input type="checkbox"/>	
34	Each checklist may have an unlimited number of user defined activities assigned	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Notifications				
35	Each permit may generate electronic notifications to defined users at each of the following steps in the permit process:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Application Submitted	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Application Approved	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Application Denied	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Permit Issued	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Permit Temporary Certificate Issued	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Permit Final Certificate issued	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Permit Completed	X	<input type="checkbox"/>	<input type="checkbox"/>	
36	Each user may elect to receive notifications by e-mail in addition to through the application	X	<input type="checkbox"/>	<input type="checkbox"/>	

		Fully Compliant			
		Modification/Custom Software			
				Not available	
Neighborhood & Development Services -- Permits					Third Party (include company name)
	Contractors				
37	Permit application is integrated with Business Licensing to track contractors licenses	X	<input type="checkbox"/>	<input type="checkbox"/>	
38	Contractor licensing requirements may be defined for each type of permit including:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Locally issued license	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Contractor license (license issued by different community such as state or county)	X	<input type="checkbox"/>	<input type="checkbox"/>	
39	System validates contractor license upon permit entry	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Inquiries				
40	Permits may be searched by any combination of the following criteria:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Permit Type	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Permit Number	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Application Number	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Description	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Permit Status	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Community Name	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Parcel	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Service Address	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Property Owner Last Name	X	<input type="checkbox"/>	<input type="checkbox"/>	

		Fully Compliant			
		Modification/Custom Software			
		Not available			
		Third Party (include company name)			
Neighborhood & Development Services -- Permits					
	Property Owner First name	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Contractor	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Other Party Name	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Reports				
41	Permit Listing by the following search criteria:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Contractor	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Date Range on selected date type including:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Application Approved	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Permit Issued	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Permit Cancelled	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Permit Expired	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Permit Completed	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Temporary Certificate Issued	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Final Certificate Issued	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Permit Type or Types	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Parcel or Parcels	X	<input type="checkbox"/>	<input type="checkbox"/>	
42	Permit Event Report - selection criteria includes:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Date Range	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Permit Type or Types	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Event Type or Types including:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Application Created	X	<input type="checkbox"/>	<input type="checkbox"/>	

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		Third Party (include company name)			
Neighborhood & Development Services -- Permits					
	Application Approved	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Application Denied	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Application Reopened	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Application Cancelled	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Created Permit	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Permit Issued	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Temporary Certificate Printed	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Final Certificate Printed	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Re-opened	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Expired	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Cancelled Permit	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Stop Work Order Issued	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Stop Word Order Removed	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Permit Completed	X	<input type="checkbox"/>	<input type="checkbox"/>	
43	Permit Inspection Report	X	<input type="checkbox"/>	<input type="checkbox"/>	
44	Permit Revenue Collection Report	X	<input type="checkbox"/>	<input type="checkbox"/>	
45	Permit Revenue Summary Report	X	<input type="checkbox"/>	<input type="checkbox"/>	
46	Permit Valuation Report	X	<input type="checkbox"/>	<input type="checkbox"/>	
47	Permit Address/Parcel Audit	X	<input type="checkbox"/>	<input type="checkbox"/>	

		Fully Compliant			
		Modification/Custom Software			Not available
Neighborhood & Development Services – Municipal Inspections					Third Party (include company name)
1	Integrates with Permit Application	X	<input type="checkbox"/>	<input type="checkbox"/>	
2	Integrates with Code Enforcement Application	X	<input type="checkbox"/>	<input type="checkbox"/>	
3	Integrates with Business Licensing Application	X	<input type="checkbox"/>	<input type="checkbox"/>	
4	Interfaces with GIS to allow mapping of inspections	X	<input type="checkbox"/>	<input type="checkbox"/>	
5	System allows unlimited number of inspection types to be defined by the user	X	<input type="checkbox"/>	<input type="checkbox"/>	
6	Each inspection type may be assigned to one of the following categories:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Permit inspection	X	<input type="checkbox"/>	<input type="checkbox"/>	
	License inspection	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Code Enforcement inspection	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Fire inspection	X	<input type="checkbox"/>	<input type="checkbox"/>	
7	Each inspection may be assigned an unlimited number of "tasks" or "punch-list items"	X	<input type="checkbox"/>	<input type="checkbox"/>	
8	An unlimited number of violation codes may be assigned to each inspection type	X	<input type="checkbox"/>	<input type="checkbox"/>	
9	An unlimited number of User-Defined fields may be assigned to each inspection type	X	<input type="checkbox"/>	<input type="checkbox"/>	
10	Each inspection type is assigned its own unique set of "counters" or "numbers."	X	<input type="checkbox"/>	<input type="checkbox"/>	
11	Ability to import & link FL Building Codes & NFPA codes for code violations.	X	<input type="checkbox"/>	<input type="checkbox"/>	

		Fully Compliant			
			Modification/Custom Software		
				Not available	
Neighborhood & Development Services – Municipal Inspections					Third Party (include company name)
	Notifications				
12	Users may be electronically notified of each of the following events related to inspections:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Inspection Request	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Inspection Pass	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Inspection Fail	X	<input type="checkbox"/>	<input type="checkbox"/>	
13	Each individual user may choose to receive notifications by e-mail	X	<input type="checkbox"/>	<input type="checkbox"/>	

		Fully Compliant		
		Modification/Custom Software		
		Not available		
		Third Party (include company name)		
Neighborhood & Development Services – Requests for Services Tracking				
1	Ability to define an unlimited number of request types	X	<input type="checkbox"/>	<input type="checkbox"/>
2	Ability to define an unlimited number of user defined fields for each request type	X	<input type="checkbox"/>	<input type="checkbox"/>
3	Ability to upgrade request to a user-defined code enforcement case type	X	<input type="checkbox"/>	<input type="checkbox"/>
Notifications				
4	Automatic electronic notifications to defined users upon creation of case	X	<input type="checkbox"/>	<input type="checkbox"/>
5	Individual users may choose to receive notifications by e-mail in addition to through the system	X	<input type="checkbox"/>	<input type="checkbox"/>
Reports				
6	Case Service Request Report using any or all of the following selection criteria:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Request date range	X	<input type="checkbox"/>	<input type="checkbox"/>
	Status	X	<input type="checkbox"/>	<input type="checkbox"/>
	Priority	X	<input type="checkbox"/>	<input type="checkbox"/>
	Internal request (yes/no)	X	<input type="checkbox"/>	<input type="checkbox"/>
	External request (yes/no)	X	<input type="checkbox"/>	<input type="checkbox"/>
	Request Type	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant			
				Modification/Custom Software	
				Not available	
Neighborhood & Development Services – Code Enforcement					Third Party (include company name)
1	An address entity or master streets/address integration capabilities	X	<input type="checkbox"/>	<input type="checkbox"/>	
2	Parcel and owner entities or ability to integrate parcel/owner data	X	<input type="checkbox"/>	<input type="checkbox"/>	
3	Ability to view GIS map showing case locations associated with a parcel.	X	<input type="checkbox"/>	<input type="checkbox"/>	
4	Ability to create a configurable workflow for unlimited number of different case types	X	<input type="checkbox"/>	<input type="checkbox"/>	
5	Ability to view the status of a case progression	X	<input type="checkbox"/>	<input type="checkbox"/>	
6	Ability to manually “progress” a case based on security	X	<input type="checkbox"/>	<input type="checkbox"/>	
7	Case notes must be available for entry and viewing at all levels, complaint intake, inspections, hearings, reviews, etc.	X	<input type="checkbox"/>	<input type="checkbox"/>	
8	Ability to track multiple violations with different statuses per case	X	<input type="checkbox"/>	<input type="checkbox"/>	
9	Ability to attach unlimited electronic documents to each case	X	<input type="checkbox"/>	<input type="checkbox"/>	
10	Unlimited number of user-defined fields	X	<input type="checkbox"/>	<input type="checkbox"/>	

		Fully Compliant			
		Modification/Custom Software			
				Not available	
				Third Party (include company name)	
Neighborhood & Development Services – Code Enforcement					
	Notifications				
11	Automatic electronic notifications to defined users upon set up of case	X	<input type="checkbox"/>	<input type="checkbox"/>	
12	Case may expedited to next level if initial users do not respond with defined time period and number of notifications	X	<input type="checkbox"/>	<input type="checkbox"/>	
13	Up to 9 levels of referrals if no response to notifications	X	<input type="checkbox"/>	<input type="checkbox"/>	
14	Individual users may choose to receive notifications by e-mail in addition to through the system	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Inspections				
15	Ability to auto schedule inspections by case type and other business rules	X	<input type="checkbox"/>	<input type="checkbox"/>	
16	Ability to assign inspections to staff by case type and geographic attributes of the case address/parcel	X	<input type="checkbox"/>	<input type="checkbox"/>	
17	Ability to re-assign single or multiple cases to another inspector	X	<input type="checkbox"/>	<input type="checkbox"/>	

		Fully Compliant			
		Modification/Custom Software			
		Not available			
		Third Party (include company name)			
Neighborhood & Development Services – Code Enforcement					
	Inquiries				
18	Ability to look up cases by any or all of the following criteria:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Case Type	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Case Number	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Date Range	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Reported By	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Location	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Service Address	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Inspector	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Community Name	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Parcel	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Description	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Owner Name	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Business Name	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Utility Account	X	<input type="checkbox"/>	<input type="checkbox"/>	If a utility account number is stored on the case as a custom field, then the search can be performed. However, EnerGov does not store a utility account number by default.
	Ability to do analysis ("what if scenarios") with positions, individually by department and as a whole.	X	<input type="checkbox"/>	<input type="checkbox"/>	

		Fully Compliant			
		Modification/Custom Software			
		Not available			
		Third Party (include company name)			
Neighborhood & Development Services – Code Enforcement					
	Reporting				
19	Case Listing using the following any or all of the following selection criteria	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Status	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Priority	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Date Range	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Open Date, or	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Resolution Date	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Case Type	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Parcel or parcels	X	<input type="checkbox"/>	<input type="checkbox"/>	
20	Case Inspection Report using any or all of the following selection criteria	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Date Range	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Inspection Result	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Case Type	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Inspection Type	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Inspector	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Choice to view reports on GIS map	<input type="checkbox"/>	<input type="checkbox"/>	X	

		Fully Compliant			
		Modification/Custom Software			
				Not available	
				Third Party (include company name)	
Neighborhood & Development Services – Development Review					
1	Ability to create mailing list from GIS address system	X	<input type="checkbox"/>	<input type="checkbox"/>	
2	Create fill-in form and form letters	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Industry accepted electronic signature capability	X	<input type="checkbox"/>	<input type="checkbox"/>	
3	Ability to view/print GIS map showing applicant locations associated with a parcel.	X	<input type="checkbox"/>	<input type="checkbox"/>	
4	Auto generate GIS map in notice form letter	<input type="checkbox"/>	<input type="checkbox"/>	X	
5	Unlimited user defined application types	X	<input type="checkbox"/>	<input type="checkbox"/>	
6	Ability to define a application as a master application allowing sub-applications to be associated with the master	X	<input type="checkbox"/>	<input type="checkbox"/>	
7	Ability to allow manual entry of an application number or have automatic assignment of application number by the system	X	<input type="checkbox"/>	<input type="checkbox"/>	
8	Auto calculate expiration date based on pre-defined criteria	X	<input type="checkbox"/>	<input type="checkbox"/>	
9	All application forms available in Microsoft Word format editable by user at any time	X	<input type="checkbox"/>	<input type="checkbox"/>	
10	Unlimited user defined fields may be assigned to each application type	X	<input type="checkbox"/>	<input type="checkbox"/>	
11	Ability to attach unlimited number of electronic documents (e.g., images)	X	<input type="checkbox"/>	<input type="checkbox"/>	
12	Ability to use Municode as a lookup field	X	<input type="checkbox"/>	<input type="checkbox"/>	
13	Public access to applications	X	<input type="checkbox"/>	<input type="checkbox"/>	

		Fully Compliant			
		Modification/Custom Software			
				Not available	
				Third Party (include company name)	
Neighborhood & Development Services – Development Review					
14	Ability to add date triggers in process steps	X	<input type="checkbox"/>	<input type="checkbox"/>	
15	Ability to create agenda based on application data	X	<input type="checkbox"/>	<input type="checkbox"/>	
16	Ability to maintain history of parcel ID's	X	<input type="checkbox"/>	<input type="checkbox"/>	
17	Ability to provide outside agency access (fire, school board, etc.)	X	<input type="checkbox"/>	<input type="checkbox"/>	
18	Ability to maintain fee structure and make changes without impacting historical information	X	<input type="checkbox"/>	<input type="checkbox"/>	
19	Ability to lock down applications when outstanding fees exists	X	<input type="checkbox"/>	<input type="checkbox"/>	
20	Ability to tie re-submittals to original application	X	<input type="checkbox"/>	<input type="checkbox"/>	
21	Ability to search on various criteria and return all historical information	X	<input type="checkbox"/>	<input type="checkbox"/>	

		Fully Compliant			
		Modification/Custom Software			
				Not available	
City Auditor & Clerk -- Billable Fees					Third Party (include company name)
1	Security features to include login profiles, user rights associated with types of users, administrator and manager rights, and other features to ensure security of application	X	<input type="checkbox"/>	<input type="checkbox"/>	
2	Features for collecting deposits and calculating when a deposit has reached its threshold	X	<input type="checkbox"/>	<input type="checkbox"/>	
3	Capability to import previous applications and the transactions associated with those transactions	X	<input type="checkbox"/>	<input type="checkbox"/>	
4	Connect to parcel data to retrieve parcel addresses for properties	X	<input type="checkbox"/>	<input type="checkbox"/>	
5	Exchange time entry data with other programs via the CSV import/export feature	X	<input type="checkbox"/>	<input type="checkbox"/>	
6	Access data from other database applications using the ODBC driver	X	<input type="checkbox"/>	<input type="checkbox"/>	EnerGov can be integrated with other applications by the City or a third-party integrator through the EnerGov API's.
7	Support billable and non-billable time & expenses	X	<input type="checkbox"/>	<input type="checkbox"/>	
8	Provides warning when fee/expense entry exceeds amount quoted to client	X	<input type="checkbox"/>	<input type="checkbox"/>	
9	Interfaces with word processor, database, case management and spreadsheet software.	X	<input type="checkbox"/>	<input type="checkbox"/>	
10	Provide online help; user-definable help lists	X	<input type="checkbox"/>	<input type="checkbox"/>	
11	Provide security to the menu item level with passwords	X	<input type="checkbox"/>	<input type="checkbox"/>	EnerGov requires all users to log into the application using a secure user name and password. User rights and user roles are established within the system to limit certain users.

		Fully Compliant			
			Modification/Custom Software		
				Not available	
City Auditor & Clerk -- Billable Fees					Third Party (include company name)
12	Track and list billed and unbilled hours, fees, disbursements, accounts receivable balances, and other related financial data	X	<input type="checkbox"/>	<input type="checkbox"/>	
13	List billed but unpaid amounts by date, applicant	X	<input type="checkbox"/>	<input type="checkbox"/>	
14	Auto email and text documents to applicants, managers, and time entry users with history and logs of all correspondences	X	<input type="checkbox"/>	<input type="checkbox"/>	
15	Track time in the office, remotely, and in the field	X	<input type="checkbox"/>	<input type="checkbox"/>	
16	Allow for other database programs (i.e. GIS software) to reach into the billable fee database and be able to map the locations of development applications	X	<input type="checkbox"/>	<input type="checkbox"/>	
17	Handle applications under the Billable Fee System and the new Flat Fee System	X	<input type="checkbox"/>	<input type="checkbox"/>	
18	Include all the data for applications not in "Completed" status	X	<input type="checkbox"/>	<input type="checkbox"/>	
19	Provide a summary document of credits/debits and a balance for individual applications - Could be manually input by a temporary or other employee	X	<input type="checkbox"/>	<input type="checkbox"/>	
20	Allow for the entry of "hard" costs such as advertising, legal costs, mailings, etc. - A printout of the types of entries is required	X	<input type="checkbox"/>	<input type="checkbox"/>	
21	Provide reports for Finance to charge back time for applications filed under the Billable Fee System	X	<input type="checkbox"/>	<input type="checkbox"/>	
		Fully Compliant			

		Modification/Custom Software			
			Not available		
City Auditor & Clerk -- Billable Fees					Third Party (include company name)
22	Provide reports for applications under the threshold of 25%.	X	<input type="checkbox"/>	<input type="checkbox"/>	
23	Automatic notification of change to "Pending" status	X	<input type="checkbox"/>	<input type="checkbox"/>	
24	Allow for the entry of time for applications filed under the Billable Fee System	X	<input type="checkbox"/>	<input type="checkbox"/>	
25	Provide for the automatic entry of flat fees based upon application type and the calculation of fees for applications of varying flat fees	X	<input type="checkbox"/>	<input type="checkbox"/>	
26	Automatic generation of letters requiring additional deposits	X	<input type="checkbox"/>	<input type="checkbox"/>	
27	History of generated collection letters	X	<input type="checkbox"/>	<input type="checkbox"/>	
28	Print out receipts	X	<input type="checkbox"/>	<input type="checkbox"/>	
29	Automatic generation of final letters	X	<input type="checkbox"/>	<input type="checkbox"/>	
30	Direct automatic notifications of new applications to different groups depending upon application type	X	<input type="checkbox"/>	<input type="checkbox"/>	
31	Automatic end-of month notification to enter staff time for Billable Fee	X	<input type="checkbox"/>	<input type="checkbox"/>	
32	Automatic notification of accounts placed in "Suspended" status	X	<input type="checkbox"/>	<input type="checkbox"/>	
33	Provide space for entry and automatic notification of Affected Persons - Part of development review process	X	<input type="checkbox"/>	<input type="checkbox"/>	
34	Provide a space for associated Ordinance or Resolution number	X	<input type="checkbox"/>	<input type="checkbox"/>	

		Fully Compliant			
		Modification/Custom Software			
				Not available	
City Auditor & Clerk -- Billable Fees					Third Party (include company name)
35	Link to the Property Appraisers Parcel System and allow for selection by name, address, and parcel ID	X	<input type="checkbox"/>	<input type="checkbox"/>	
36	Allow for the entry of multiple parcel identification number	X	<input type="checkbox"/>	<input type="checkbox"/>	
37	Link to payroll for existing Billable Fee Accounts	X	<input type="checkbox"/>	<input type="checkbox"/>	
38	Provide for public access through the City's website.	X	<input type="checkbox"/>	<input type="checkbox"/>	
39	Provide fields for date entry of key dates such as Planning Board, Commission, etc	X	<input type="checkbox"/>	<input type="checkbox"/>	
	REPORTS				Some may require SSRS.
	Summary reports of activities	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Financial Reports monthly by employee, department, and applicant	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Flat Fee Reports quarterly and monthly	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Employee monthly	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Supports billing frequency by matter or billing on demand; mass bill; bill by matter or by client	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Other reports related to the status of petitions as needed by managers including the ability to produce ad hoc reports	X	<input type="checkbox"/>	<input type="checkbox"/>	

		Fully Compliant			
		Modification/Custom Software			
		Not available			
Utilities Billing -- Water/Sewer/Refuse					Third Party (include company name)
	General				
1	Option to integrate with parcel manager to validate parcels, addresses, owners and zoning	<input type="checkbox"/>	<input type="checkbox"/>	X	
2	Integrate with MapObjects to display on a map the data stored in Utility Management	<input type="checkbox"/>	<input type="checkbox"/>	X	
3	Integrate with General Leger and Accounts Payable for posting of bills, receipts, adjustments and refunds	X	<input type="checkbox"/>	<input type="checkbox"/>	
4	Integrate with cashiering for receipts	X	<input type="checkbox"/>	<input type="checkbox"/>	
5	On line validation and editing of customers, addresses, service locations, meters	X	<input type="checkbox"/>	<input type="checkbox"/>	
6	Ability to have a “Central Name File” that contains all persons having a financial relationship with the City, family tree type of account setup.	X	<input type="checkbox"/>	<input type="checkbox"/>	
7	Ability to look at all monies owed from a single inquiry from all applications generating receivables	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Account/Location/Customer Maintenance				
8	User definable work flow process for:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	New Account Set Up & New Service Set Up	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Move-In/Move-Out Process	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to maintain & revert to permanent owner records on rental accounts	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Account Inquiry	X	<input type="checkbox"/>	<input type="checkbox"/>	
9	Support an unlimited number of accounts	X	<input type="checkbox"/>	<input type="checkbox"/>	

		Fully Compliant			
		Modification/Custom Software			
		Not available			
		Third Party (include company name)			
Utilities Billing -- Water/Sewer/Refuse					
10	Ability to provide for user defined customer and account classification codes (i.e., residential, commercial, etc.).	X	<input type="checkbox"/>	<input type="checkbox"/>	
11	Ability to record Move-in and close dates for an account	X	<input type="checkbox"/>	<input type="checkbox"/>	
12	Ability to record unlimited notes for an account	X	<input type="checkbox"/>	<input type="checkbox"/>	
13	Provide for billing an unlimited number of services (metered or non-metered) per service location	X	<input type="checkbox"/>	<input type="checkbox"/>	
14	Ability to send bill to one customer on the account and late notices and shut off notices to a different customer on the account	X	<input type="checkbox"/>	<input type="checkbox"/>	
15	Ability to record unlimited contacts (spouse, tenant(s), alternate billing addresses, etc)	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Name, Address	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Relationship	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Addressee should receive copies of:	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Bill	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Delinquent Notices	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Alternate mailing address	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Contact phone numbers:	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Home	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Cell	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Work	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Fax	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Email Address	X	<input type="checkbox"/>	<input type="checkbox"/>	

		Fully Compliant			
		Modification/Custom Software			
				Not available	
				Third Party (include company name)	
Utilities Billing -- Water/Sewer/Refuse					
	Employer Information (optional)	X	<input type="checkbox"/>	<input type="checkbox"/>	
16	Ability to track information through system by customer. Must be able to view all accounts that customer has had, current status of accounts and outstanding balance and have ability to drill down to account detail.	X	<input type="checkbox"/>	<input type="checkbox"/>	
17	Ability to view the outstanding total balance on an account as well as the balance broken down by service type, current balance and previous balance	X	<input type="checkbox"/>	<input type="checkbox"/>	
18	Ability to do analysis ("what if scenarios") with positions, individually by department and as a whole.	X	<input type="checkbox"/>	<input type="checkbox"/>	
19	Ability to account for an unlimited number of security deposits per account.	X	<input type="checkbox"/>	<input type="checkbox"/>	
20	Ability to define an unlimited number of user-defined and maintained rate tables for each service	X	<input type="checkbox"/>	<input type="checkbox"/>	
21	Ability to define an effective date for rate tables	X	<input type="checkbox"/>	<input type="checkbox"/>	
22	Ability to define service rates that are based on flat fees, consumption based, consumption based with demand, per unit charge, percentage based or user-defined formula	X	<input type="checkbox"/>	<input type="checkbox"/>	
23	Ability to base charges for non-metered services such as sewer on water consumption from customer's water consumption.	X	<input type="checkbox"/>	<input type="checkbox"/>	

		Fully Compliant			
		Modification/Custom Software			
				Not available	
Utilities Billing -- Water/Sewer/Refuse					Third Party (include company name)
24	The system must provide the ability to base sewer charges that are dependent on water consumption on winter averages.	X	<input type="checkbox"/>	<input type="checkbox"/>	
25	Ability to define distribution of fees to multiple general ledger accounts based on user-defined account type, fee category, service type	X	<input type="checkbox"/>	<input type="checkbox"/>	
26	Ability to define through table entry, an unlimited number of service types and add, change and delete service types as required, with historical data	X	<input type="checkbox"/>	<input type="checkbox"/>	
27	Ability to establish "alerts" (cash only; lien exists; e.g.) on customer accounts with the following characteristics:	X	<input type="checkbox"/>	<input type="checkbox"/>	
	All alerts are user definable	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Unlimited number of alerts may be defined	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Each alert has unique start and stop dates	X	<input type="checkbox"/>	<input type="checkbox"/>	
	User may define screens where alerts will appear	X	<input type="checkbox"/>	<input type="checkbox"/>	
28	Ability to associate a service location with a parcel number	X	<input type="checkbox"/>	<input type="checkbox"/>	
29	Ability to identify the jurisdiction in which the service location is located for billing purposes (i.e. vary rates based on jurisdiction)	X	<input type="checkbox"/>	<input type="checkbox"/>	
30	Ability to identify the number of dwelling units at a service location	X	<input type="checkbox"/>	<input type="checkbox"/>	
31	Ability to track information through system by location. Must be able to view:	X	<input type="checkbox"/>	<input type="checkbox"/>	

		Fully Compliant		
		Modification/Custom Software		
		Not available		
		Third Party (include company name)		
Utilities Billing -- Water/Sewer/Refuse				
	History of all accounts at that location	X	<input type="checkbox"/>	<input type="checkbox"/>
	Current status of accounts	X	<input type="checkbox"/>	<input type="checkbox"/>
	Outstanding balance	X	<input type="checkbox"/>	<input type="checkbox"/>
	Drill down to account invoice line item, and aging detail	X	<input type="checkbox"/>	<input type="checkbox"/>
	Meters			
32	Ability to identify multiple meters at a service location	X	<input type="checkbox"/>	<input type="checkbox"/>
33	Ability to describe the location of the meter at a service location	X	<input type="checkbox"/>	<input type="checkbox"/>
34	Ability to view a history of all meters that have been installed at the service location.	X	<input type="checkbox"/>	<input type="checkbox"/>
35	Ability to maintain an unlimited number of meters	X	<input type="checkbox"/>	<input type="checkbox"/>
36	Ability to maintain meter attribute data including:	X	<input type="checkbox"/>	<input type="checkbox"/>
	Meter Number	X	<input type="checkbox"/>	<input type="checkbox"/>
	Route	X	<input type="checkbox"/>	<input type="checkbox"/>
	Sequence	X	<input type="checkbox"/>	<input type="checkbox"/>
	Installation date	X	<input type="checkbox"/>	<input type="checkbox"/>
	Begin Service Date	X	<input type="checkbox"/>	<input type="checkbox"/>
	End Service Date	X	<input type="checkbox"/>	<input type="checkbox"/>
	Services attached to the meter	X	<input type="checkbox"/>	<input type="checkbox"/>
	Status	X	<input type="checkbox"/>	<input type="checkbox"/>
	Free Form Comments	X	<input type="checkbox"/>	<input type="checkbox"/>
	Current Account Number	X	<input type="checkbox"/>	<input type="checkbox"/>
	Current Service Address	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant			
		Modification/Custom Software			
				Not available	
				Third Party (include company name)	
Utilities Billing -- Water/Sewer/Refuse					
	Unlimited User Defined Fields	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Documents	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Remote Documents	X	<input type="checkbox"/>	<input type="checkbox"/>	
37	Ability to define read types	X	<input type="checkbox"/>	<input type="checkbox"/>	
38	Actual reading and consumption for each meter will be determined by the number of dials to be read for that meter.	X	<input type="checkbox"/>	<input type="checkbox"/>	
39	In the comments column, indicate the maximum number of digits supported for each dial on a meter.	X	<input type="checkbox"/>	<input type="checkbox"/>	
40	Ability to define through table entry, read types and measurement units for a meter	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Billing				
41	Support an unlimited number of billing cycles	X	<input type="checkbox"/>	<input type="checkbox"/>	
42	Support an unlimited number of routes for various service types (refuse collection, meter reading, etc.)	X	<input type="checkbox"/>	<input type="checkbox"/>	
43	Ability to support compound meters	X	<input type="checkbox"/>	<input type="checkbox"/>	
44	Ability to store meter data for touch and radio reads (i.e. transponder number, radio id, radio type, register id)	X	<input type="checkbox"/>	<input type="checkbox"/>	
45	Ability to estimate meter reads based on user-defined history preference	X	<input type="checkbox"/>	<input type="checkbox"/>	
46	Ability to identify reads that were estimated versus actual readings	X	<input type="checkbox"/>	<input type="checkbox"/>	

		Fully Compliant			
		Modification/Custom Software			
		Not available			
Utilities Billing -- Water/Sewer/Refuse					Third Party (include company name)
47	Ability for system to automatically identify roll-over readings based on meter setup	X	<input type="checkbox"/>	<input type="checkbox"/>	
48	Ability to automatically identify rollovers on meter readings	X	<input type="checkbox"/>	<input type="checkbox"/>	
49	Produces a consumption audit register highlighting the following parameters:	X	<input type="checkbox"/>	<input type="checkbox"/>	
	High/Low audits based upon user definable percentages	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Zero consumption	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Negative consumption	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Excessive number of consecutive estimates (defined by user)	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Other potential utility billing conflicts	X	<input type="checkbox"/>	<input type="checkbox"/>	
50	Ability to enter stop and start dates for individual rate codes on an account	X	<input type="checkbox"/>	<input type="checkbox"/>	
51	Ability to charge for flat rate billings	X	<input type="checkbox"/>	<input type="checkbox"/>	
52	Ability to create special one-time charges with the option to assess and collect the charges over a user-defined period of time.	X	<input type="checkbox"/>	<input type="checkbox"/>	
53	Provide for consumption groups of services for billing (water and sewer). A single account with multiple meters can combine consumption for billing purposes.	X	<input type="checkbox"/>	<input type="checkbox"/>	
54	Ability to print user defined message on bills.	X	<input type="checkbox"/>	<input type="checkbox"/>	

		Fully Compliant			
		Modification/Custom Software			
				Not available	
				Third Party (include company name)	
Utilities Billing -- Water/Sewer/Refuse					
55	Ability to automatically add late penalties to delinquent accounts according to rate structure	X	<input type="checkbox"/>	<input type="checkbox"/>	
56	Ability to prorate bills for new accounts and closed accounts	X	<input type="checkbox"/>	<input type="checkbox"/>	
57	Calculates final bills during at any time subject to the workflow process and approvals established by the user.	X	<input type="checkbox"/>	<input type="checkbox"/>	
58	Ability to automatically apply deposits to a final bill	X	<input type="checkbox"/>	<input type="checkbox"/>	
59	Ability to bill by cycle and produce corresponding billing registers and journal entries.	X	<input type="checkbox"/>	<input type="checkbox"/>	
60	Ability to sort bills by zip plus four to take advantages of available postage discount	X	<input type="checkbox"/>	<input type="checkbox"/>	
61	Ability to export bills to a file for 3rd party printing	X	<input type="checkbox"/>	<input type="checkbox"/>	
62	Ability to view and reprint a past bill at any time	X	<input type="checkbox"/>	<input type="checkbox"/>	
63	Ability to generate a pre-billing report to view billing amounts before actually billing accounts.	X	<input type="checkbox"/>	<input type="checkbox"/>	
64	Ability to accept full, over, partial and pre-payments	X	<input type="checkbox"/>	<input type="checkbox"/>	
65	Ability to distribute partial payments based on user-defined preference	X	<input type="checkbox"/>	<input type="checkbox"/>	
66	Provision for data entry correction of any distribution errors	X	<input type="checkbox"/>	<input type="checkbox"/>	
67	Provide for auto-pay option for customers to pay from customer's bank account.	X	<input type="checkbox"/>	<input type="checkbox"/>	

		Fully Compliant		
		Modification/Custom Software		
		Not available		
		Third Party (include company name)		
Utilities Billing -- Water/Sewer/Refuse				
68	The system should create an ACH file that may be submitted to the bank for processing.	X	<input type="checkbox"/>	<input type="checkbox"/>
69	The ACH file is fully editable after creation by the billing system and prior to submission to the bank.	X	<input type="checkbox"/>	<input type="checkbox"/>
70	Ability to import batch payment file from a lockbox payment facility	X	<input type="checkbox"/>	<input type="checkbox"/>
71	Ability to scan payment information directly into the system using a bar code scanner	X	<input type="checkbox"/>	<input type="checkbox"/>
72	Ability to support payment arrangements for customers to schedule payments for outstanding balances	X	<input type="checkbox"/>	<input type="checkbox"/>
73	Ability to generate a report of all customers with payment arrangements showing scheduled due dates, amounts due and amounts paid	X	<input type="checkbox"/>	<input type="checkbox"/>
74	Ability to define unlimited number of notices (late, past due, shut off, etc.) based upon user-defined minimum amounts due and number of days past due	X	<input type="checkbox"/>	<input type="checkbox"/>
75	Ability to create late notices and automatically record event against account	X	<input type="checkbox"/>	<input type="checkbox"/>
76	Ability to aggregate separate billings for a single customer to one bill statement	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to process Email billing statements to customer.	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant			
		Modification/Custom Software			
				Not available	
				Third Party (include company name)	
Utilities Billing -- Water/Sewer/Refuse					
	Inquiries				
77	Ability to display transaction history including bills, receipts, adjustments and refunds for an account	X	<input type="checkbox"/>	<input type="checkbox"/>	
78	Ability to filter history by date, transaction type	X	<input type="checkbox"/>	<input type="checkbox"/>	
79	Ability to change sort order of transaction history	X	<input type="checkbox"/>	<input type="checkbox"/>	
80	Ability to display details of transaction and drill down to transaction	X	<input type="checkbox"/>	<input type="checkbox"/>	
81	Ability to automatically track an unlimited number of events on an account, including:	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Billings	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Payments	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Meter Reads	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Adjustments	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Notes attached to the account	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Documents attached to the account	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Statements sent to the account	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Activities attached to the account	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Work Orders created for the account	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Form letters mailed to the account	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Credit transactions (NSF checks, late payments)	X	<input type="checkbox"/>	<input type="checkbox"/>	
82	Provide for displaying and/or printing any customer account history upon request.	X	<input type="checkbox"/>	<input type="checkbox"/>	

		Fully Compliant			
			Modification/Custom Software		
				Not available	
Utilities Billing -- Water/Sewer/Refuse					Third Party (include company name)
83	Ability to display outstanding balance by user-defined type of service, broken into aging categories	X	<input type="checkbox"/>	<input type="checkbox"/>	
84	Ability to generate a consumption report that shows top consumption users based upon:	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Date range	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Desired number of customers to be reported	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Consumption type	X	<input type="checkbox"/>	<input type="checkbox"/>	
85	Ability to generate a largest dollar amounts report that shows top revenue generators based upon:	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Date range	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Desired number of customers to be reported	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Charge category or categories	X	<input type="checkbox"/>	<input type="checkbox"/>	
86	Billing Calendar showing all critical dates in the selected month	X	<input type="checkbox"/>	<input type="checkbox"/>	
		X			
	Reporting	X			
87	Arrears Register	X	<input type="checkbox"/>	<input type="checkbox"/>	
88	Transaction History	X	<input type="checkbox"/>	<input type="checkbox"/>	
89	Account Status	X	<input type="checkbox"/>	<input type="checkbox"/>	
90	Account Transitions (listing of Move-In, Move-Out by date range)	X	<input type="checkbox"/>	<input type="checkbox"/>	
91	Deposit Activity	X	<input type="checkbox"/>	<input type="checkbox"/>	
92	Deposit Status	X	<input type="checkbox"/>	<input type="checkbox"/>	

		Fully Compliant			
		Modification/Custom Software			
				Not available	
				Third Party (include company name)	
Utilities Billing -- Water/Sewer/Refuse					
93	Uncollected Deposits	X	<input type="checkbox"/>	<input type="checkbox"/>	
94	Payment Plan Status	X	<input type="checkbox"/>	<input type="checkbox"/>	
95	Trial Balance	X	<input type="checkbox"/>	<input type="checkbox"/>	
96	Accounts Receivable Reconciliation Report	X	<input type="checkbox"/>	<input type="checkbox"/>	
97	Revenues by account types & G/L Distribution	X	<input type="checkbox"/>	<input type="checkbox"/>	
98	Deposit Interest	X	<input type="checkbox"/>	<input type="checkbox"/>	
99	Receipt Transactions	X	<input type="checkbox"/>	<input type="checkbox"/>	
100	Payment Register	X	<input type="checkbox"/>	<input type="checkbox"/>	
101	Payment Assistance Plans	X	<input type="checkbox"/>	<input type="checkbox"/>	
102	Aging Balances	X	<input type="checkbox"/>	<input type="checkbox"/>	
103	Bad Debt Report	X	<input type="checkbox"/>	<input type="checkbox"/>	

		Fully Compliant			
		Modification/Custom Software			
		Not available			
Utilities Billing -- Meter Inventory					Third Party (include company name)
1	Ability to identify multiple meters at a service location	X	<input type="checkbox"/>	<input type="checkbox"/>	
2	Ability to describe the location of the meter at a service location	X	<input type="checkbox"/>	<input type="checkbox"/>	
3	Ability to view a history of all meters that have been installed at the service location.	X	<input type="checkbox"/>	<input type="checkbox"/>	
4	Ability to maintain an unlimited number of meters	X	<input type="checkbox"/>	<input type="checkbox"/>	
5	Ability to maintain meter attribute data including:	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Meter Number	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Route	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Sequence	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Installation date	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Begin Service Date	X	<input type="checkbox"/>	<input type="checkbox"/>	
	End Service Date	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Services attached to the meter	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Status	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Free Form Comments	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Current Account Number	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Current Service Address	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Unlimited User Defined Fields	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Documents	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Remote Documents	X	<input type="checkbox"/>	<input type="checkbox"/>	
6	Ability to view all service orders related to a meter	X	<input type="checkbox"/>	<input type="checkbox"/>	

		Fully Compliant			
			Modification/Custom Software		
				Not available	
					Third Party (include company name)
Utilities Billing -- Meter Inventory					
7	Actual reading and consumption for each meter will be determined by the number of dials to be read for that meter.	X	<input type="checkbox"/>	<input type="checkbox"/>	
8	In the comments column, indicate the maximum number of digits supported for each dial on a meter.	X	<input type="checkbox"/>	<input type="checkbox"/>	
9	Ability to define through table entry, read types and measurement units for a meter	X	<input type="checkbox"/>	<input type="checkbox"/>	
10	Ability to support compound meters	X	<input type="checkbox"/>	<input type="checkbox"/>	
11	Ability to store meter data for touch and radio reads (i.e. transponder number, radio id, radio type, register id)	X	<input type="checkbox"/>	<input type="checkbox"/>	
12	Ability to identify reads that were estimated versus actual readings	X	<input type="checkbox"/>	<input type="checkbox"/>	
13	Ability for system to automatically identify roll-over readings based on meter setup	X	<input type="checkbox"/>	<input type="checkbox"/>	
14	Ability to automatically identify rollovers on meter readings	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Inquiries				
15	Locate meters by the following criteria, singly or in combination:	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Meter Number	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Serial Number	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Remote Number	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Service Class	X	<input type="checkbox"/>	<input type="checkbox"/>	

		Fully Compliant			
			Modification/Custom Software		
				Not available	
				Third Party (include company name)	
Utilities Billing -- Meter Inventory					
	Type	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Size	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Ability to do analysis ("what if scenarios") with positions, individually by department and as a whole.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Address	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Route	X	<input type="checkbox"/>	<input type="checkbox"/>	
	From/Through Sequence	X	<input type="checkbox"/>	<input type="checkbox"/>	
	In Service - Yes, No, Both	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Service Date	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Reports				
16	Meter Listing Report - report search and selection criteria include:	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Inventory Date	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Purchase Date	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Meter Type	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Meter Size	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Manufacturer	X	<input type="checkbox"/>	<input type="checkbox"/>	
17	Meter Service report - report search and selection criteria include:	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Report "as of" date (any time in history)	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Report Sequence	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Meter Type	X	<input type="checkbox"/>	<input type="checkbox"/>	

		Fully Compliant			
				Modification/Custom Software	
				Not available	
					Third Party (include company name)
Public Works -- Fleet Maintenance					
1	Ability of mechanics/supervisor to open work orders for all fleet vehicles	<input type="checkbox"/>	<input type="checkbox"/>	X	
2	Ability to report on work orders, materials, and equipment easily	<input type="checkbox"/>	<input type="checkbox"/>	X	
3	Must be able to support fleet stockroom activities - inventory system	<input type="checkbox"/>	<input type="checkbox"/>	X	
4	Must be compatible with current fueling system architecture	<input type="checkbox"/>	<input type="checkbox"/>	X	
5	Ability to have supervisor edit and review open work orders easily	<input type="checkbox"/>	<input type="checkbox"/>	X	
6	Ability to job cost each work order (time, materials, equipment) or to run reports to job cost multiple work orders on one report	<input type="checkbox"/>	<input type="checkbox"/>	X	
7	Ability to run month/year end on all stockroom, repairs and consumables by date	<input type="checkbox"/>	<input type="checkbox"/>	X	
8	Ability for up to 10 mechanics to utilize system at same time - preferable web based	<input type="checkbox"/>	<input type="checkbox"/>	X	
9	Ability to print a work order to include all pertinent information needed for mechanic	<input type="checkbox"/>	<input type="checkbox"/>	X	

		Fully Compliant		
		Modification/Custom Software		
				Not available
<i>Public Works Service Order Processing</i>				Third Party (include company name)
		X	<input type="checkbox"/>	<input type="checkbox"/>
1	Ability to view all service orders associated with a service customer	X	<input type="checkbox"/>	<input type="checkbox"/>
2	Ability to view all service orders associated with a service location	X	<input type="checkbox"/>	<input type="checkbox"/>
3	Ability to define through table entry, an unlimited number of service order types and add, change and delete service order types as required	X	<input type="checkbox"/>	<input type="checkbox"/>
4	Ability to automatically update customer, location, meter and account information upon completion of service order actions	X	<input type="checkbox"/>	<input type="checkbox"/>
5	Ability to display a history of all service orders including status by:	X	<input type="checkbox"/>	<input type="checkbox"/>
	Account	X	<input type="checkbox"/>	<input type="checkbox"/>
	Customer	X	<input type="checkbox"/>	<input type="checkbox"/>
	Meter	X	<input type="checkbox"/>	<input type="checkbox"/>
6	Ability to print a list of service order forms based on any or all of the following criteria:	X	<input type="checkbox"/>	<input type="checkbox"/>
	Scheduled date range	X	<input type="checkbox"/>	<input type="checkbox"/>
	Requested date range	X	<input type="checkbox"/>	<input type="checkbox"/>
	Priority	X	<input type="checkbox"/>	<input type="checkbox"/>
	Requesting employee	X	<input type="checkbox"/>	<input type="checkbox"/>
	Work Order number	X	<input type="checkbox"/>	<input type="checkbox"/>
	Work Order type/types	X	<input type="checkbox"/>	<input type="checkbox"/>
	Route/routes	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant		
		Modification/Custom Software		
				Not available
Public Works -- Service Order Processing				Third Party (include company name)
7	Ability to list service orders based on any or all of the following criteria:	X	<input type="checkbox"/>	<input type="checkbox"/>
	Scheduled date range	X	<input type="checkbox"/>	<input type="checkbox"/>
	Requested date range	X	<input type="checkbox"/>	<input type="checkbox"/>
	Completed date range	X	<input type="checkbox"/>	<input type="checkbox"/>
	Priority	X	<input type="checkbox"/>	<input type="checkbox"/>
	Requesting employee	X	<input type="checkbox"/>	<input type="checkbox"/>
	Work Order number	X	<input type="checkbox"/>	<input type="checkbox"/>
	Work Order type	X	<input type="checkbox"/>	<input type="checkbox"/>
	Route/routes	X	<input type="checkbox"/>	<input type="checkbox"/>
8	Ability to job cost each work order (time, materials, equipment) or to run reports to job cost multiple work orders on one report	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant		
		Modification/Custom Software		
				Not available
Public Works -- Cash Register Interface				Third Party (include company name)
1	Integrate with cashiering for receipts	X	<input type="checkbox"/>	<input type="checkbox"/>
2	Ability to identify customer as "cash-only" and have the user alerted when entering a receipt for the customer	X	<input type="checkbox"/>	<input type="checkbox"/>
3	Ability to accept full, over, partial and pre-payments	X	<input type="checkbox"/>	<input type="checkbox"/>
4	Ability to distribute partial payments based on user-defined preference	X	<input type="checkbox"/>	<input type="checkbox"/>
5	Provision for data entry correction of any distribution errors	X	<input type="checkbox"/>	<input type="checkbox"/>
6	Ability to scan payment information directly into the system using a bar code scanner	X	<input type="checkbox"/>	<input type="checkbox"/>
7	Ability to use various cash registers for processing receipts	X	<input type="checkbox"/>	<input type="checkbox"/>
8	Ability to identify customer as delinquent, final billed, terminated and have the user alerted when entering a receipt for the customer	X	<input type="checkbox"/>	<input type="checkbox"/>
9	Ability to view key customer information (customer name, account number, acct status, aging delinquency balance, customer notes) "at a glance" when entering a payment for the customer	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant		
		Modification/Custom Software		
				Not available
Public Works -- Miscellaneous Billing & Receivables				Third Party (include company name)
1	The software must support both accrual and cash basis accounting.	X	<input type="checkbox"/>	<input type="checkbox"/>
2	The software must apply late charges to selected accounts.	X	<input type="checkbox"/>	<input type="checkbox"/>
3	The software must provide the ability to write-off remaining balance.	X	<input type="checkbox"/>	<input type="checkbox"/>
4	The software must provide for a one time or recurring invoice.	X	<input type="checkbox"/>	<input type="checkbox"/>
5	The software must allow for multiple customer addresses.	X	<input type="checkbox"/>	<input type="checkbox"/>
6	The software must allow for pre-payment of invoices.	X	<input type="checkbox"/>	<input type="checkbox"/>
7	The software must allow new customers to be added from invoice processing.	X	<input type="checkbox"/>	<input type="checkbox"/>
8	The software must allow for interest, penalty, cash, receivable, and bad debt accounts to be established by invoice type.	X	<input type="checkbox"/>	<input type="checkbox"/>
9	The software must provide security to let individual users be restricted to certain invoice types.	X	<input type="checkbox"/>	<input type="checkbox"/>
10	The software must automatically distribute all cash receipts to the appropriate customer account.	X	<input type="checkbox"/>	<input type="checkbox"/>
11	Ability to maintain a master customer file.	X	<input type="checkbox"/>	<input type="checkbox"/>
12	Ability to record a designated collections manager by customer account or customer type.	<input type="checkbox"/>	<input type="checkbox"/>	X
13	Ability to establish default account distributions for each receivable.	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant			
		Modification/Custom Software			
		Not available			
Public Works -- Miscellaneous Billing & Receivables					Third Party (include company name)
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
14	Ability to recognize or accommodate:	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Revenue earned and billed	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Recognize revenue previously reported as deferred	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Sorting and displaying accounts receivable in a prescribed aging format	X	<input type="checkbox"/>	<input type="checkbox"/>	
15	Ability to accommodate Electronic Fund Transfers.	<input type="checkbox"/>	<input type="checkbox"/>	X	
16	Ability to generate detail or summary transactions of receivable activity in the general ledger for all original entries, adjustments, penalty and interest assessments, and write-offs in batch process or real time, with appropriate work flow approval.	X	<input type="checkbox"/>	<input type="checkbox"/>	
17	Ability to enter a cash receipt transaction on a decentralized (departmental) or centralized basis.	X	<input type="checkbox"/>	<input type="checkbox"/>	
18	Ability to process positive or negative billing adjustments with proper controls and an audit trail.	X	<input type="checkbox"/>	<input type="checkbox"/>	
19	Ability to distribute cash receipt deposits out to the department level and have information accessible on a real-time basis.	X	<input type="checkbox"/>	<input type="checkbox"/>	
20	Ability to transfer outstanding balances upon transfer or creation of region for revenue tracking, with an appropriate audit trail and automatic generation of appropriate GL transactions.	X	<input type="checkbox"/>	<input type="checkbox"/>	
21	Ability to maintain and track the following data elements for each customer record:	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Balance forward or open items	X	<input type="checkbox"/>	<input type="checkbox"/>	

		Fully Compliant		
		Modification/Custom Software		
		Not available		
Pubic Works -- Miscellaneous Billing & Receivables				Third Party (include company name)
	Last account activity	X	<input type="checkbox"/>	<input type="checkbox"/>
	Contact name(s)	X	<input type="checkbox"/>	<input type="checkbox"/>
	Tax ID number	X	<input type="checkbox"/>	<input type="checkbox"/>
	Address by type (i.e., remittance, bill to, parent company, etc.)	X	<input type="checkbox"/>	<input type="checkbox"/>
	Current and unpaid late payment penalty and interest charges	X	<input type="checkbox"/>	<input type="checkbox"/>
	Balance due	X	<input type="checkbox"/>	<input type="checkbox"/>
	Last payment amount	X	<input type="checkbox"/>	<input type="checkbox"/>
	Last payment date	X	<input type="checkbox"/>	<input type="checkbox"/>
	Year-to-date payments	X	<input type="checkbox"/>	<input type="checkbox"/>
	Late payment penalty and interest charges this year	X	<input type="checkbox"/>	<input type="checkbox"/>
	Late payment penalty and interest charges during user-defined period	X	<input type="checkbox"/>	<input type="checkbox"/>
	Bad check, dunning, and/or bankruptcy information	X	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to do analysis ("what if scenarios") with positions, individually by department and as a whole.	X	<input type="checkbox"/>	<input type="checkbox"/>
	Statement cycle (e.g., weekly, monthly)	X	<input type="checkbox"/>	<input type="checkbox"/>
	Notes/comments (miscellaneous additional information)	X	<input type="checkbox"/>	<input type="checkbox"/>
	Date customer was added	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant			
		Modification/Custom Software			
				Not available	
Public Works -- Miscellaneous Billing & Receivables					Third Party (include company name)
22	Ability to restrict access to add, delete, or modify customer information to users with appropriate security only.	X	<input type="checkbox"/>	<input type="checkbox"/>	
23	Ability to prevent deletion of customer records with any activity in a user-defined period.	X	<input type="checkbox"/>	<input type="checkbox"/>	
24	Ability to log all communication with customer regarding account (e.g., questions, ticklers, notifications, etc.).	X	<input type="checkbox"/>	<input type="checkbox"/>	
25	Ability to automatically assign sequential customer and invoice numbers to ensure duplicates do not occur.	X	<input type="checkbox"/>	<input type="checkbox"/>	
26	Ability to archive inactive accounts based on user defined criteria.	X	<input type="checkbox"/>	<input type="checkbox"/>	
27	Ability to use numeric characters for customer numbers.	X	<input type="checkbox"/>	<input type="checkbox"/>	
28	Ability to classify customers by user-defined classifications.	X	<input type="checkbox"/>	<input type="checkbox"/>	
29	Ability to generate tickler messages for automatic display on specific dates for follow-up with a customer.	X	<input type="checkbox"/>	<input type="checkbox"/>	
30	Ability to activate or inactivate customers.	X	<input type="checkbox"/>	<input type="checkbox"/>	
31	Ability to provide option of billing by type of charge and/or type of customer.	X	<input type="checkbox"/>	<input type="checkbox"/>	
32	Ability to develop payment plan rules based on type of offense, type of receivable, or other user-defined criteria, with the appropriate security.	X	<input type="checkbox"/>	<input type="checkbox"/>	
33	Ability to set up one time customers with minimal data entry as compared to a regular customer.	X	<input type="checkbox"/>	<input type="checkbox"/>	

		Fully Compliant			
		Modification/Custom Software			
				Not available	
Public Works -- Miscellaneous Billing & Receivables					Third Party (include company name)
34	Ability to provide sequentially numbered invoices.	X	<input type="checkbox"/>	<input type="checkbox"/>	
35	Ability to produce fixed or recurring billings based upon contract terms.	X	<input type="checkbox"/>	<input type="checkbox"/>	
36	Ability to provide automatic booking of accounts receivable as a by-product of customer invoicing.	X	<input type="checkbox"/>	<input type="checkbox"/>	
37	Ability to produce manual invoices for non-recurring types of billing, with automatic booking of accounts receivable upon entry.	X	<input type="checkbox"/>	<input type="checkbox"/>	
38	Ability to generate invoices that may not be due for several years.	X	<input type="checkbox"/>	<input type="checkbox"/>	
39	Ability to image and attach related electronic documents.	X	<input type="checkbox"/>	<input type="checkbox"/>	
40	Ability to split invoices between multiple funds.	X	<input type="checkbox"/>	<input type="checkbox"/>	
41	Ability for a cash receipt to be distributed to multiple revenue accounts based on a user-defined (e.g., percentage or flat amount) allocation.	X	<input type="checkbox"/>	<input type="checkbox"/>	
42	Ability to generate one invoice or many invoices for users who owe more than one department.	X	<input type="checkbox"/>	<input type="checkbox"/>	
43	Ability to bill other agencies for services rendered.	X	<input type="checkbox"/>	<input type="checkbox"/>	
44	Ability to provide a method for the organization to recognize intra-governmental transactions.	X	<input type="checkbox"/>	<input type="checkbox"/>	
45	Ability to include the billing date range and/or period on invoices.	X	<input type="checkbox"/>	<input type="checkbox"/>	
46	Ability to maintain and send invoices to multiple addresses for the same customer.	X	<input type="checkbox"/>	<input type="checkbox"/>	

		Fully Compliant			
		Modification/Custom Software			
				Not available	
Public Works -- Miscellaneous Billing & Receivables					Third Party (include company name)
47	Ability to construct and process periodic statements for every receivable by user-specified criteria.	X	<input type="checkbox"/>	<input type="checkbox"/>	
48	Ability to generate account statements for the following:	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Specific accounts	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Range of accounts within a department, fund, cycle	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Range of customers	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Delinquent accounts	X	<input type="checkbox"/>	<input type="checkbox"/>	
49	Ability to generate consolidated statements for customers with multiple accounts by user-defined criteria.	X	<input type="checkbox"/>	<input type="checkbox"/>	
50	Ability to include sales tax on invoice items.	X	<input type="checkbox"/>	<input type="checkbox"/>	
51	Ability to prevent sales tax on tax-exempt customers.	X	<input type="checkbox"/>	<input type="checkbox"/>	
52	Ability to automatically calculate interest on individual account from an effective dated interest table and bill customer for interest and principal.	X	<input type="checkbox"/>	<input type="checkbox"/>	
53	Ability to prevent interest on specific invoices or on specific customers.	X	<input type="checkbox"/>	<input type="checkbox"/>	
54	Ability to produce ready-to-mail invoices prepared in accordance with governmental regulations and in the format required by various departments.	X	<input type="checkbox"/>	<input type="checkbox"/>	
55	Ability to produce reconciliation statements showing beginning balance, charges, credits and payments, and a new balance.	X	<input type="checkbox"/>	<input type="checkbox"/>	
56	Ability to print bar coded information on remittance advice.	X	<input type="checkbox"/>	<input type="checkbox"/>	

		Fully Compliant			
		Modification/Custom Software			
				Not available	
Public Works -- Miscellaneous Billing & Receivables					Third Party (include company name)
57	Ability to read bar coded information on remittance advice.	X	<input type="checkbox"/>	<input type="checkbox"/>	
58	Ability to correct and reprint invoices, with the appropriate security and audit trail.	X	<input type="checkbox"/>	<input type="checkbox"/>	
59	Ability to identify duplicate or reprinted invoices as such.	X	<input type="checkbox"/>	<input type="checkbox"/>	
60	Ability to accommodate online cancellation and one step automatic reversals of invoice entries.	X	<input type="checkbox"/>	<input type="checkbox"/>	
61	Ability to print individual customer statements on demand and/or automatically print all customer statements during a desired cycle.	X	<input type="checkbox"/>	<input type="checkbox"/>	
62	Ability to suppress statements for specific customers or entire classes of customers.	X	<input type="checkbox"/>	<input type="checkbox"/>	
63	Ability to allow credit memos, with appropriate security.	X	<input type="checkbox"/>	<input type="checkbox"/>	
64	Ability to apply specific credit memos to specific invoices and invoice line items.	X	<input type="checkbox"/>	<input type="checkbox"/>	
65	Ability to print comments on both an individual and group basis on the billing documents.	X	<input type="checkbox"/>	<input type="checkbox"/>	
66	Ability to write-off small discrepancies between the amount due and the amount received, with the appropriate workflow approval.	X	<input type="checkbox"/>	<input type="checkbox"/>	
67	Ability to apply payments according to the following:	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Partial payments against individual line items on a receivable	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Overpayments against individual line items on a receivable	X	<input type="checkbox"/>	<input type="checkbox"/>	

		Fully Compliant			
		Modification/Custom Software			
				Not available	
Public Works -- Miscellaneous Billing & Receivables					Third Party (include company name)
	Maintain open receivable until all items are satisfied	X	<input type="checkbox"/>	<input type="checkbox"/>	
68	Ability to apply revenue to multiple accounts using one of the following methods:	X	<input type="checkbox"/>	<input type="checkbox"/>	
	manual selection of items to pay	X	<input type="checkbox"/>	<input type="checkbox"/>	
	step-through outstanding items, allowing user to select specific items.	X	<input type="checkbox"/>	<input type="checkbox"/>	
69	Ability to automatically apply each type of fee or sales to various multiple revenue sources.	X	<input type="checkbox"/>	<input type="checkbox"/>	
70	Ability to accommodate receipts via electronic funds transfers (EFT), lock box, credit card, and other electronic receipts for payment.	<input type="checkbox"/>	<input type="checkbox"/>	X	
71	Ability to generate a cash receipt on demand.	X	<input type="checkbox"/>	<input type="checkbox"/>	
72	Ability to accommodate multiple payments for an invoice.	X	<input type="checkbox"/>	<input type="checkbox"/>	
73	Ability to identify payment source.	X	<input type="checkbox"/>	<input type="checkbox"/>	
74	Ability to accommodate single payments applied against multiple invoices.	X	<input type="checkbox"/>	<input type="checkbox"/>	
75	Ability to effective date receipts into the future.	X	<input type="checkbox"/>	<input type="checkbox"/>	
76	Ability to accommodate payments in excess of or less than the bill rendered.	X	<input type="checkbox"/>	<input type="checkbox"/>	
77	Ability to optionally carry a credit balance or automatically generate a refund resulting from a customer overpayment.	X	<input type="checkbox"/>	<input type="checkbox"/>	
78	Ability to accommodate ACH debits against customer accounts.	<input type="checkbox"/>	<input type="checkbox"/>	X	

		Fully Compliant			
		Modification/Custom Software			
				Not available	
Public Works -- Miscellaneous Billing & Receivables					Third Party (include company name)
79	Ability to generate late payment fees (i.e., 2% of outstanding amount).	X	<input type="checkbox"/>	<input type="checkbox"/>	
80	Ability to accommodate percentage of outstanding amount fees as well as flat fees, along with calculation rules (up to maximum, etc.).	X	<input type="checkbox"/>	<input type="checkbox"/>	
81	Ability to generate the following information on cash receipts:	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Amount	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Customer Name	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Customer ID	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Customer address	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Default accounts	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Date of service	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Current date	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Individual who received the cash	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Form of payment (e.g., check, cash, credit, debit)	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Description of service (text and/or code)	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Other fields as defined by user, with appropriate security	X	<input type="checkbox"/>	<input type="checkbox"/>	
82	Ability to maintain a log of all receipts with control totals.	X	<input type="checkbox"/>	<input type="checkbox"/>	
83	Ability to designate certain fields as required on the receipt and require valid data elements in those fields.	<input type="checkbox"/>	<input type="checkbox"/>	X	
84	Ability to distinguish between exchange and non-exchange revenue transactions.	X	<input type="checkbox"/>	<input type="checkbox"/>	
85	Ability to automatically number receipts sequentially.	X	<input type="checkbox"/>	<input type="checkbox"/>	

		Fully Compliant			
		Modification/Custom Software			
				Not available	
Public Works -- Miscellaneous Billing & Receivables					Third Party (include company name)
86	Ability to pull up an existing cash receipt entry and reverse it, with the appropriate accounting effect automatically.	X	<input type="checkbox"/>	<input type="checkbox"/>	
87	Ability to generate recurring invoice entries.	X	<input type="checkbox"/>	<input type="checkbox"/>	
88	Ability to enter overpayment receipt into an expense line item.	X	<input type="checkbox"/>	<input type="checkbox"/>	
89	Ability to generate delinquency notices (based on user-defined delinquency periods) in user-defined batches or as real time transactions, with appropriate work flow approval, based on receivable type.	X	<input type="checkbox"/>	<input type="checkbox"/>	
90	Ability to process uncollectible accounts as follows:	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Record as uncollectible.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Reverse amount deemed uncollectible and record receipt of cash if received at anytime.	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Obtain proper approvals to write-off account balance if not collected, with proper security.	X	<input type="checkbox"/>	<input type="checkbox"/>	
91	Ability to generate a variance report by user or by department for:	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Lists of receipts for daily cash deposits	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Cash receipts registers or journals	X	<input type="checkbox"/>	<input type="checkbox"/>	
	Daily bank deposits	X	<input type="checkbox"/>	<input type="checkbox"/>	
92	Ability to subtotal by fund on cash receipt forms.	X	<input type="checkbox"/>	<input type="checkbox"/>	
93	Ability to list receivables written off.	X	<input type="checkbox"/>	<input type="checkbox"/>	

		Fully Compliant		
		Modification/Custom Software		
				Not available
Public Works -- Miscellaneous Billing & Receivables				Third Party (include company name)
94	Ability to generate a variance report showing revenue accruals vs. actual collection.	X	<input type="checkbox"/>	<input type="checkbox"/>
95	Ability to optionally generate a dunning letter or notify a user according to user-specified criteria regarding aging and payment history.	X	<input type="checkbox"/>	<input type="checkbox"/>
96	Ability to access the customer master by a portion of the customer name.	X	<input type="checkbox"/>	<input type="checkbox"/>
97	Ability to produce reconciliation statements for bank accounts (particularly EFT reconciliation).	X	<input type="checkbox"/>	<input type="checkbox"/>
98	Ability to produce accrual reports at any point in time.	X	<input type="checkbox"/>	<input type="checkbox"/>

		Fully Compliant		
		Modification/Custom Software		
		Not available		
		Third Party (include company name)		
IVR Requirements				
1	Easy and relevant menu items that accompany simple requests.	<input type="checkbox"/>	<input type="checkbox"/>	X
2	Ability to configure the system based on what callers actually seek to accomplish on the phone based on caller demographics. For example, younger users may be more likely to try a complex task with an automated system, while older callers may be more apt to “zero out” to a live agent at the first hint of confusion.	<input type="checkbox"/>	<input type="checkbox"/>	X
3	A well-defined recovery strategy to keep users confident and engaged when misunderstandings occur.	<input type="checkbox"/>	<input type="checkbox"/>	X
4	Ability to easily transition to a live agent to resolve issues.	<input type="checkbox"/>	<input type="checkbox"/>	X
5	Ability to transfer information collected in the IVR to the live agent they are transferred to.	<input type="checkbox"/>	<input type="checkbox"/>	X
6	Call whisper and screen pop-up functionality.	<input type="checkbox"/>	<input type="checkbox"/>	X
7	Provide callers with an option to navigate the system using touch-tone (keypad) or speech recognition. Let callers choose the most effective option based on their general preferences, location or understanding of the system.	<input type="checkbox"/>	<input type="checkbox"/>	X
8	Integration with customer databases and CRM systems. If callers know that the system recognizes their identity, they will be far more likely to stay in the IVR.	<input type="checkbox"/>	<input type="checkbox"/>	X

		Fully Compliant			
		Modification/Custom Software			
				Not available	
IVR Requirements					Third Party (include company name)
9	Ability to identify and communicate a few universal commands that are recognized at any time during the call. Examples include "beginning" to go back to the start of the dialogue and "help" to get detailed information on the current request for input.	<input type="checkbox"/>	<input type="checkbox"/>	X	

Section 5 FORMS

5.1 PUBLIC ENTITY CRIMES FORM

Please reference the Public Entity Crimes Form on the following page.

Public Entity Crimes

NOTIFICATION OF PUBLIC ENTITY CRIMES LAW

Pursuant to Section 287.133, *Florida Statutes*, you are hereby notified that a person or affiliate who has been placed on the convicted contractors list following a conviction for a public entity crime may not submit a proposal on a contract to provide any goods or services to a public entity; may not submit a proposal on a contract with a public entity for the construction or repair of a public building or public work; may not submit proposals on leases or real property to a public entity; may not be awarded or perform work as a contractor, supplier, sub-Proposer, or consultant under a contract with any public entity; and may not transact business with any public entity in excess of the threshold amount provided in Section 287.017 [F.S.] for Category Two [\$35,000.00] for a period of thirty-six (36) months from the date of being placed on the convicted contractors list.

Acknowledged by:

Tyler Technologies, Inc.

Firm Name



Signature

Abigail Diaz, Vice President and Associate General Counsel

Name and Title(Print or Type)

February 1, 2016

Date

5.2 DRUG FREE WORKPLACE FORM

Please reference the Drug Free Workplace Form on the following page.

Drug-Free Workplace

If identical tie bids exist, preference will be given to the vendors who submit a certification with their bid/proposal certifying they have a drug-free workplace in accordance with Section 287.087, Florida Statutes. The drug-free workplace preference is applied as follows:

IDENTICAL TIE BIDS: Preference shall be given to businesses with drug-free workplace programs. Whenever two or more bids which are equal with respect to price, quality, and service are received by the State of by any political subdivision for the procurement of commodities or contractual services, a bid received from a business that certifies that it has implemented a drug-free workplace program shall be given preference in the award process. Established procedures for processing tie bids will be followed if none of the tied vendors have a drug-free workplace program.

As the person authorized to sign this statement, I certify that this firm complies fully with the following requirements:

- 1) This firm publishes a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the workplace and specifying the actions that will be taken against employees for violations of such prohibition.
- 2) This firm informs employees about the dangers of drug abuse in the workplace, the business's policy of maintaining a drug-free workplace, any available drug counseling, rehabilitation, and employee assistance programs, and the penalties that may be imposed upon employees for drug abuse violations.
- 3) This firm gives each employee engaged in providing the commodities or contractual services that are under bid a copy of the statement specified in subsection (1).
- 4) In the statement specified in subsection (1), this firm notifies the employees that, as a condition of working on the commodities or contractual services that are under bid, the employee will abide by the terms of the statement and will notify the employer of any conviction of, or plea of guilty or nolo contendere to, any violation of chapter 893 or of any controlled substance law of the United States or any state, for a violation occurring in the workplace no later than five (5) days after such conviction.
- 5) This firm imposes a sanction on or requires the satisfactory participation in a drug abuse assistance or rehabilitation program if such is available in the employee's community, by any employee who is so convicted.
- 6) This firm will continue to make a good faith effort to maintain a drug-free workplace through implementation of this section.

Tyler Technologies, Inc.

Firm Name



Signature

Abigail Diaz, Vice President and Associate General Counsel

Name and Title(Print or Type)

February 1, 2016

Date

5.3 CONFLICT OF INTEREST FORM

Please reference the Conflict of Interest Form on the following page.

Conflict of Interest Disclosure Form

The award of this RFP/bid/contract is subject to the provisions of Chapter 112, Florida Statutes and Palm Beach County Ordinance Section 2-443. All proposers/bidders/contractors must disclose: the name of any officer, director, or agent who is also an employee or relative of an employee of the City of Delray Beach.

Furthermore, all proposers/bidders/contractors must disclose the name of any City employee or relative(s) of a City employee who owns, directly or indirectly, an interest in the proposers/bidders/contractors firm or any of its branches.

The purpose of this disclosure form is to give the City the information needed to identify potential conflicts of interest for key personnel involved in the award of this RFP/bid/contract.

The term "conflict of interest" refers to situations in which financial or other personal considerations may adversely affect, or have the appearance of adversely affecting, an employee's professional judgment in exercising any City duty or responsibility in administration, management, instruction, research, or other professional activities.

Please check one of the following statements and attach additional documentation if necessary:

 X To the best of our knowledge, the undersigned firm has no potential conflict of interest as defined in Chapter 112, Florida Statutes and Section 2-443, Palm Beach County Code of Ordinances.

 The undersigned firm, by attachment to this form, submits information which may be a potential conflict of interest as defined in Chapter 112, Florida Statutes and Section 2-443, Palm Beach County Code of Ordinances.

Acknowledged by:

Tyler Technologies, Inc.

Firm Name



Signature

Abigail Diaz, Vice President and Associate General Counsel

Name and Title(Print or Type)

February 1, 2016

Date

5.4 BID BOND

Please reference the Bid Bond on the following pages.

AIA® Document A310™ – 2010

Bid Bond

CONTRACTOR:

(Name, legal status and address)

Tyler Technologies, Inc.
840 West Long Lake Road
Troy, MI 48098

SURETY:

(Name, legal status and principal place of business)

Travelers Casualty and Surety Company of America
One Tower Square, 3PB
Hartford, CT 06183

This document has important legal consequences. Consultation with an attorney is encouraged with respect to its completion or modification.

Any singular reference to Contractor, Surety, Owner or other party shall be considered plural where applicable.

OWNER:

(Name, legal status and address)

City of Delray Beach, Florida
Purchasing Office, 100 NW 1st Ave.
Delray Beach, FL 33444

BOND AMOUNT: Fifteen Thousand Dollars and 00/100 (\$15,000.00)

PROJECT:

(Name, location or address, and Project number, if any)

RFP No. 2016-069L: Enterprise Resource Planning (ERP) Solution

Project Number, if any:

The Contractor and Surety are bound to the Owner in the amount set forth above, for the payment of which the Contractor and Surety bind themselves, their heirs, executors, administrators, successors and assigns, jointly and severally, as provided herein. The conditions of this Bond are such that if the Owner accepts the bid of the Contractor within the time specified in the bid documents, or within such time period as may be agreed to by the Owner and Contractor, and the Contractor either (1) enters into a contract with the Owner in accordance with the terms of such bid, and gives such bond or bonds as may be specified in the bidding or Contract Documents, with a surety admitted in the jurisdiction of the Project and otherwise acceptable to the Owner, for the faithful performance of such Contract and for the prompt payment of labor and material furnished in the prosecution thereof; or (2) pays to the Owner the difference, not to exceed the amount of this Bond, between the amount specified in said bid and such larger amount for which the Owner may in good faith contract with another party to perform the work covered by said bid, then this obligation shall be null and void, otherwise to remain in full force and effect. The Surety hereby waives any notice of an agreement between the Owner and Contractor to extend the time in which the Owner may accept the bid. Waiver of notice by the Surety shall not apply to any extension exceeding sixty (60) days in the aggregate beyond the time for acceptance of bids specified in the bid documents, and the Owner and Contractor shall obtain the Surety's consent for an extension beyond sixty (60) days.

If this Bond is issued in connection with a subcontractor's bid to a Contractor, the term Contractor in this Bond shall be deemed to be Subcontractor and the term Owner shall be deemed to be Contractor.

When this Bond has been furnished to comply with a statutory or other legal requirement in the location of the Project, any provision in this Bond conflicting with said statutory or legal requirement shall be deemed deleted herefrom and provisions conforming to such statutory or other legal requirement shall be deemed incorporated herein. When so furnished, the intent is that this Bond shall be construed as a statutory bond and not as a common law bond.

Signed and sealed this 5th day of February 2016

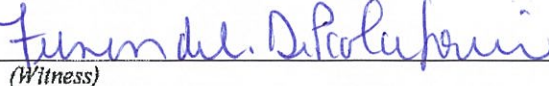

(Witness)

Tyler Technologies, Inc.

(Principal)

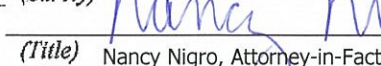

(Title)

(Seal)


(Witness)

Travelers Casualty and Surety Company of America

(Surety)


(Title) Nancy Nigro, Attorney-in-Fact

(Seal)

Init.

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POWER OF ATTORNEY

Farmington Casualty Company
 Fidelity and Guaranty Insurance Company
 Fidelity and Guaranty Insurance Underwriters, Inc.
 St. Paul Fire and Marine Insurance Company
 St. Paul Guardian Insurance Company

St. Paul Mercury Insurance Company
 Travelers Casualty and Surety Company
 Travelers Casualty and Surety Company of America
 United States Fidelity and Guaranty Company

Attorney-In Fact No. 229135

Certificate No. 006292238

KNOW ALL MEN BY THESE PRESENTS: That Farmington Casualty Company, St. Paul Fire and Marine Insurance Company, St. Paul Guardian Insurance Company, St. Paul Mercury Insurance Company, Travelers Casualty and Surety Company, Travelers Casualty and Surety Company of America, and United States Fidelity and Guaranty Company are corporations duly organized under the laws of the State of Connecticut, that Fidelity and Guaranty Insurance Company is a corporation duly organized under the laws of the State of Iowa, and that Fidelity and Guaranty Insurance Underwriters, Inc., is a corporation duly organized under the laws of the State of Wisconsin (herein collectively called the "Companies"), and that the Companies do hereby make, constitute and appoint

Eric J. Follman Sr., Nancy Nigro, John P. Follman Jr., Fernanda L. DePaolantonio, and Lynn M. Wheelock

of the City of Wayne, State of Pennsylvania, their true and lawful Attorney(s)-in-Fact, each in their separate capacity if more than one is named above, to sign, execute, seal and acknowledge any and all bonds, recognizances, conditional undertakings and other writings obligatory in the nature thereof on behalf of the Companies in their business of guaranteeing the fidelity of persons, guaranteeing the performance of contracts and executing or guaranteeing bonds and undertakings required or permitted in any actions or proceedings allowed by law.

IN WITNESS WHEREOF, the Companies have caused this instrument to be signed and their corporate seals to be hereto affixed, this 9th day of March, 2015.

Farmington Casualty Company
 Fidelity and Guaranty Insurance Company
 Fidelity and Guaranty Insurance Underwriters, Inc.
 St. Paul Fire and Marine Insurance Company
 St. Paul Guardian Insurance Company

St. Paul Mercury Insurance Company
 Travelers Casualty and Surety Company
 Travelers Casualty and Surety Company of America
 United States Fidelity and Guaranty Company



State of Connecticut
 City of Hartford ss.

By: _____

Robert L. Raney, Senior Vice President

On this the 9th day of March, 2015, before me personally appeared Robert L. Raney, who acknowledged himself to be the Senior Vice President of Farmington Casualty Company, Fidelity and Guaranty Insurance Company, Fidelity and Guaranty Insurance Underwriters, Inc., St. Paul Fire and Marine Insurance Company, St. Paul Guardian Insurance Company, St. Paul Mercury Insurance Company, Travelers Casualty and Surety Company, Travelers Casualty and Surety Company of America, and United States Fidelity and Guaranty Company, and that he, as such, being authorized so to do, executed the foregoing instrument for the purposes therein contained by signing on behalf of the corporations by himself as a duly authorized officer.

In Witness Whereof, I hereunto set my hand and official seal.
 My Commission expires the 30th day of June, 2016.



Marie C. Tetreault
 Marie C. Tetreault, Notary Public

This Power of Attorney is granted under and by the authority of the following resolutions adopted by the Boards of Directors of Farmington Casualty Company, Fidelity and Guaranty Insurance Company, Fidelity and Guaranty Insurance Underwriters, Inc., St. Paul Fire and Marine Insurance Company, St. Paul Guardian Insurance Company, St. Paul Mercury Insurance Company, Travelers Casualty and Surety Company, Travelers Casualty and Surety Company of America, and United States Fidelity and Guaranty Company, which resolutions are now in full force and effect, reading as follows:

RESOLVED, that the Chairman, the President, any Vice Chairman, any Executive Vice President, any Senior Vice President, any Vice President, any Second Vice President, the Treasurer, any Assistant Treasurer, the Corporate Secretary or any Assistant Secretary may appoint Attorneys-in-Fact and Agents to act for and on behalf of the Company and may give such appointee such authority as his or her certificate of authority may prescribe to sign with the Company's name and seal with the Company's seal bonds, recognizances, contracts of indemnity, and other writings obligatory in the nature of a bond, recognizance, or conditional undertaking, and any of said officers or the Board of Directors at any time may remove any such appointee and revoke the power given him or her; and it is

FURTHER RESOLVED, that the Chairman, the President, any Vice Chairman, any Executive Vice President, any Senior Vice President or any Vice President may delegate all or any part of the foregoing authority to one or more officers or employees of this Company, provided that each such delegation is in writing and a copy thereof is filed in the office of the Secretary; and it is

FURTHER RESOLVED, that any bond, recognizance, contract of indemnity, or writing obligatory in the nature of a bond, recognizance, or conditional undertaking shall be valid and binding upon the Company when (a) signed by the President, any Vice Chairman, any Executive Vice President, any Senior Vice President or any Vice President, any Second Vice President, the Treasurer, any Assistant Treasurer, the Corporate Secretary or any Assistant Secretary and duly attested and sealed with the Company's seal by a Secretary or Assistant Secretary; or (b) duly executed (under seal, if required) by one or more Attorneys-in-Fact and Agents pursuant to the power prescribed in his or her certificate or their certificates of authority or by one or more Company officers pursuant to a written delegation of authority; and it is

FURTHER RESOLVED, that the signature of each of the following officers: President, any Executive Vice President, any Senior Vice President, any Vice President, any Assistant Vice President, any Secretary, any Assistant Secretary, and the seal of the Company may be affixed by facsimile to any Power of Attorney or to any certificate relating thereto appointing Resident Vice Presidents, Resident Assistant Secretaries or Attorneys-in-Fact for purposes only of executing and attesting bonds and undertakings and other writings obligatory in the nature thereof, and any such Power of Attorney or certificate bearing such facsimile signature or facsimile seal shall be valid and binding upon the Company and any such power so executed and certified by such facsimile signature and facsimile seal shall be valid and binding on the Company in the future with respect to any bond or understanding to which it is attached.

I, Kevin E. Hughes, the undersigned, Assistant Secretary, of Farmington Casualty Company, Fidelity and Guaranty Insurance Company, Fidelity and Guaranty Insurance Underwriters, Inc., St. Paul Fire and Marine Insurance Company, St. Paul Guardian Insurance Company, St. Paul Mercury Insurance Company, Travelers Casualty and Surety Company, Travelers Casualty and Surety Company of America, and United States Fidelity and Guaranty Company do hereby certify that the above and foregoing is a true and correct copy of the Power of Attorney executed by said Companies, which is in full force and effect and has not been revoked.

IN TESTIMONY WHEREOF, I have hereunto set my hand and affixed the seals of said Companies this 5th day of February, 2016.


Kevin E. Hughes, Assistant Secretary



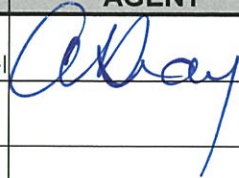
To verify the authenticity of this Power of Attorney, call 1-800-421-3880 or contact us at www.travelersbond.com. Please refer to the Attorney-In-Fact number, the above-named individuals and the details of the bond to which the power is attached.

Section 6 ACKNOWLEDGEMENT OF ADDENDA FORM

Please reference the Acknowledgement of Addenda on the following page.

Acknowledgment of Addenda

The Proposer/Bidder hereby acknowledges the receipt of the following addenda, which were issued by the City and incorporated into and made part of this RFP/Bid. The Proposer/Bidder acknowledges that it is solely responsible for ensuring that it is aware of, and in receipt of, all addenda.

ADDENDUM NUMBER	DATE RECEIVED	PRINT NAME OF AGENT	TITLE OF AGENT	SIGNATURE OF AGENT
1	2/1/2016	Abigail Diaz	Vice President and Associate General Counsel	

Each proposal must be signed by a Person who is legally authorized to bind the Proposer to the proposal.

All forms shall be executed by the same person.

Forms must be completed in their entirety.

Section 7 TERMS AND CONDITIONS OF THE RFP

7.1 SAMPLE LICENSE AGREEMENT

Please reference Sample License Agreement on the following pages.



LICENSE AND SERVICES AGREEMENT

This License and Services Agreement is made between Tyler Technologies, Inc. and Client.

WHEREAS, Client selected Tyler to license the software products and perform the services set forth in the Investment Summary and Tyler desires to perform such actions under the terms of this Agreement;

NOW THEREFORE, in consideration of the foregoing and of the mutual covenants and promises set forth in this Agreement, Tyler and Client agree as follows:

SECTION A – DEFINITIONS

- **“Agreement”** means this License and Services Agreement.
- **“Business Travel Policy”** means our business travel policy. A copy of our current Business Travel Policy is attached as Schedule 1 to Exhibit B.
- **“Client”** means **INSERT CLIENT NAME**.
- **“Defect”** means a failure of the Tyler Software to substantially conform to the functional descriptions set forth in our written proposal to you, or their functional equivalent. Future functionality may be updated, modified, or otherwise enhanced through our maintenance and support services, and the governing functional descriptions for such future functionality will be set forth in our then-current Documentation.
- **“Developer”** means a third party who owns the intellectual property rights to Third Party Software.
- **“Documentation”** means any online or written documentation related to the use or functionality of the Tyler Software that we provide or otherwise make available to you, including instructions, user guides, manuals and other training or self-help documentation.
- **“Effective Date”** means the date on which your authorized representative signs the Agreement.
- **“Force Majeure”** means an event beyond the reasonable control of you or us, including, without limitation, governmental action, war, riot or civil commotion, fire, natural disaster, or any other cause that could not with reasonable diligence be foreseen or prevented by you or us.
- **“Investment Summary”** means the agreed upon cost proposal for the software, products, and services attached as Exhibit A.
- **“Invoicing and Payment Policy”** means the invoicing and payment policy. A copy of our current Invoicing and Payment Policy is attached as Exhibit B.
- **“Maintenance and Support Agreement”** means the terms and conditions governing the provision of maintenance and support services to all of our customers. A copy of our current Maintenance and Support Agreement is attached as Exhibit C.
- **“Statement of Work”** means the industry standard implementation plan describing how our professional services will be provided to implement the Tyler Software, and outlining your and our roles and responsibilities in connection with that implementation. The Statement of Work is provided at Exhibit E.
- **“Support Call Process”** means the support call process applicable to all of our customers who have

licensed the Tyler Software. Our current Support Call Process is attached as Schedule 1 to Exhibit C.

- **“Third Party End User License Agreement(s)”** means the end user license agreement(s), if any, for the Third Party Software attached as Exhibit D.
- **“Third Party Hardware”** means the third party hardware, if any, identified in the Investment Summary.
- **“Third Party Products”** means the Third Party Software and Third Party Hardware.
- **“Third Party Software”** means the third party software, if any, identified in the Investment Summary.
- **“Tyler”** means Tyler Technologies, Inc., a Delaware corporation, as successor-in-interest to New World Systems.
- **“Tyler Software”** means our proprietary software, including any integrations, custom modifications, and/or other related interfaces identified in the Investment Summary and licensed by us to you through this Agreement.
- **“we”, “us”, “our”** and similar terms mean Tyler.
- **“you”** and similar terms mean Client.

SECTION B – SOFTWARE LICENSE

1. License Grant and Restrictions.

- 1.1 We grant to you a license to use the Tyler Software for your internal business purposes only, in the scope of the internal business purposes disclosed to us as of the Effective Date. You may make copies of the Tyler Software for backup and testing purposes, so long as such copies are not used in production and the testing is for internal use only. Your rights to use the Tyler Software are perpetual but may be revoked if you do not comply with the terms of this Agreement.
- 1.2 The Documentation is licensed to you and may be used and copied by your employees for internal, non-commercial reference purposes only.
- 1.3 You may not: (a) transfer or assign the Tyler Software to a third party; (b) reverse engineer, decompile, or disassemble the Tyler Software; (c) rent, lease, lend, or provide commercial hosting services with the Tyler Software; or (d) publish or otherwise disclose the Tyler Software or Documentation to third parties.
- 1.4 The license terms in this Agreement apply to updates and enhancements we may provide to you or make available to you through your Maintenance and Support Agreement.
- 1.5 The right to transfer the Tyler Software to a replacement hardware system is included in your license. You will give us advance written notice of any such transfer and will pay us for any required or requested technical assistance from us associated with such transfer.
- 1.6 We reserve all rights not expressly granted to you in this Agreement. The Tyler Software and Documentation are protected by copyright and other intellectual property laws and treaties. We own the title, copyright, and other intellectual property rights in the Tyler Software and the Documentation. **The Tyler Software is licensed, not sold.**

2. License Fees. You agree to pay us the license fees in the amounts set forth in the Investment Summary. Those amounts are payable in accordance with our Invoicing and Payment Policy.

3. Escrow. We maintain an escrow agreement with a third party under which we place the source code for

each major release of the Tyler Software. You may be added as a beneficiary to the escrow agreement by completing a standard beneficiary enrollment form and paying the annual beneficiary fee. You will be responsible for maintaining your ongoing status as a beneficiary, including payment of the then-current annual beneficiary fees. Release of source code for the Tyler Software is strictly governed by the terms of the escrow agreement.

4. Limited Warranty. We warrant that the Tyler Software will be without Defect(s) as long as you have a Maintenance and Support Agreement in effect. If the Tyler Software does not perform as warranted, we will use all reasonable efforts, consistent with industry standards, to cure the Defect as set forth in the Maintenance and Support Agreement.

SECTION C – PROFESSIONAL SERVICES

1. Services. We will provide you the various implementation-related services itemized in the Investment Summary. You will receive those services according to the Statement of Work.
2. Professional Services Fees. You agree to pay us the professional services fees in the amounts set forth in the Investment Summary. Those amounts are payable in accordance with our Invoicing and Payment Policy. You acknowledge that the fees stated in the Investment Summary are good-faith estimates of the amount of time and materials required for your implementation. We will bill you the actual fees incurred based on the in-scope services provided to you.
3. Additional Services. The Investment Summary contains, and the Statement of Work describes, the scope of services and related costs (including programming and/or interface estimates) required for the project based on our understanding of the specifications you supplied. If additional work is required, or if you use or request additional services, we will provide you with an addendum or change order, as applicable, outlining the costs for the additional work. The price quotes in the addendum or change order will be valid for thirty (30) days from the date of the quote.
4. Cancellation. We make all reasonable efforts to schedule our personnel for travel, including arranging travel reservations, at least two (2) weeks in advance of commitments. Therefore, if you cancel services less than two (2) weeks in advance (other than for Force Majeure or breach by us), you will be liable for all (a) non-refundable expenses incurred by us on your behalf, and (b) daily fees associated with cancelled professional services if we are unable to reassign our personnel. We will make all reasonable efforts to reassign personnel in the event you cancel within two (2) weeks of scheduled commitments.
5. Services Warranty. We will perform the services in a professional, workmanlike manner, consistent with industry standards. In the event we provide services that do not conform to this warranty, we will re-perform such services at no additional cost to you.
6. Site Access and Requirements. At no cost to us, you agree to provide us with full and free access to your personnel, facilities, and equipment as may be reasonably necessary for us to provide implementation services, subject to any reasonable security protocols or other written policies provided to us as of the Effective Date, and thereafter as mutually agreed to by you and us. You further agree to provide a reasonably suitable environment, location, and space for the installation of the Tyler Software and any Third Party Products, including, without limitation, sufficient electrical circuits, cables, and other reasonably necessary items required for the installation and operation of the Tyler Software and any Third Party Products.

7. Client Assistance. You acknowledge that the implementation of the Tyler Software is a cooperative process requiring the time and resources of your personnel. You agree to use all reasonable efforts to cooperate with and assist us as may be reasonably required to meet the agreed upon project deadlines and other milestones for implementation. This cooperation includes at least working with us to schedule the implementation-related services outlined in this Agreement. We will not be liable for failure to meet any deadlines and milestones when such failure is due to Force Majeure or to the failure by your personnel to provide such cooperation and assistance (either through action or omission).

SECTION D – MAINTENANCE AND SUPPORT

This Agreement includes the period of free maintenance and support services identified in the Invoicing and Payment Policy. If you have purchased ongoing maintenance and support services, and continue to make timely payments for them according to our Invoicing and Payment Policy, we will provide you with maintenance and support services for the Tyler Software under the terms of our standard Maintenance and Support Agreement.

If you have opted not to purchase ongoing maintenance and support services for the Tyler Software, the Maintenance and Support Agreement does not apply to you. Instead, you will only receive ongoing maintenance and support on the Tyler Software on a time and materials basis. In addition, you will:

- (i) receive the lowest priority under our Support Call Process;
- (ii) be required to purchase new releases of the Tyler Software, including fixes, enhancements and patches;
- (iii) be charged our then-current rates for support services, or such other rates that we may consider necessary to account for your lack of ongoing training on the Tyler Software;
- (iv) be charged for a minimum of two (2) hours of support services for every support call; and
- (v) not be granted access to the support website for the Tyler Software or the Tyler Community Forum.

SECTION E – THIRD PARTY PRODUCTS

To the extent there are any Third Party Products set forth in the Investment Summary, the following terms and conditions will apply:

1. Third Party Hardware. We will sell and deliver onsite the Third Party Hardware, if you have purchased any, for the price set forth in the Investment Summary. Those amounts are payable in accordance with our Invoicing and Payment Policy.
2. Third Party Software. Upon payment in full of the Third Party Software license fees, you will receive a non-transferable license to use the Third Party Software and related documentation for your internal business purposes only. Your license rights to the Third Party Software will be governed by the Third Party End User License Agreement(s).

- 2.1 If the Developer charges a fee for future updates, releases, or other enhancements to the Third Party Software, you will be required to pay such additional future fee.

2.2 The right to transfer the Third Party Software to a replacement hardware system is governed by the Developer. You will give us advance written notice of any such transfer and will pay us for any required or requested technical assistance from us associated with such transfer.

3. Third Party Products Warranties.

3.1 We are authorized by each Developer to grant or transfer the licenses to the Third Party Software.

3.2 The Third Party Hardware will be new and unused, and upon payment in full, you will receive free and clear title to the Third Party Hardware.

3.3 You acknowledge that we are not the manufacturer of the Third Party Products. We do not warrant or guarantee the performance of the Third Party Products. However, we grant and pass through to you any warranty that we may receive from the Developer or supplier of the Third Party Products.

4. Maintenance. If you have a Maintenance and Support Agreement in effect, you may report defects and other issues related to the Third Party Software directly to us, and we will (a) directly address the defect or issue, to the extent it relates to our interface with the Third Party Software; and/or (b) facilitate resolution with the Developer, unless that Developer requires that you have a separate, direct maintenance agreement in effect with that Developer. In all events, if you do not have a Maintenance and Support Agreement in effect with us, you will be responsible for resolving defects and other issues related to the Third Party Software directly with the Developer.

SECTION F – INVOICING AND PAYMENT; INVOICE DISPUTES

1. Invoicing and Payment. We will invoice you for all fees set forth in the Investment Summary per our Invoicing and Payment Policy, subject to Section F(2).

2. Invoice Disputes. If you believe any delivered software or service does not conform to the warranties in this Agreement, you will provide us with written notice within thirty (30) days of your receipt of the applicable invoice. The written notice must contain reasonable detail of the issues you contend are in dispute so that we can confirm the issue and respond to your notice with either a justification of the invoice, an adjustment to the invoice, or a proposal addressing the issues presented in your notice. We will work with you as may be necessary to develop an action plan that outlines reasonable steps to be taken by each of us to resolve any issues presented in your notice. You may withhold payment of the amount(s) actually in dispute, and only those amounts, until we complete the action items outlined in the plan. If we are unable to complete the action items outlined in the action plan because of your failure to complete the items agreed to be done by you, then you will remit full payment of the invoice. We reserve the right to suspend delivery of all services, including maintenance and support services, if you fail to pay an invoice not disputed as described above within fifteen (15) days of notice of our intent to do so.

SECTION G – TERMINATION

1. For Cause. If you believe we have materially breached this Agreement, you will invoke the Dispute Resolution clause set forth in Section I(3). You may terminate this Agreement for cause in the event we do not cure, or create a mutually agreeable action plan to address, a material breach of this Agreement within the thirty (30) day window set forth in Section I(3). In the event of termination for cause, you will pay us for all undisputed fees and expenses related to the software, products, and/or services you have received,

or we have incurred or delivered, prior to the effective date of termination.

2. Lack of Appropriations. If you should not appropriate or otherwise receive funds sufficient to purchase, lease, operate, or maintain the software or services set forth in this Agreement, you may unilaterally terminate this Agreement effective on the final day of the fiscal year through which you have funding. You will make every effort to give us at least thirty (30) days written notice prior to a termination for lack of appropriations. In the event of termination due to a lack of appropriations, you will pay us for all undisputed fees and expenses related to the software and/or services you have received, or we have incurred or delivered, prior to the effective date of termination. Any disputed fees and expenses must have been submitted to the Invoice Dispute process set forth in Section F(2) at the time of termination in order to be withheld at termination. You will not be entitled to a refund or offset of previously paid license and other fees.
3. Force Majeure. Except for your payment obligations, either you or we may terminate this Agreement if a Force Majeure event suspends performance of scheduled tasks for a period of forty-five (45) days or more. In the event of termination due to Force Majeure, you will pay us for all undisputed fees and expenses related to the software and/or services you have received, or we have incurred or delivered, prior to the effective date of termination. Any disputed fees and expenses must have been submitted to the Invoice Dispute process set forth in Section F(2) at the time of termination in order to be withheld at termination. You will not be entitled to a refund or offset of previously paid license and other fees.

SECTION H – INDEMNIFICATION, LIMITATION OF LIABILITY AND INSURANCE

1. Intellectual Property Infringement Indemnification.
 - 1.1 We will defend you against any third party claim(s) that the Tyler Software or Documentation infringes that third party's patent, copyright, or trademark, or misappropriates its trade secrets, and will pay the amount of any resulting adverse final judgment (or settlement to which we consent). You must notify us promptly in writing of the claim and give us sole control over its defense or settlement. You agree to provide us with reasonable assistance, cooperation, and information in defending the claim at our expense.
 - 1.2 Our obligations under this Section H(1) will not apply to the extent the claim or adverse final judgment is based on your: (a) use of a previous version of the Tyler Software and the claim would have been avoided had you installed and used the current version of the Tyler Software, and we provided notice of that requirement to you; (b) combining the Tyler Software with any product or device not provided, contemplated, or approved by us; (c) altering or modifying the Tyler Software, including any modification by third parties at your direction or otherwise permitted by you; (d) use of the Tyler Software in contradiction of this Agreement, including with non-licensed third parties; or (e) willful infringement, including use of the Tyler Software after we notify you to discontinue use due to such a claim.
 - 1.3 If we receive information concerning an infringement or misappropriation claim related to the Tyler Software, we may, at our expense and without obligation to do so, either: (a) procure for you the right to continue its use; (b) modify it to make it non-infringing; or (c) replace it with a functional equivalent, in which case you will stop running the allegedly infringing Tyler Software immediately. Alternatively, we may decide to litigate the claim to judgment, in which case you may continue to use the Tyler Software consistent with the terms of this Agreement.

1.4 If an infringement or misappropriation claim is fully litigated and your use of the Tyler Software is enjoined by a court of competent jurisdiction, in addition to paying any adverse final judgment (or settlement to which we consent), we will, at our option, either: (a) procure the right to continue its use; (b) modify it to make it non-infringing; (c) replace it with a functional equivalent; or (d) terminate your license and refund the license fees paid for the infringing Tyler Software, as depreciated on a straight-line basis measured over seven (7) years from the Effective Date. We will pursue those options in the order listed herein. This section provides your exclusive remedy for third party copyright, patent, or trademark infringement and trade secret misappropriation claims.

2. General Indemnification.

2.1 We will indemnify and hold harmless you and your agents, officials, and employees from and against any and all third-party claims, losses, liabilities, damages, costs, and expenses (including reasonable attorney's fees and costs) for (a) personal injury or property damage to the extent caused by our negligence or willful misconduct; or (b) our violation of a law applicable to our performance under this Agreement. You must notify us promptly in writing of the claim and give us sole control over its defense or settlement. You agree to provide us with reasonable assistance, cooperation, and information in defending the claim at our expense.

2.2 To the extent permitted by applicable law, you will indemnify and hold harmless us and our agents, officials, and employees from and against any and all third-party claims, losses, liabilities, damages, costs, and expenses (including reasonable attorney's fees and costs) for personal injury or property damage to the extent caused by your negligence or willful misconduct; or (b) your violation of a law applicable to your performance under this Agreement. We will notify you promptly in writing of the claim and will give you sole control over its defense or settlement. We agree to provide you with reasonable assistance, cooperation, and information in defending the claim at your expense.

3. **DISCLAIMER.** EXCEPT FOR THE EXPRESS WARRANTIES PROVIDED IN THIS AGREEMENT AND TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, WE HEREBY DISCLAIM ALL OTHER WARRANTIES AND CONDITIONS, WHETHER EXPRESS, IMPLIED, OR STATUTORY, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTIES, DUTIES, OR CONDITIONS OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

4. **LIMITATION OF LIABILITY.** EXCEPT AS OTHERWISE EXPRESSLY SET FORTH IN THIS AGREEMENT, OUR LIABILITY FOR DAMAGES ARISING OUT OF THIS AGREEMENT, WHETHER BASED ON A THEORY OF CONTRACT OR TORT, INCLUDING NEGLIGENCE AND STRICT LIABILITY, SHALL BE LIMITED TO YOUR ACTUAL DIRECT DAMAGES, NOT TO EXCEED (A) PRIOR TO FORMAL TRANSITION TO MAINTENANCE AND SUPPORT, THE TOTAL ONE-TIME FEES SET FORTH IN THE INVESTMENT SUMMARY; OR (B) AFTER FORMAL TRANSITION TO MAINTENANCE AND SUPPORT, THE THEN-CURRENT ANNUAL MAINTENANCE AND SUPPORT FEE. THE PRICES SET FORTH IN THIS AGREEMENT ARE SET IN RELIANCE UPON THIS LIMITATION OF LIABILITY. THE FOREGOING LIMITATION OF LIABILITY SHALL NOT APPLY TO CLAIMS THAT ARE SUBJECT TO SECTIONS H(1) AND H(2).

5. **EXCLUSION OF CERTAIN DAMAGES.** TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT SHALL WE BE LIABLE FOR ANY SPECIAL, INCIDENTAL, PUNITIVE, INDIRECT, OR CONSEQUENTIAL DAMAGES WHATSOEVER, EVEN IF WE HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

6. Insurance. During the course of performing services under this Agreement, we agree to maintain the following levels of insurance: (a) Commercial General Liability of at least \$1,000,000; (b) Automobile Liability of at least \$1,000,000; (c) Professional Liability of at least \$1,000,000; (d) Workers Compensation complying with applicable statutory requirements; and (e) Excess/Umbrella Liability of at least \$5,000,000. We will add you as an additional insured to our Commercial General Liability and Automobile Liability policies, which will automatically add you as an additional insured to our Excess/Umbrella Liability policy as well. We will provide you with copies of certificates of insurance upon your written request.

SECTION I – GENERAL TERMS AND CONDITIONS

1. Additional Products and Services. You may purchase additional products and services at the rates set forth in the Investment Summary for twelve (12) months from the Effective Date, and thereafter at our then-current list price, by executing a mutually agreed addendum. The terms of this Agreement will control any such additional purchase(s), unless otherwise specifically provided in the addendum.
2. Optional Items. Pricing for any listed optional products and services in the Investment Summary will be valid for twelve (12) months from the Effective Date.
3. Dispute Resolution. You agree to provide us with written notice within thirty (30) days of becoming aware of a dispute. You agree to cooperate with us in trying to reasonably resolve all disputes, including, if requested by either party, appointing a senior representative to meet and engage in good faith negotiations with our appointed senior representative. Senior representatives will convene within thirty (30) days of the written dispute notice, unless otherwise agreed. All meetings and discussions between senior representatives will be deemed confidential settlement discussions not subject to disclosure under Federal Rule of Evidence 408 or any similar applicable state rule. If we fail to resolve the dispute, either of us may assert our respective rights and remedies in a court of competent jurisdiction. Nothing in this section shall prevent you or us from seeking necessary injunctive relief during the dispute resolution procedures.
4. Taxes. The fees in the Investment Summary do not include any taxes, including, without limitation, sales, use, or excise tax. If you are a tax-exempt entity, you agree to provide us with a tax-exempt certificate. Otherwise, we will pay all applicable taxes to the proper authorities and you will reimburse us for such taxes. If you have a valid direct-pay permit, you agree to provide us with a copy. For clarity, we are responsible for paying our income taxes, both federal and state, as applicable, arising from our performance of this Agreement.
5. Nondiscrimination. We will not discriminate against any person employed or applying for employment concerning the performance of our responsibilities under this Agreement. This discrimination prohibition will apply to all matters of initial employment, tenure, and terms of employment, or otherwise with respect to any matter directly or indirectly relating to employment concerning race, color, religion, national origin, age, sex, sexual orientation, ancestry, disability that is unrelated to the individual's ability to perform the duties of a particular job or position, height, weight, marital status, or political affiliation. We will post, where appropriate, all notices related to nondiscrimination as may be required by applicable law.
6. E-Verify. We have complied, and will comply, with the E-Verify procedures administered by the U.S. Citizenship and Immigration Services Verification Division for all of our employees assigned to your project.

7. Subcontractors. We will not subcontract any services under this Agreement without your prior written consent, not to be unreasonably withheld.
8. Binding Effect; No Assignment. This Agreement shall be binding on, and shall be for the benefit of, our either your or our successor(s) or permitted assign(s). Neither party may assign this Agreement without the prior written consent of the other party; provided, however, your consent is not required for an assignment by us as a result of a corporate reorganization, merger, acquisition, or purchase of substantially all of our assets.
9. Force Majeure. Except for your payment obligations, neither party will be liable for delays in performing its obligations under this Agreement to the extent that the delay is caused by Force Majeure; provided, however, that within ten (10) business days of the Force Majeure event, the party whose performance is delayed provides the other party with written notice explaining the cause and extent thereof, as well as a request for a reasonable time extension equal to the estimated duration of the Force Majeure event.
10. No Intended Third Party Beneficiaries. This Agreement is entered into solely for the benefit of you and us. No third party will be deemed a beneficiary of this Agreement, and no third party will have the right to make any claim or assert any right under this Agreement. This provision does not affect the rights of third parties under any Third Party End User License Agreement(s).
11. Entire Agreement; Amendment. This Agreement represents the entire agreement between you and us with respect to the subject matter hereof, and supersedes any prior agreements, understandings, and representations, whether written, oral, expressed, implied, or statutory. This Agreement may only be modified by a written amendment signed by an authorized representative of each party.
12. Severability. If any term or provision of this Agreement is held invalid or unenforceable, the remainder of this Agreement will be considered valid and enforceable to the fullest extent permitted by law.
13. No Waiver. In the event that the terms and conditions of this Agreement are not strictly enforced by either party, such non-enforcement will not act as or be deemed to act as a waiver or modification of this Agreement, nor will such non-enforcement prevent such party from enforcing each and every term of this Agreement thereafter.
14. Independent Contractor. We are an independent contractor for all purposes under this Agreement.
15. Notices. All notices or communications required or permitted as a part of this Agreement, such as notice of an alleged material breach for a termination for cause or a dispute that must be submitted to dispute resolution, must be in writing and will be deemed delivered upon the earlier of the following: (a) actual receipt by the receiving party; (b) upon receipt by sender of a certified mail, return receipt signed by an employee or agent of the receiving party; (c) upon receipt by sender of proof of email delivery; or (d) if not actually received, five (5) days after deposit with the United States Postal Service authorized mail center with proper postage (certified mail, return receipt requested) affixed and addressed to the other party at the address set forth on the signature page hereto or such other address as the party may have designated by proper notice. The consequences for the failure to receive a notice due to improper notification by the intended receiving party of a change in address will be borne by the intended receiving party.
16. Client Lists. You agree that we may identify you by name in client lists, marketing presentations, and promotional materials.

17. Confidentiality. Both parties recognize that their respective employees and agents, in the course of performance of this Agreement, may be exposed to confidential information and that disclosure of such information could violate rights to private individuals and entities, including the parties. Confidential information is nonpublic information that a reasonable person would believe to be confidential and includes, without limitation, personal identifying information (e.g., social security numbers) and trade secrets, each as defined by applicable state law. Each party agrees that it will not disclose any confidential information of the other party and further agrees to take all reasonable and appropriate action to prevent such disclosure by its employees or agents. The confidentiality covenants contained herein will survive the termination or cancellation of this Agreement. This obligation of confidentiality will not apply to information that:
- (a) is in the public domain, either at the time of disclosure or afterwards, except by breach of this Agreement by a party or its employees or agents;
 - (b) a party can establish by reasonable proof was in that party's possession at the time of initial disclosure;
 - (c) a party receives from a third party who has a right to disclose it to the receiving party; or
 - (d) is the subject of a legitimate disclosure request under the open records laws or similar applicable public disclosure laws governing this Agreement; provided, however, that in the event you receive an open records or other similar applicable request, you will give us prompt notice and otherwise perform the functions required by applicable law.
18. Business License. In the event a local business license is required for us to perform services hereunder, you will promptly notify us and provide us with the necessary paperwork and/or contact information so that we may timely obtain such license.
19. Governing Law. This Agreement will be governed by and construed in accordance with the laws of your state of domicile, without regard to its rules on conflicts of law.
20. Multiple Originals and Authorized Signatures. This Agreement may be executed in multiple originals, any of which will be independently treated as an original document. Any electronic, faxed, scanned, photocopied, or similarly reproduced signature on this Agreement or any amendment hereto will be deemed an original signature and will be fully enforceable as if an original signature. Each party represents to the other that the signatory set forth below is duly authorized to bind that party to this Agreement.
21. Cooperative Procurement. To the maximum extent permitted by applicable law, we agree that this Agreement may be used as a cooperative procurement vehicle by eligible jurisdictions. We reserve the right to negotiate and customize the terms and conditions set forth herein, including but not limited to pricing, to the scope and circumstances of that cooperative procurement.
22. Performance Bond. Within ten (10) days of the Effective Date, we will secure for you a performance bond at the cost to you set forth in the Investment Summary. The bond will have an initial term of twenty-four (24) months. In the event you desire to extend or renew that term, you will be responsible for any additional bond premiums, and any renewal will be subject to underwriting or surety approval.
23. Contract Documents. This Agreement includes the following exhibits:

Exhibit A Investment Summary

Exhibit B	Invoicing and Payment Policy
	Schedule 1: Business Travel Policy
Exhibit C	Maintenance and Support Agreement
	Schedule 1: Support Call Process
Exhibit D	Third Party End User License Agreement(s) ^ INTENTIONALLY LEFT BLANK
Exhibit E	Statement of Work
	Schedule 1: Implementation and Training Support Services
	^Schedule 2: Data File Conversion Assistance
	^Schedule 3: Customer Requested Standard Software Enhancement/Modifications
	And/or Custom Software

IN WITNESS WHEREOF, a duly authorized representative of each party has executed this Agreement as of the date(s) set forth below.

Tyler Technologies, Inc.

^Insert Client Name

By: _____

By: _____

Name: Abby Diaz

Name: _____

Title: Vice-President and General Counsel

Title: _____

Date: _____

Date: _____

Address for Notices:

Tyler Technologies, Inc.
One Tyler Drive
Yarmouth, ME 04096
Attention: Associate General Counsel

Address for Notices:

^Insert Client Name
^Insert Client Address
^Insert Client Address
^Insert Client Title



Exhibit A

Investment Summary

The following Investment Summary details the software, products, and services to be delivered by us to you under the Agreement. This Investment Summary is effective as of the Effective Date. Capitalized terms not otherwise defined will have the meaning assigned to such terms in the Agreement.

REMAINDER OF PAGE INTENTIONALLY LEFT BLANK

^TO BE INSERTED



Exhibit B

Invoicing and Payment Policy

We will provide you with the software and services set forth in the Investment Summary. Capitalized terms not otherwise defined will have the meaning assigned to such terms in the Agreement.

Invoicing: We will invoice you for the applicable license and services fees in the Investment Summary as set forth below. Your rights to dispute any invoice are set forth in the Agreement.

1. Tyler Software.

1.1 *License Fees:* License fees are invoiced as follows: (a) 25% on the Effective Date; (b) 60% on the date when we make the applicable Tyler Software available to you for downloading (the "Available Download Date"); and (c) 15% on the earlier of use of the Tyler Software in live production or 180 days after the Available Download Date.

1.2 *Maintenance and Support Fees:* Year 1 maintenance and support fees are waived through the earlier of (a) availability of the Tyler Software for use in a live production environment; or (b) one (1) year from the Effective Date. Year 2 maintenance and support fees, at our then-current rates, are payable on that earlier-of date, and subsequent maintenance and support fees are invoiced annually in advance of each anniversary thereof. Your fees for each subsequent year will be set at our then-current rates.

2. Professional Services.

2.1 *Implementation and Other Professional Services (including training):* Any fixed-price services are invoiced 50% upon initial delivery of the fixed price service, and 50% upon deployment of the fixed priced service within the your live/production environment. Where services are quoted as estimated, we will bill you the actual services, as delivered, on a time and materials basis.

2.2 *Requested Modifications to the Tyler Software:* Requested modifications to Tyler Software are invoiced 50% upon delivery of specifications and 50% upon delivery of the applicable modification. You must report any failure of the modification to conform to the specifications within thirty (30) days of delivery; otherwise, the modifications will be deemed to be in compliance with the specifications after the 30-day window has passed. You may still report Defects to us as set forth in the Maintenance and Support Agreement.

3. Third Party Products.

3.1 *Third Party Software License Fees:* License fees for Third Party Software, if any, are invoiced when we make it available to you for downloading.

3.2 *Third Party Software Maintenance:* The first year maintenance for the Third Party Software is



invoiced when we make it available to you for downloading.

3.3 *Third Party Hardware*: Third Party Hardware costs, if any, are invoiced upon delivery.

4. **^ Performance Bond**. On the Effective Date, we will invoice you the fees associated with the performance bond set forth in the Investment Summary.
5. **Expenses**. The service rates in the Investment Summary do not include travel expenses. Expenses will be billed as incurred and only in accordance with our then-current Business Travel Policy, plus a 10% travel agency processing fee. Our current Business Travel Policy is attached to this Exhibit B at Schedule 1. Copies of receipts will be provided upon request; we reserve the right to charge you an administrative fee depending on the extent of your requests. Receipts for miscellaneous items less than twenty-five dollars and mileage logs are not available.

Payment. Payment for undisputed invoices is due within forty-five (45) days of the invoice date. We prefer to receive payments electronically. Our electronic payment information is:

Bank:	Wells Fargo Bank, N.A. 420 Montgomery San Francisco, CA 94104
ABA:	121000248
Account:	4124302472
Beneficiary:	Tyler Technologies, Inc. – Operating



Exhibit B

Schedule 1

Business Travel Policy

1. Air Travel

A. Reservations & Tickets

Tyler's Travel Management Company (TMC) will provide an employee with a direct flight within two hours before or after the requested departure time, assuming that flight does not add more than three hours to the employee's total trip duration and the fare is within \$100 (each way) of the lowest logical fare. If a net savings of \$200 or more (each way) is possible through a connecting flight that is within two hours before or after the requested departure time and that does not add more than three hours to the employee's total trip duration, the connecting flight should be accepted.

Employees are encouraged to make advanced reservations to take full advantage of discount opportunities. Employees should use all reasonable efforts to make travel arrangements at least two (2) weeks in advance of commitments. A seven day advance booking requirement is mandatory. When booking less than seven days in advance, management approval will be required.

Except in the case of international travel where a segment of continuous air travel is scheduled to exceed six hours, only economy or coach class seating is reimbursable.

B. Baggage Fees

Reimbursement of personal baggage charges are based on trip duration as follows:

- Up to five days = one checked bag
- Six or more days = two checked bags

Baggage fees for sports equipment are not reimbursable.

2. Ground Transportation

A. Private Automobile

Mileage Allowance – Business use of an employee's private automobile will be reimbursed at the current IRS allowable rate, plus out of pocket costs for tolls and parking. Mileage will be calculated by using the employee's office as the starting and ending point, in compliance with IRS regulations. Employees who



have been designated a home office should calculate miles from their home.

B. Rental Car

Employees are authorized to rent cars only in conjunction with air travel when cost, convenience, and the specific situation reasonably require their use. When renting a car for Tyler business, employees should select a “mid-size” or “intermediate” car. “Full” size cars may be rented when three or more employees are traveling together. Tyler carries leased vehicle coverage for business car rentals; additional insurance on the rental agreement should be declined.

C. Public Transportation

Taxi or airport limousine services may be considered when traveling in and around cities or to and from airports when less expensive means of transportation are unavailable or impractical. The actual fare plus a reasonable tip (15-18%) are reimbursable. In the case of a free hotel shuttle to the airport, tips are included in the per diem rates and will not be reimbursed separately.

D. Parking & Tolls

When parking at the airport, employees must use longer term parking areas that are measured in days as opposed to hours. Park and fly options located near some airports may also be used. For extended trips that would result in excessive parking charges, public transportation to/from the airport should be considered. Tolls will be reimbursed when receipts are presented.

3. Lodging

Tyler’s TMC will select hotel chains that are well established, reasonable in price, and conveniently located in relation to the traveler’s work assignment. Typical hotel chains include Courtyard, Fairfield Inn, Hampton Inn, and Holiday Inn Express. If the employee has a discount rate with a local hotel, the hotel reservation should note that discount and the employee should confirm the lower rate with the hotel upon arrival. Employee memberships in travel clubs such as AAA should be noted in their travel profiles so that the employee can take advantage of any lower club rates.

“No shows” or cancellation fees are not reimbursable if the employee does not comply with the hotel’s cancellation policy.

Tips for maids and other hotel staff are included in the per diem rate and are not reimbursed separately.

4. Meals and Incidental Expenses

Employee meals and incidental expenses while on travel status are in accordance with the federal per diem rates published by the General Services Administration. Incidental expenses include tips to maids, hotel staff, and shuttle drivers and other minor travel expenses. Per diem rates are available at www.gsa.gov/perdiem.

A. Overnight Travel

For each full day of travel, all three meals are reimbursable. Per diems on the first and last day of a trip are governed as set forth below.

Departure Day

Depart before 12:00 noon	Lunch and dinner
Depart after 12:00 noon	Dinner

Return Day

Return before 12:00 noon	Breakfast
Return between 12:00 noon & 7:00 p.m.	Breakfast and lunch
Return after 7:00 p.m.*	Breakfast, lunch and dinner

*7:00 p.m. is defined as direct travel time and does not include time taken to stop for dinner

The reimbursement rates for individual meals are calculated as a percentage of the full day per diem as follows:

- Breakfast 15%
- Lunch 25%
- Dinner 60%

B. Same Day Travel

Employees traveling at least 100 miles to a site and returning in the same day are eligible to claim lunch on an expense report. Employees on same day travel status are eligible to claim dinner in the event they return home after 7:00 p.m.*

*7:00 p.m. is defined as direct travel time and does not include time taken to stop for dinner

5. Internet Access – Hotels and Airports

Employees who travel may need to access their e-mail at night. Many hotels provide free high speed internet access and Tyler employees are encouraged to use such hotels whenever possible. If an employee's hotel charges for internet access it is reimbursable up to \$10.00 per day. Charges for internet access at airports are not reimbursable.



Exhibit C

Maintenance and Support Agreement

We will provide you with the following maintenance and support services for the Tyler Software. Capitalized terms not otherwise defined will have the meaning assigned to such terms in the Agreement.

1. **Term.** We provide maintenance and support services on an annual basis. The initial term commences on the Effective Date, and remains in effect for one (1) year. The term will renew automatically for additional one (1) year terms unless terminated in writing by either party at least thirty (30) days prior to the end of the then-current term. We will adjust the term to match your first use of the Tyler Software in live production if that event precedes the one (1) year anniversary of the Effective Date.
2. **Maintenance and Support Fees.** Your year 1 maintenance and support fees for the Tyler Software are listed in the Investment Summary, and your payment obligations are set forth in the Invoicing and Payment Policy. We reserve the right to suspend maintenance and support services if you fail to pay undisputed maintenance and support fees within thirty (30) days of our written notice. We will reinstate maintenance and support services only if you pay all past due maintenance and support fees, including all fees for the periods during which services were suspended.
3. **Maintenance and Support Services.** As long as you are not using the Help Desk as a substitute for our training services on the Tyler Software, and you timely pay your maintenance and support fees, we will, consistent with our then-current Support Call Process:
 - 3.1 perform our maintenance and support obligations in a professional, good, and workmanlike manner, consistent with industry standards, to resolve Defects in the Tyler Software (limited to the then-current version and the immediately prior version); provided, however, that if you modify the Tyler Software without our consent, our obligation to provide maintenance and support services on and warrant the Tyler Software will be void;
 - 3.2 provide telephone support during our established support hours;
 - 3.3 maintain personnel that are sufficiently trained to be familiar with the Tyler Software and Third Party Software, if any, in order to provide maintenance and support services;
 - 3.4 provide you with a copy of all major and minor releases to the Tyler Software (including updates and enhancements) that we make generally available without additional charge to customers who have a maintenance and support agreement in effect; and
 - 3.5 provide non-Defect resolution support of prior releases of the Tyler Software in accordance with our then-current release life cycle policy.

4. Client Responsibilities. We will use all reasonable efforts to perform any maintenance and support services remotely. Therefore, you agree to maintain a high-speed internet connection capable of connecting us to your PCs and server(s). You agree to provide us with a login account and local administrative privileges as we may reasonably require to perform remote services. We will, at our option, use the secure connection to assist with proper diagnosis and resolution, subject to any reasonably applicable security protocols. If we cannot resolve a support issue remotely, we may be required to provide onsite services. In such event, we will be responsible for our travel expenses, unless it is determined that the reason onsite support was required was a reason outside our control. Either way, you agree to provide us with full and free access to the Tyler Software, working space, adequate facilities within a reasonable distance from the equipment, and use of machines, attachments, features, or other equipment reasonably necessary for us to provide the maintenance and support services, all at no charge to us. We strongly recommend that you also maintain a VPN for backup connectivity purposes.
5. Hardware and Other Systems. If in the process of diagnosing a software support issue it is discovered that one of your peripheral systems or other software is the cause of the issue, we will notify you so that you may contact the support agency for that peripheral system. We cannot support or maintain Third Party Products except as expressly set forth in the Agreement.

In order for us to provide the highest level of software support, you bear the following responsibility related to hardware and software:

- (a) All infrastructure executing Tyler Software shall be managed by you;
 - (b) You will maintain support contracts for all non-Tyler software associated with Tyler Software (including operating systems and database management systems, but excluding Third-Party Software, if any); and
 - (c) You will perform daily database backups and verify that those backups are successful.
6. Other Excluded Services. Maintenance and support fees do not include fees for the following services: (a) initial installation or implementation of the Tyler Software; (b) onsite maintenance and support (unless Tyler cannot remotely correct a Defect in the Tyler Software, as set forth above); (c) application design; (d) other consulting services; (e) maintenance and support of an operating system or hardware; (f) support outside our normal business hours as listed in our then-current Support Call Process; or (g) installation, training services, or third party product costs related to a new release. Requested maintenance and support services such as those outlined in this section will be billed to you on a time and materials basis at our then current rates. You must request those services with at least one (1) weeks' advance notice.
7. Current Support Call Process. Our current Support Call Process for the Tyler Software is provided Schedule 1 to Exhibit C.



Exhibit C

Schedule 1

Support Call Process

If, after you have cut over to live production use of the Tyler Software, you believe that the Tyler Software is Defective, as "Defect" is defined in the Agreement, then you will notify us by phone, in writing, by email, or through the support website. Please reference <http://www.newworldsystems.com/Public-Administration/Customer-Experience/Customer-Support/> for information on how to use these various means of contact.

Documented examples of the claimed Defect must accompany each notice. We will review the documented notice and when there is a Defect, we shall resolve it at no additional cost to you beyond your then-current maintenance and support fees.

In receiving and responding to Defect notices and other support calls, we will follow the priority categorizations below. These categories are assigned based on your determination of the severity of the Defect and our reasonable analysis. If you believe a priority categorization needs to be updated, you may contact us again, via the same methods outlined above, to request the change.

In each instance of a Priority 1 or 2 Defect, prior to final Defect correction, the support team may offer you workaround solutions, including patches, configuration changes, and operational adjustments, or may recommend that you revert back to the prior version the Tyler Software pending Defect correction.

- (a) **Priority 1:** *An Defect that renders the Tyler Software inoperative; or causes the Tyler Software to fail catastrophically.*

After initial assessment of the Priority 1 Defect, if required, we shall assign a qualified product technical specialist(s) within one business (1) hour. The technical specialist(s) will then work to diagnose the Defect and to correct the Defect, providing ongoing communication to you concerning the status of the correction until the Tyler Software is operational without Priority 1 defect.

The goal for correcting a Priority 1 Defect is 24 hours or less.

- (b) **Priority 2:** *A Defect that substantially degrades the performance of the Tyler Software, but does not prohibit your use of the Tyler Software.*

We shall assign a qualified product technical specialist(s) within four (4) business hours of our receipt of your notice. The product technical specialist will then work to diagnose and correct the Defect. We shall work diligently to make the correction, and shall provide ongoing communication to you concerning the status of the correction until the Tyler Software is operational without Priority 2



Defect.

The goal for correcting a Priority 2 event is to include a correction in the next Tyler Software release.

- (c) **Priority 3:** *A Defect which causes only a minor impact on the use of the Tyler Software.*

We may include a correction in subsequent Tyler Software releases.



Exhibit D
Third-Party End User License Agreement

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Exhibit E

Statement of Work

We will deliver the services set forth in the Investment Summary as set forth in the Agreement and, as applicable, as further detailed in this Statement of Work. Except as expressly stated in the Agreement, none of the services we provide you under the Statement of Work are services related to hardware or third-party products. Whenever possible, we will provide services remotely so as to control travel expenses. All service fees and expenses are payable according to the Invoicing and Payment Policy.

Schedule 1

Professional Services

1. Project Management Services

For up to **^** months after the Effective Date, we shall act as Project Manager to assist you in implementing the Tyler Software. Project Management Services include:

- a) Developing an Implementation Plan;
- c) Providing revised Implementation Plans (if required);
- d) Providing monthly project status reports; and
- e) Facilitating project status meetings
 - a project review (kickoff) meeting at your location
 - progress status meeting(s) during implementation via telephone conference or at your location; and
 - a project close-out meeting at your location to conclude the project.
- f) Consultation with other vendors or third parties, if necessary.

2. Project Optimization:

In preparation for go-live, we will work with you to verify the operational readiness of your production environment. We shall review:

- a) Infrastructure and related operational environment;
- b) Application configuration, compliance adherence and custom software modifications;
- c) Standard and Custom Interfaces;
- d) Custom forms;
- e) Data Conversion; and
- f) Priority Warranty Items/Release Upgrades

For a period of 90 days, beginning on the date the Tyler Software is made available in a live production environment, we shall provide ongoing Project Management oversight to continue our review of those same factors.

You will be responsible for providing access and staff support as necessary to support the Project Management oversight activities.

3. Implementation and Training Support Services

Up to **^** days of implementation and training support services have been allocated for this project. Avoiding or minimizing custom or modified features will aid in keeping the support costs to the amount allocated. The recommended implementation and training support services include:

- a) implementation of the Tyler Software; and
- b) Training you or assisting with your training on the Tyler Software .

The project management, implementation and training support services provided by us may be performed at your premises and/or at our headquarters in Troy, Michigan (e.g., portions of project management are performed in Troy).

4. Interface and/or Fixed Installation Services

We shall provide interface installation services as described in this paragraph. The services include the following interfaces:

- a) ^
- b) ^
- c) ^
- d) ^
- e) ^
- f) ^

5. Hardware Quality Assurance Service

We shall provide Hardware Systems Assurance of your.NET server(s).

- a) Hardware Quality Assurance Services (High Availability Environment):
Hardware Systems Assurance and Software Installation:
 - Assist with High Level System Design/Layout
 - Validate Hardware Configuration and System Specifications
 - Validate Network Requirements, including Windows Domain
 - Physical Installation of our Application Servers
 - Install Operating System and Apply Updates
 - Install SQL Server and Apply Updates
 - Install New World Applications Software and Apply Updates
 - Establish Base SQL Database Structure
 - Install Anti-Virus Software and Configure Exclusions
 - Install Automated Backup Software and Configure Backup Routines
 - Configure System for Electronic Customer Support (i.e. NetMeeting)
 - Tune System Performance Including Operating System and SQL Resources
 - Test High Availability/Disaster Recovery Scenarios (if applicable)
 - Provide Basic System Administrator Training and Knowledge Transfer
 - Document Installation Process and System Configuration

Schedule 2

Data File Conversion Assistance

We will provide conversion assistance to you to help convert the existing data files specified below. If additional files are identified after the contract execution, estimates will be provided to you prior to us beginning work on those newly identified files.

General

- 1) This conversion effort includes data coming from one unique data source, not multiple sources.
- 2) No data cleansing, consolidation of records, or editing of data will be part of the data conversion effort. Data cleansing, removal of duplicate records, and editing must take place by you prior to providing the data to us.
- 3) For Utilities, if the conversion involves a third-party, a data mapping trip will be required.
Accounts that are included in the conversion are as follows:
 - a) Active accounts
 - b) If no active account exists, the most recent inactive account will be converted
 - c) Any account that owes money
 - d) Active Services
 - e) Consumption History for the current meter on the account
- 4) For Community Development, if the conversion involves a third-party, a data mapping trip will be required.

Our Responsibilities

- 1) We will provide you with a conversion design document for signoff prior to beginning development work on the data conversion. No conversion programming by us will commence until you approve this document.
- 2) We will provide the data conversion programs to convert your data from a single data source to the Tyler Software for the specified files that contain 500 or more records.
- 3) As provided in the approved project plan for conversions, we will schedule a conversion analysis trip and a separate data conversion testing trip to your location. The conversion testing trip for each application is a billable support trip, using standard daily billable rates, which is scheduled in conjunction with the delivery of the converted data to you.
- 4) We will provide you up to 3 test sets of the converted data. Additional test sets requested may/will require additional conversion costs.
- 5) We will provide the standard conversion record layouts to you and convert the available data elements defined in the standard conversion record layouts.
- 6) Up to seven years of historic data will be converted by us.

Client Responsibilities

- 1) You will provide data in standard conversion record layouts as provided by us. Submitted data files must include an accurate count of records contained in the files.
- 2) Data will be submitted to us in one of the following formats: AS/400 files, Microsoft SQL Server database, Microsoft Access database, Microsoft Excel Spreadsheet, or an ASCII-format delimited text file. Data and databases will be transferred using the New World ftp site.
- 3) You understand that files or tables containing less than 500 records or table entries will not be converted.
- 4) As provided in the project plan for conversions, you will provide a dedicated resource in each application area to focus on conversion mapping and testing. This includes dedicating a support person(s) whenever our staff is on site regarding conversions. Roughly a one to one commitment exists for your commitment and our commitment. You understand that thorough and timely testing of the converted data by your personnel is a key part of a successful data conversion.
- 5) You agree to promptly review conversion deliveries and signoff on both the conversion design document and on the final conversion after the appropriate review. Applying the converted data to the production (Live) environment will constitute conversion acceptance by you.
- 6) If you cannot provide data in the format defined in our standard conversion record layouts then we will map the data to our standard conversion record layout at the Daily Rate. You must provide complete file and field definitions for us to map the data.

Only one data source for each of the files listed in the Investment Summary will be converted.



Exhibit E
Schedule 3
Customer Requested Standard Software Enhancements and/or Custom Software

1. Definition

We will provide you requested standard software enhancements and/or custom software services as discussed below. You agree to cooperate in limiting the scope of those modifications and enhancements, as described below.

An analysis and assessment to verify the scope of effort for these services will be conducted. A revised estimate for the enhancements/customizations may be provided at the conclusion of the assessment. You may elect to cancel or proceed with the enhancements/customizations based on the revised estimate.

Capabilities included in the initial scope:

a) Enhancements to Exhibit A Software

(1) ^:

(2) ^:

(3) ^:

b) Custom Software

While we will provide reasonable consultation, you are responsible for obtaining technical contacts and/or technical specifications from the third parties involved.

(1) ^:

(2) ^:

(3) ^:

2. Methodology to Provide Enhancements and/or Custom Software

a) Our Responsibility

As part of our delivery of these services, we will:



- (1) Review the required features for the items set forth in paragraph 1, above, with you.
- (2) Prepare a Requirements Document (RD) to include:
 - Detailed description of the required feature
 - menu samples
 - screen samples
 - report samples
- (3) Conduct the programming and programming test.
- (4) Provide the associated in-scope training, testing and/or other support services.

For an enhancement or custom software requiring over seven (7) days of services, we will utilize the design document procedure described below. For enhancements or custom software that require less than seven (7) days of services, we will use a Request For Service (RFS) procedure. Both procedures are reviewed with you at a pre-installation planning meeting. The RFS procedure utilizes a form with a narrative description and supporting documentation if applicable to define the work to be done.

b) Design and Development Procedure

<u>Activity</u>	<u>Targeted Time Period</u>
(1) We will work with your staff in completing the RD. You agree to be reasonable and flexible in not attempting to design the modifications to be more extensive than called for in the scope (cost and schedule) of this project.	To be determined
(2) We submit completed RD to you.	To be determined
(3) You will review and sign off on the RD. Once you sign off on the RD, any subsequent changes must be documented along with the impact on pricing and schedule, if any. No programming will be done by us until the formal sign-off and your authorization to proceed in writing.	To be determined
(4) We complete programming from RD and provide the associated deliverable to you.	To be determined
(5) You test software modification based on RD.	To be determined

3. Third Party Responsibilities

- a) The third-party will provide a documented API that will allow access to required data via a file transfer, web service, or TCP/IP.
- b) We will not be responsible for making any modification in the 3rd party software to support this interface.
- c) The third-party will work with us and you to test the interface.

The custom interfaces we agree to deliver to you under this Agreement are set forth below:

^

7.2 CERTIFICATE OF INSURANCE

Please reference Certificate of Insurance on the following page.



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
11/13/2015

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Hays Companies 133 Federal Street, 2nd Floor Boston MA 02110		CONTACT NAME: Producer HOUSE PHONE (A/C, No. Ext): (617) 723-7775 FAX (A/C, No): E-MAIL ADDRESS:	
INSURED Tyler Technologies, Inc. 5101 Tennyson Parkway Plano TX 75024		INSURER(S) AFFORDING COVERAGE INSURER A: Atlantic Specialty Insurance NAIC # 27154 INSURER B: Trumbull Insurance Company 27120 INSURER C: Certain Underwriters at Lloyds INSURER D: INSURER E: INSURER F:	

COVERAGES

CERTIFICATE NUMBER: 11.1.15-3.1.16 GL, Auto,

REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSR	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	GENERAL LIABILITY <input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC			711013784-0002	3/1/2015	3/1/2016	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 1,000,000 MED EXP (Any one person) \$ 10,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMP/OP AGG \$ 2,000,000
	AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS <input checked="" type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> NON-OWNED AUTOS			711013784-0002	3/1/2015	3/1/2016	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$
	A <input checked="" type="checkbox"/> UMBRELLA LIAB <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> DED <input type="checkbox"/> RETENTION \$			711013784-0002	3/1/2015	3/1/2016	EACH OCCURRENCE \$ 15,000,000 AGGREGATE \$ 15,000,000
	B WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N <input checked="" type="checkbox"/> N/A		08WBCS5886	3/1/2015	3/1/2016	<input checked="" type="checkbox"/> WC STATUTORY LIMITS <input type="checkbox"/> OTHER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000
C	Professional Liability			B0901LI1414036000	11/17/2015	11/17/2016	Occurrence Limit: \$20,000,000
C	Professional Liability			B0901LI1414036000	11/17/2015	11/17/2016	Aggregate Limit: \$20,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (Attach ACORD 101, Additional Remarks Schedule, if more space is required)

CERTIFICATE HOLDER**CANCELLATION**

Evidence of Insurance

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

James Hays/SKING

7.3 CORPORATE RESOLUTION

Please reference Corporate Resolution on the following page.

**CERTIFICATE OF SECRETARY OF
TYLER TECHNOLOGIES, INC.**

The undersigned, being the duly elected and qualified Secretary of Tyler Technologies, Inc., a Delaware corporation ("Tyler"), hereby certifies on behalf of Tyler that:

1. Attached hereto is a true, correct, and complete copy of resolutions duly adopted by the Executive Committee of the Board of Directors of Tyler.

IN WITNESS WHEREOF, the undersigned has executed this Certificate of Secretary on behalf of Tyler as of February 4, 2014.

TYLER TECHNOLOGIES, INC.,
a Delaware corporation

By: 

Name: H. Lynn Moore, Jr.

Title: Secretary

**RESOLUTIONS OF THE EXECUTIVE COMMITTEE OF THE
BOARD OF DIRECTORS OF TYLER TECHNOLOGIES, INC.**

WHEREAS, the Executive Committee of the Board of Directors of Tyler Technologies, Inc., a Delaware corporation ("Tyler"), deems it to be in the best interests of Tyler's ERP and School Division (the "Tyler Division") to authorize certain individuals to enter into contracts on behalf of the Tyler Division and Tyler;

RESOLVED, that the following persons are hereby authorized to enter into contract(s) in the name and on behalf of the Tyler Division and Tyler (including, without limitation, contract(s) for the license, lease, sale, and provision of goods and services) without regard to the dollar value of such contract(s):

Andrew D. Teed
Christopher P. Hepburn
James J. Hurley, III
Abigail Diaz
Rob Kennedy-Jensen

RESOLVED, that foregoing authorization shall continue until revoked; provided, however, that it will automatically terminate with respect to each named person on such date as such person is no longer employed by Tyler;

RESOLVED, that each officer of Tyler is hereby authorized and directed, in the name and on behalf of Tyler, to do or cause to be done any and all things, and to execute, deliver, and file and all such other agreements, amendments, instruments, certificates, waivers, documents, and papers that any of them deem necessary or advisable to carry into effect the purposes and intent of the foregoing resolutions and to consummate the transactions contemplated thereby.

7.4 EXCEPTIONS TO THE RFP

Exceptions to the City of Delray Beach (“Client”) Request for Proposals

RFP #2016-039, Enterprise Resource Planning (ERP) Solution

Notice of Public Documents (p.2): Tyler expects its materials to be treated as confidential and proprietary consistent with the disclosure statement provided as part of its proposal. Tyler reserves the right to protest the public disclosure of its confidential and proprietary information consistent with applicable public records laws.

8. Pricing/Delivery (p.9): Tyler’s Proposal contains estimates of the amount of services and associated expenses needed, based on the size and scope of the Client’s project. The actual amount of services and expenses depends on such factors as the Client’s level of involvement in the project and the speed of knowledge transfer. If required, Tyler will provide a not-to-exceed quote once the scope of services has been finalized.

The fees quoted by Tyler do not include any taxes, including, without limitation, sales, use or excise tax. All applicable taxes shall be paid by Tyler to the proper authorities and shall be reimbursed by the Client to Tyler. In the event the Client possesses a valid direct-pay permit, the Client will forward such permit to Tyler on the effective date of the contract. In such event, the Client shall be responsible for remitting all applicable taxes to the proper authorities. If tax-exempt, the Client shall provide Tyler with the Client’s tax-exempt certificate.

The Client shall be liable for and Tyler will incur travel expenses in accordance with its then-current business policy. Tyler’s current business travel policy is attached to the standard Tyler contract as an exhibit.

9. Invoices/Payment (p.9-10): Tyler’s standard payment terms provide for payment of license fees on milestones of contract signing and software delivery. Standard services fees and travel expenses are billed as delivered and invoiced as incurred. Maintenance fees are waived through the earlier of use of the Tyler software in live production or one (1) year from the Effective Date, and thereafter annually in advance. Payment is due within forty-five days of invoicing.

The Client may terminate the contract for cause in the event Tyler fails to cure a material breach within thirty days of the Client’s invocation of dispute resolution. The Client will make payment to Tyler for all undisputed products, services and expenses delivered or incurred through the effective date of termination. Payment for disputed products, services and expenses, and the Client’s remedies, will be determined through the mutually agreed dispute resolution process.

10. Acceptance of Proposals/Minor Irregularities (p.10): Upon termination, the Client shall remit payment for all products and services delivered to the Client and all expenses incurred by Tyler prior through the effective date of termination. The Client will not be entitled to a refund or offset of previously paid license and other fees.

11. Modification of Services (p.10): The Client may increase or decrease quantities of services purchased at any time. The Client may not decrease quantities of software licensed after contract signing.

Tyler will hold rates for additional products and services in place for a mutually agreed period of time.

14. Responsiveness (p.11): Tyler's proposal for products, services and pricing is based on the information provided by the Client in the RFP. Tyler will comply with the RFP as set forth in its Proposal, including its exceptions thereto.

17. Proposal Bond (p.11): Tyler requires that the Client returns the bid bond submitted with Tyler's Proposal within thirty days from the date of the Client's execution of the contract with Tyler or in the event that Tyler is not chosen as the successful vendor for the project, within thirty days from date of the Client's execution of a contract with another chosen vendor. In no event will this period exceed one year from the due date of the Proposal unless mutually agreed by the parties.

18. Performance Bond/Irrevocable Letter of Credit (p.11-12): A performance bond, if required, will have an associated cost based upon the total bond amount. The final bond cost may be subject to change based upon changes in project scope. Tyler may only obtain the performance bond after a contract is executed. The performance bond shall be effective for a period of two (2) years. In the event the implementation project is not complete and the Client desires to extend or renew the performance bond, additional premiums will apply.

The Client may terminate the contract for cause in the event Tyler fails to cure a material breach within thirty days of the Client's invocation of dispute resolution. The Client will make payment to Tyler for all undisputed products, services and expenses delivered or incurred through the effective date of termination. Payment for disputed products, services and expenses, and the Client's remedies, will be determined through the mutually agreed dispute resolution process.

The Client may terminate the contract for convenience on thirty days' prior written notice. Upon termination, the Client shall remit payment for all products and services delivered to the Client and all expenses incurred by Tyler prior through the effective date of termination. The Client will not be entitled to a refund or offset of previously paid license and other fees.

19. Insurance Requirements (p.12): The Client can be listed as an additional insured on Tyler's Commercial General Liability policy. Any additional insured added to the Commercial General Liability policy is automatically covered as an additional insured on Excess/Umbrella Liability policy. Tyler does not carry contractual liability or XCU coverage as part of the CGL policy as that coverage is not applicable in the software industry. Tyler's insurance company uses an Acord form that does not comply with the Client's requested notice provision, and instead states that notice will be provided according to the terms of the policy. Tyler will agree to provide notice of cancelation directly to the Client.

22. Uncontrollable Circumstances (“Force Majeure”) (p.13): In the event of termination for force majeure, Client must pay for all products and services delivered, and expenses incurred, through the effective date of termination. Client will not be entitled to a refund or offset of previously paid fees.

24. Contract Term (p.13): For an on premise solution, the Agreement between Client and Tyler shall not have a defined term. Tyler does provide maintenance and support services on an annual basis, as set forth in its Maintenance and Support Agreement (Exhibit C to the standard Tyler contract). For a SaaS contract, the term of the contract shall be the agreed upon SaaS term which may renew automatically thereafter on a year-to-year basis, or such other renewal term as the parties may agree.

26. Substitution of Personnel (p.14): In the event Tyler personnel provide services that do not conform to Tyler’s services warranty, Tyler will be given an opportunity to correct the deficiency. In the event the deficiency persists, the Client may require the removal of personnel in question. Personnel removed from a project for cause will be replaced in a timely fashion. Tyler retains the discretion to assign personnel and does so based on experience and availability.

The Client may terminate the contract for cause in the event Tyler fails to cure a material breach within forty-five (45) days of receiving notice from the Client. The Client will make payment to Tyler for all undisputed products, services and expenses delivered or incurred prior to the date Tyler received the Client’s termination notice. Payment for disputed products, services and expenses, and the Client’s remedies, will be determined through the mutually agreed dispute resolution process.

27. Travel Expenses (p.14): The Client shall be liable for and Tyler will incur travel expenses in accordance with its then-current business policy. Tyler’s current business travel policy is attached to the standard Tyler contract as an exhibit.

28. Ownership of Work (p.14); 31. Software Code in Escrow (p.14): Tyler does not agree to work-for-hire provisions. Tyler shall retain ownership of all (i) software products licensed to the Client; and (ii) proprietary information contained in all deliverables.

Tyler has an Escrow Agreement in place with Iron Mountain. In the event the Client desires to enroll as a beneficiary, the Client will pay the annual beneficiary fee. Release of the Tyler source code will be in accordance with such Escrow Agreement.

30. Upgrades and Enhancements (p.14): As set forth in the Maintenance and Support Agreement attached to the sample contract as an exhibit, for as long as the Client pays annual maintenance fees on the Tyler software, Tyler will (1) provide Client with a copy of all releases to the Tyler Software (including updates and enhancements) that Tyler makes generally available without additional charge to customers who have a maintenance and support agreement in effect; and (2) support prior releases of the Tyler Software in accordance with Tyler’s then-current release life cycle policy.

Proposal Submittal Signature Page: Tyler’s proposal for products, services and pricing is based on the information provided by the Client in the RFP. Tyler fully understands and accepts the requirements of the same, except as modified by, taken exception to, and as otherwise provided in Tyler’s proposal.

Attachment A – Pricing:

Tyler's Proposal contains estimates of the amount of services and associated expenses needed, based on the size and scope of the Client's project. The actual amount of services and expenses depends on such factors as the Client's level of involvement in the project and the speed of knowledge transfer. If required, Tyler will provide a not-to-exceed quote once the scope of services has been finalized.

The fees quoted by Tyler do not include any taxes, including, without limitation, sales, use or excise tax. All applicable taxes shall be paid by Tyler to the proper authorities and shall be reimbursed by the Client to Tyler. In the event the Client possesses a valid direct-pay permit, the Client will forward such permit to Tyler on the effective date of the contract. In such event, the Client shall be responsible for remitting all applicable taxes to the proper authorities. If tax-exempt, the Client shall provide Tyler with the Client's tax-exempt certificate.

The Client shall be liable for and Tyler will incur travel expenses in accordance with its then-current business policy. Tyler's current business travel policy is attached to the standard Tyler contract as an exhibit.

Exhibit A – Scope of Work

1.2.1. Phased Approach/ Project Plan (p.5): Tyler's Proposal includes a sample project plan. Tyler will deliver the actual project plan upon obtaining further information from the Client.

1.2.3 Proven Team (p.5): Tyler will provide information on representative Tyler personnel. We are unable to assign personnel to a project until Tyler is selected and a contract is signed, in an effort to most effectively use resources.

Litigation History (p.17):

Completed Litigation:

- The City of San Buenaventura, California v. Tyler Technologies, Inc.: In January 2006, the City terminated its contract with Tyler, which led to litigation in which each side asserted damage claims against the other. In January 2007, the parties reached an amicable resolution of their respective claims, and the lawsuit was dismissed.
- DBM Systems Inc. v. Tyler (MUNIS, Inc.): In March 2003, DBM filed litigation against Tyler alleging a breach by Tyler of an alleged oral agreement to market and sell DBM's business license system. DBM further alleged that Tyler utilized a DBM prototype in developing its own proprietary license system. DBM and Tyler settled its claim in May 2004 for a nominal amount. Tyler continues to utilize its license system without any restrictions.

Pending litigation:

- Tyler has recently been sued in a federal district court located in New York on claims relating to alleged employment discrimination. The lawsuit does not impact Tyler's ability to perform under

the contemplated contract, and Tyler is confident that the plaintiff's claims will be dismissed or amicably resolved.

2.12.1 Complete and Detailed Costing (p.26): Tyler's Proposal contains estimates of the amount of services and associated expenses needed, based on the size and scope of the Client's project. The actual amount of services and expenses depends on such factors as the Client's level of involvement in the project and the speed of knowledge transfer. If required, Tyler will provide a not-to-exceed quote once the scope of services has been finalized.

The fees quoted by Tyler do not include any taxes, including, without limitation, sales, use or excise tax. All applicable taxes shall be paid by Tyler to the proper authorities and shall be reimbursed by the Client to Tyler. In the event the Client possesses a valid direct-pay permit, the Client will forward such permit to Tyler on the effective date of the contract. In such event, the Client shall be responsible for remitting all applicable taxes to the proper authorities. If tax-exempt, the Client shall provide Tyler with the Client's tax-exempt certificate.

The Client shall be liable for and Tyler will incur travel expenses in accordance with its then-current business policy. Tyler's current business travel policy is attached to the standard Tyler contract as an exhibit.

General Terms and Conditions:

1.5 Compliance with Laws (p.1); 1.7 Public Records (p.1); 3.17 Legal Requirements (p.4); 5.11 Safety Standards (p.5); 5.21 Laws/Ordinances (p.5): Tyler, in the performance of services, will comply with all applicable laws, ordinances, orders, decrees and regulations. Tyler reserves the right to review and discuss with the Client specific laws and regulations that the Client wishes to incorporate into the final contract.

1.12 Indemnity/Hold Harmless Agreement (p.2): Tyler shall indemnify and hold harmless the Client from and against any and all direct claims, losses, liabilities, damages, costs and expenses (including reasonable attorney's fees and costs) for personal injury or property damage arising from Tyler's negligence or willful misconduct; or Tyler's violation of a law applicable to our performance under this Agreement. The Client must notify Tyler promptly in writing of the claim and give us sole control over its defense or settlement. The Client agrees to provide Tyler with reasonable assistance, cooperation, and information in defending the claim at our expense.

Resolution of contract disputes, including the withholding of sums during such disputes, shall be in accordance with the alternative dispute resolution procedure in the parties' mutually negotiated contract.

2.02 Special Conditions (p.2): Tyler reserves the right to negotiate any and all terms to the mutual satisfaction of the parties.

4.01 Performance Bond (p.4): A performance bond, if required, will have an associated cost based upon the total bond amount. The final bond cost may be subject to change based upon changes in

project scope. Tyler may only obtain the performance bond after a contract is executed. The performance bond shall be effective for a period of two (2) years. In the event the implementation project is not complete and the Client desires to extend or renew the performance bond, additional premiums will apply.

4.02 Insurance (p.4): The Client can be listed as an additional insured on Tyler's Commercial General Liability policy and Auto Liability policy, which automatically adds Client as an additional insured on Tyler's Excess/Umbrella Liability policy.

Tyler's insurance company uses an Acord form that does not comply with the Client's requested notice provision, and instead states that notice will be provided according to the terms of the policy. Tyler will agree to provide notice of cancelation directly to the Client.

Tyler will provide an insurance certificate documenting Tyler's coverage.

Tyler's insurance policies are set at the corporate level and are not subject to customer discretion and/or approval.

5.02 Delivery (p.4): Tyler does not agree to "Time being made of the essence", however, Tyler will begin and perform services in accordance with the mutually agreed upon implementation plan schedule.

5.04 Payment Terms and Cash Discounts (p.4): Tyler's standard payment terms provide for payment of license fees on milestones of contract signing and software delivery. Standard services fees and travel expenses are billed as delivered and invoiced as incurred. Maintenance fees are waived through the earlier of use of the Tyler software in live production or one (1) year from the Effective Date, and thereafter annually in advance. Payment is due within forty-five days of invoicing.

5.16 Termination for Cause (p.5): The Client may terminate the contract for cause in the event Tyler fails to cure a material breach within thirty days of the Client's invocation of dispute resolution. The Client will make payment to Tyler for all undisputed products, services and expenses delivered or incurred through the effective date of termination. Payment for disputed products, services and expenses, and the Client's remedies, will be determined through the mutually agreed dispute resolution process.

5.17 Termination for Convenience (p.5): The Client may terminate the contract for convenience on thirty days' prior written notice. Upon termination, the Client shall remit payment for all products and services delivered to the Client and all expenses incurred by Tyler prior through the effective date of termination. The Client will not be entitled to a refund or offset of previously paid license and other fees.

5.18 Cancellation for Unappropriated Funds (p.5): If the Client should not appropriate or otherwise make available funds sufficient to purchase, lease, operate or maintain the products set forth in the contract, or other means of performing the same functions of such products, the Client may unilaterally terminate the contract upon thirty days' prior written notice to Tyler. Upon termination,

the Client shall remit payment for all products and services delivered to the Client and all expenses incurred by Tyler prior to Tyler's receipt of the termination notice. The Client will not be entitled to a refund or offset of previously paid license and other fees.

5.19 Records/Audits (p.5): The Client may audit Tyler's books and records relating directly to the contract once per year on one week advance written notice, and at Client's expense.

5.24 Patents/Royalties (p.6): Tyler will indemnify the Client from intellectual property infringement by the Tyler software and/or documentation, in accordance with Section H(1) of Tyler's standard contract.

5.25 Assignment (p.6): Neither party may assign the contract without the prior written consent of the other party, except that Tyler may, without the prior written consent of the Client, assign the contract in its entirety to the surviving entity of any merger or consolidation or to any purchaser of substantially all of Tyler's assets.

Section 8 ANNUAL REPORT

Please reference the Annual Report on the following pages.



GAINING MOMENTUM

2014 ANNUAL REPORT



***After years of disciplined preparation,
our financial performance reached
new heights in 2014.***

In every economic climate, Tyler Technologies stays true to our business strategy. And in 2014, our resolute focus on our long-term strategic view fueled record results for our company as market activity returned to normal levels. Not only is Tyler Technologies gaining momentum — we're empowering the public sector to do the same.



TO OUR SHAREHOLDERS

In 2014, Tyler Technologies once again achieved record financial results by every meaningful measure. Our results were exceptional, and we are gratified to recognize that our enduring strategy continues to achieve results and has elevated Tyler to a new level of leadership in the public sector.

Tyler has always focused on the long-term strength of our company, staying true to our strategy through changing economic and market conditions. By continually strengthening our offerings through ongoing investments in product development, we've earned our competitive advantage through hard work. And now, we can say with confidence that Tyler is the clear leader in our key product areas.

Financial Highlights

The fourth quarter of 2014 marked our 16th consecutive quarter of year-over-year revenue growth — along with our 13th straight quarter of double-digit revenue growth. Revenues for the year were \$493.1 million, up 18.4 percent over 2013.

While software licenses and royalty revenues showed very healthy growth of 20.1 percent, subscriptions continued to be our fastest-growing revenue stream, rising 42.0 percent to \$87.8 million. These revenues include \$32.1 million in transaction-based revenues from e-filing and online payments, as well as \$55.7 million from cloud-based software as a service (SaaS) arrangements.

Both bookings and year-end backlog reached new highs in 2014. In fact, we recorded our highest quarterly bookings in company history during the second quarter as court case management software contracts in California helped drive a 63 percent increase year over year.

Tyler consistently outperformed expectations in 2014, ending the year with GAAP net income of \$58.9 million, or \$1.66 per diluted share, up 50.7 percent from 2013. Non-GAAP net income for the year rose 41.5 percent to \$74.0 million, or \$2.09 per diluted share. Cash flow was very strong, as cash flow from operations for the year increased 86.8 percent to \$123.4 million. We used a portion of our cash flow to repurchase 294,000 shares of common stock during 2014.

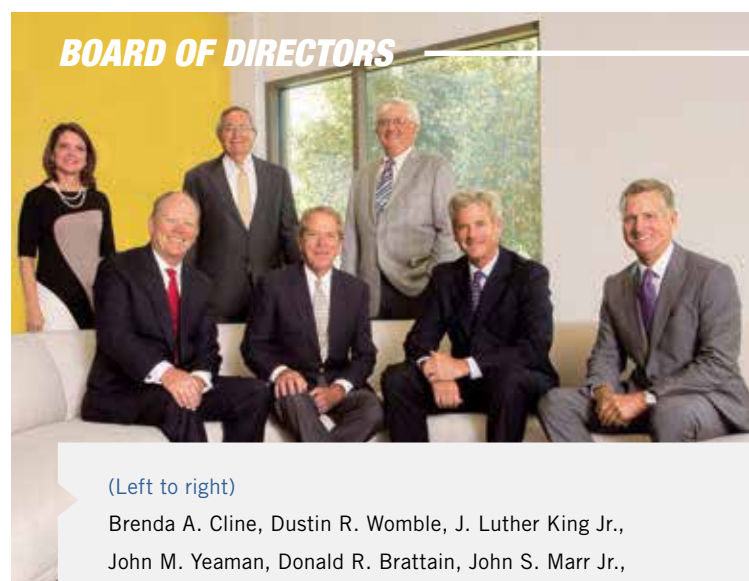
Our balance sheet remains extremely healthy, and we finished the year with cash of \$206.2 million and no debt. We believe that our balance sheet positions us well to take advantage of future opportunities to drive growth and create shareholder value, including investments in product development and strategic acquisitions.

Outperforming in a Solid Market

Following the challenges of a recession and slow recovery since mid-2012, market activity in the public sector has returned to pre-recession levels. Our marketplace is solid — and Tyler Technologies has been in a competitive position to outpace renewed economic momentum.

Each of our business units exceeded its plan for operating profits in 2014, and each major product group posted double-digit revenue growth. Of these, the Courts & Justice Division managed the fastest-growing product line in 2014, fueled in part by our e-filing agreement with the state of Texas. The eFileTexas.gov™ system began operations in late 2013 and ramped up throughout 2014 with \$17 million in revenues, up from \$3.8 million in 2013.

Our success in the court case management software market in California continued in 2014 as we signed



BOARD OF DIRECTORS

(Left to right)

Brenda A. Cline, Dustin R. Womble, J. Luther King Jr.,
John M. Yeaman, Donald R. Brattain, John S. Marr Jr.,
Glenn A. Carter

contracts with courts in 16 counties, and have now been selected by 25 out of 28 California courts over the past two years.

Tyler's achievements extended well beyond our courts and justice products. Win rates for other products, including our Munis® and Incode® ERP solutions; EnerGov™ planning, regulatory and maintenance solution; and Versatrans® school transportation solution, climbed to new highs in 2014.

A number of factors are contributing to Tyler's strong competitive position. Our exclusive focus on the public sector is reflected in the features and functionality that our clients select. Our financial strength allows us to consistently invest in product development, and all of our clients benefit from that innovation through our evergreen approach to upgrades. Tyler also has an unparalleled record of executing at a high level on complex implementations, with a team of professionals who possess deep domain expertise in the business of local government. Both current and prospective clients value these attributes, as they expect our relationships with them to last for decades.

Strategic Investments

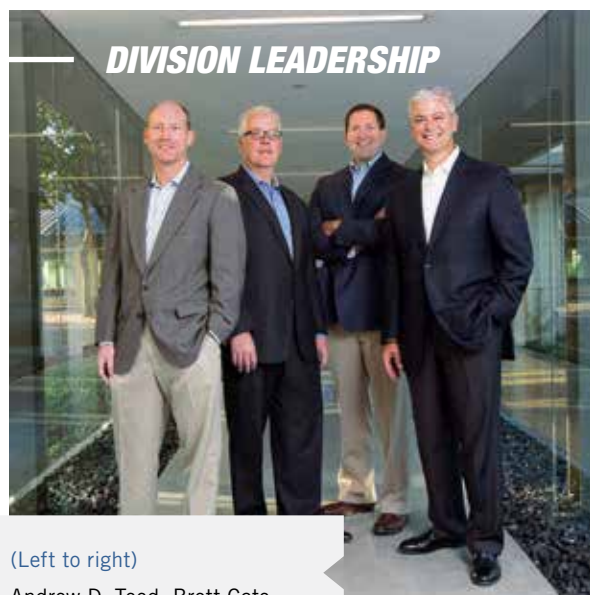
In August, we completed the acquisition of SoftCode, Inc., whose sophisticated civil process automation solutions primarily serve county sheriffs' departments. The acquisition broadens our portfolio of courts and

justice solutions, providing robust functionality that complements our Odyssey® suite of products. With SoftCode's founding partners, management team and staff now a part of our Courts & Justice Division, we expect to significantly expand the product's reach.

After the end of the year, in January 2015, we also acquired a 20 percent equity stake in Record Holdings, an Australian company specializing in digitizing the spoken word in courts throughout the world. Our \$15 million convertible preferred stock investment will help Record Holdings expand its presence in North American courts. We also look forward to building on the international relationships already established by Record Holdings to make our Odyssey court case management solution more readily available beyond the U.S. market. These developments are excellent examples of our opportunistic acquisition strategy. We are constantly seeking strategic acquisition opportunities to broaden our product and service offerings or expand our client base. We are patient and disciplined in our approach to acquisitions as we seek the right combinations of strategic fit and valuation, and we believe Tyler is very well positioned to successfully take advantage of attractive acquisition opportunities in the future.

Meeting the Challenges of Growth

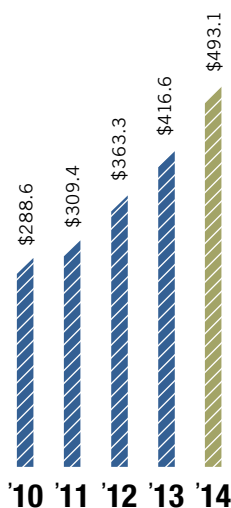
Along with strong bookings and backlog growth comes the challenge of ramping up our implementation capacity, a formidable task that has required



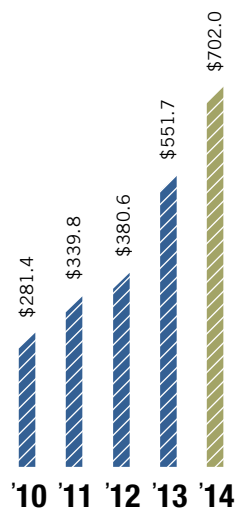
(Left to right)

Andrew D. Teed, Brett Cate,
Christopher P. Hepburn,
Bruce Graham

TOTAL REVENUES
in millions



BACKLOG
in millions



considerable planning and significant staffing increases. Tyler began the year with 2,573 employees, and by year's end we'd grown our employee base to 2,856. With a meaningful number of employees who are relatively new to Tyler, we take care to build our professional services teams around a strong core of experienced subject matter experts, with seasoned veterans leading our projects. As we have expanded our team to meet growing demands, Tyler has experienced some margin pressure as we absorb personnel costs during the onboarding period before new employees begin generating revenues.

To attract and retain the best and brightest employees, Tyler continues to focus on maintaining our reputation as an employer of choice. *The Dallas Morning News* named Tyler as No. 10 on its list of the Top 100 Places to Work in the Dallas/Fort Worth area, and we appeared in the top 10 in the Best Places to Work in Maine program managed by Best Companies Group. In addition, we were named to the *Forbes* list of America's Best Small Companies for the eighth time. We take pride in these honors because they reflect our commitment to both employee and client satisfaction. We go to great lengths to ensure employees are informed and engaged — and as we've grown, so have our career development opportunities. Every employee has an important role in our success, and we're committed to doing our part to continue providing a positive work environment.

An Enduring Strategy

While a healthy market certainly contributed to our exceptional results in 2014, Tyler's strategy and execution deserve the majority of credit for our performance. Our competitors don't appear to be enjoying the same degree of success as Tyler. Many companies that reduced investments in research and development during the recession are lagging behind in terms of their competitive positions. Some have even exited the market altogether. Conversely, Tyler continued to invest in our business at a high level when market conditions were challenging. As a result, our competitive position is better than ever, and win rates have increased across the board — a trend we expect to continue.

To every shareholder, employee and client of Tyler Technologies, we thank you for your support.



John S. Marr Jr.

President and Chief Executive Officer
March 27, 2015



(Left to right)

Robert J. Sansone, Samantha B. Crosby, Matthew B. Bieri,
Dustin R. Womble, John M. Yeaman, John S. Marr Jr., Brian K. Miller,
H. Lynn Moore Jr., Terri L. Alford, W. Michael Smith

*For more information about our leadership team,
please refer to inside back cover.*

TYLER OVERVIEW



With nearly 2,900 employees and more than 13,000 government and school clients in all 50 states, Canada, the Caribbean, the United Kingdom, and other international jurisdictions, Tyler Technologies is the largest software company in the nation with an exclusive focus on the public sector. We're more than software developers — we're implementation and support partners whose client relationships span decades. From a \$7 million reappraisal solution for the city of Detroit to a fast-track engagement that's bringing electronic court filing to every county in Texas, Tyler's comprehensive services and evergreen philosophy with no additional license fees toward upgrades empower our clients to serve the public with efficiency, accessibility and fiscal responsibility.

SCHOOL SOLUTIONS

STUDENT MANAGEMENT

Tyler offers a full suite of student management solutions to help educators and administrators put students first, including student information (grades, attendance and scheduling), data analytics, special education and student transportation. In fact, Tyler's Versatrans® solutions manage transportation for 1 out of every 10 U.S. school districts.

FINANCIAL

Tyler delivers integrated financial solutions that address the unique budgeting, procurement and payroll needs of education clients. By supporting our clients' most essential business functions, Tyler helps schools maximize their resources in the more than 1,350 school districts we serve.

STATE & LOCAL GOVERNMENT

ERP / FINANCIAL

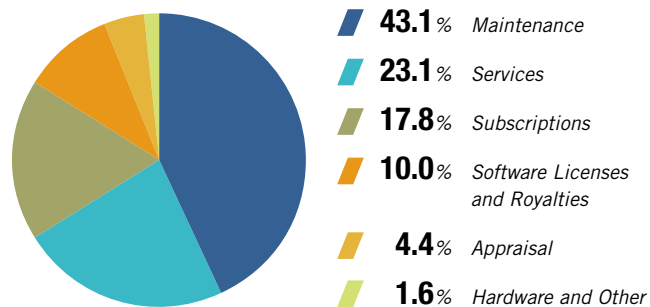
More than 4,500 government entities rely on Tyler's financial solutions for efficient management of their accounting, payroll and human resources functions as they manage \$160 billion in public sector funds annually. Our human capital management solutions process payroll for more than 1 million public sector employees.

COURTS & JUSTICE

From paperless court case management to e-filing solutions, Tyler's courts and justice products offer a broad range of functionality for courts, prosecutors, law enforcement, corrections and supervision staff. More than 30 percent of the U.S. population lives in jurisdictions that have licensed Tyler's Odyssey® case management or e-filing solutions.

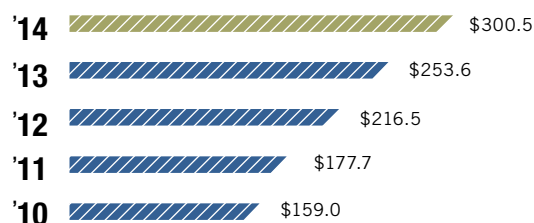


REVENUE MIX



RECURRING REVENUES

in millions



APPRAISAL & TAX

Tyler has served 1,300 taxing authorities throughout the United States and Canada with computer-assisted mass appraisal (CAMA) solutions, tax billing and collections software, and turnkey reassessment and revaluation services. Tyler's appraisal and tax solutions have facilitated the efficient management of 60 million parcels of property.

PUBLIC SAFETY

When it comes to public safety, timeliness and accuracy are paramount. Tyler's public safety solutions facilitate the sharing of mission-critical information and streamline records management for first responders, dispatchers, jails and others. Protecting more than 2 million citizens every day, Tyler solutions equip jurisdictions to take 1.6 million 911/dispatch calls annually.

PLANNING, REGULATORY & MAINTENANCE

Tyler's planning, regulatory and maintenance products centralize and connect processes across building departments, code enforcement, public works and other agencies, with 24-hour citizen access and mobile solutions that extend functionality into the field. These solutions serve approximately 25 million citizens in the United States and Canada.

RECORDS & DOCUMENTS

Our record and document solutions are instrumental in the management of land and vital records for 24 million citizens across the United States. Using Tyler solutions, our clients currently store and access more than 440 million land and vital records.



BLAZING TRAILS

In order to maintain our competitive edge, Tyler Technologies is constantly expanding our capabilities and refining our offerings. We continued to invest in product development at a high level when many of our competitors were cutting back — and in 2014, those investments further elevated our position as a market leader. As always, the real-world needs of our clients inspire us to blaze new trails with new products, features and functionality.



Q&A:

The public sector market continued a trend of gradually improving conditions that began in 2012. In 2014, we leveraged our position as an industry leader to win a growing share of a healthy market. This question and answer format allows us to provide details and insights on the factors that contributed to an exceptional year.

What market trends and other key factors contributed to Tyler's performance in 2014?

Over the last two years, the market has returned to pre-recession levels — what we'd characterize as a normal level of activity. During that time, budget environments have generally improved in the public sector, and Tyler's strong competitive position fueled a level of growth that far outpaced the market as a whole in 2014. We achieved 18.2 percent organic growth overall in 2014. Organic software-related revenue growth was 19.4 percent, compared with our compound average growth rate of 12.7 percent organic growth and 14.6 percent total growth since 2002.

EXERCISING AGILITY

Our strategy for growth is rooted in four key initiatives — expanding our geographic reach, broadening our product offerings, winning large-scale accounts, and extending our relationships with existing clients. By approaching these opportunities with speed and agility, Tyler Technologies posted an organic growth rate of 18.2 percent in 2014.

What are your long-term targets for revenue and earnings growth?

Our targets are to consistently grow revenues in the low- to mid-teens annually, and by doing so, to achieve margin expansion that allows us to grow earnings in the high teens to low 20s annually. We significantly exceeded those targets in 2014, due to a combination of growth in recurring e-filing revenues for courts in Texas, together with very high win rates across our software products.

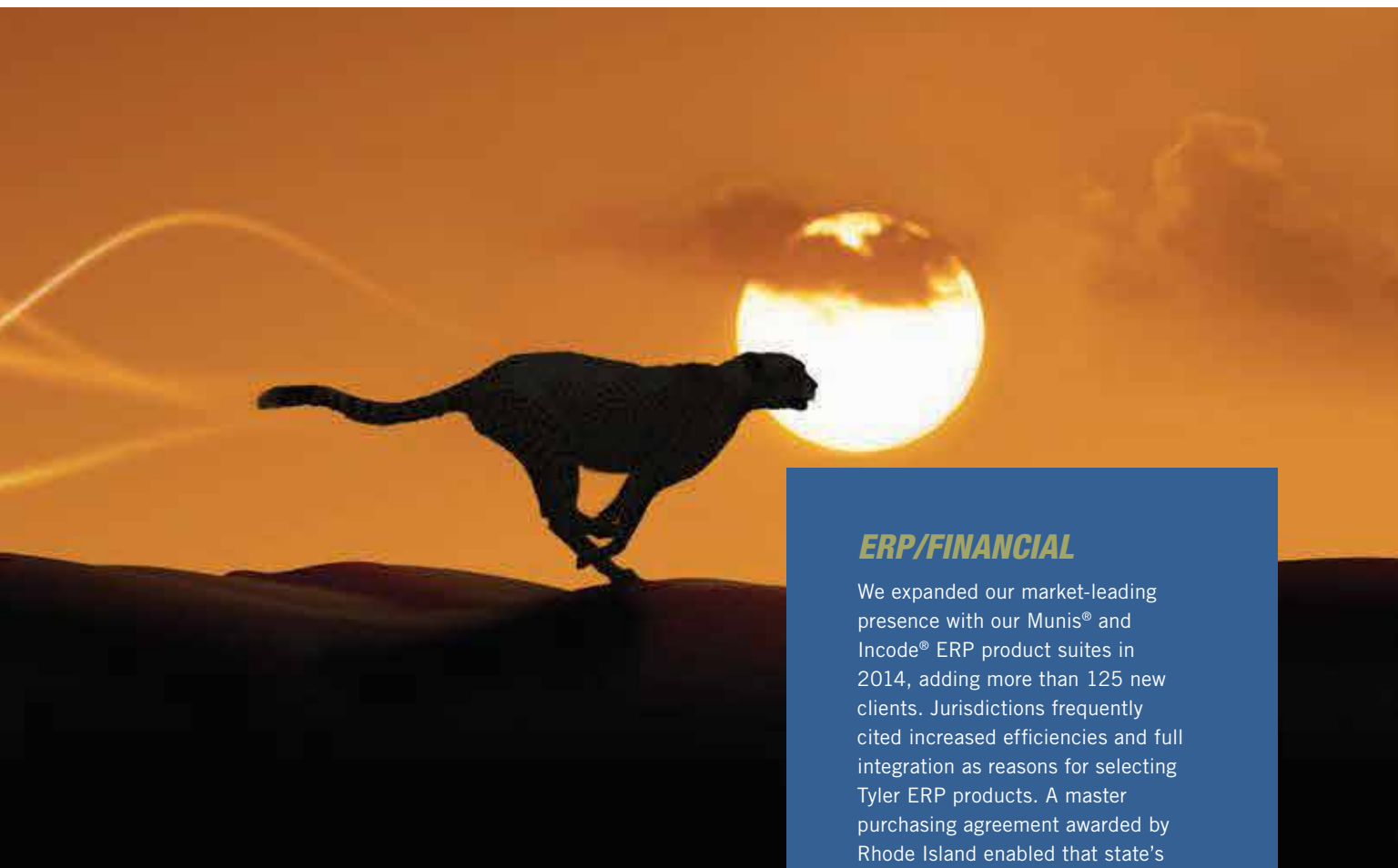
Why did eFileTexas.gov have such a strong influence on revenues and earnings in 2014?

As the statewide provider for mandatory electronic filing of civil court documents in Texas, Tyler incurred significant costs related to the 2013 startup of the eFileTexas.gov portal. Recurring revenues from this fixed-price contract ramped up in 2014, growing to \$17 million from \$3.8 million in 2013, contributing about 3 percentage points of our total revenue growth.

How has Tyler's competitive position evolved in recent years, and what are the takeaways with regard to performance?

Tyler is clearly winning a larger share of business than we have in years past. Bookings for the year reached a new high in 2014, with an increase of approximately 28 percent over the prior year.

When the new business environment was challenging in 2010 and 2011 as a result of the recession, Tyler had the financial strength and cash flow to increase our investment in product development, and we made the decision to modestly sacrifice some short-term earnings during that time period in order to strengthen our long-term competitive position. Our priorities were to fill gaps in the feature sets and functionality of our products, as well as to focus on product enhancements to increase the competitive distance between Tyler and other solution providers.



At the same time, many of our competitors pulled back on development as a cost-saving measure, which caused some to lose competitive ground, and others to lose relevance in the new business market. We believe that this is a major factor in our increasing win rates in the last three years. Importantly, Tyler's strong history of execution — particularly on large projects — continued to further strengthen our competitive position. Our successful performance has been the result of both strategic innovation to meet the needs of our clients and our proven ability to execute complex implementations.

What do your backlog and bookings say about current performance and future visibility?

Backlog was up 27.2 percent year over year at \$702 million as of December 31, 2014. It's been growing well ahead of our revenue growth rate, with 54 percent of our backlog expected to be recognized in the next 12 months, and the remainder extending for as long as seven years. The growth in backlog gives us

ERP/FINANCIAL

We expanded our market-leading presence with our Munis® and Incode® ERP product suites in 2014, adding more than 125 new clients. Jurisdictions frequently cited increased efficiencies and full integration as reasons for selecting Tyler ERP products. A master purchasing agreement awarded by Rhode Island enabled that state's school districts and municipalities to license Munis and Infinite Visions directly from Tyler at pre-negotiated prices and terms without going through a bid process.

Contracts included a seven-year, \$11 million multisuite SaaS agreement, including Munis ERP, Incode courts, and EnerGov, with the city of Mobile, Alabama; and an \$8 million contract with Marin County, California, for the Munis ERP solution. Other significant signings included a \$4.1 million Munis contract with Jefferson County, the largest county in Alabama; Munis contracts with the cities of Miami Beach and Altamonte Springs in Florida; and a Munis contract with Oklahoma County, the largest county in that state.

With our Microsoft® Dynamics AX business, royalty revenues were virtually flat at \$3 million, and revenues from our direct channel rose 140 percent to \$5.3 million.

increased visibility into revenues for the next 12 months and beyond, with more than half of that backlog composed of recurring revenues.

Bookings for 2014 grew approximately 28 percent, excluding the effects of the eFileTexas.gov contract. To put this metric into context, we should note that bookings are calculated by the change in backlog plus revenues — and the resulting number can vary quite a bit from quarter to quarter, particularly with respect to the impact of large contracts. We encourage people who are looking at bookings to also look at them on a trailing 12-month basis to smooth out these spikes.

How are subscriptions performing in relation to traditional software licenses?

Subscriptions are our fastest-growing revenue area. These include revenues from cloud-based software as a service (SaaS) arrangements, as well as transaction-based revenues such as e-filing and e-payments. All of our major products are offered both as on-premises solutions and on a subscription basis. In 2014, slightly more than one-fourth of our new clients selected the SaaS model, while the rest selected the traditional on-premises model. We're generally seeing a distinct but gradual long-term shift toward SaaS, and in 2014 the total value of new SaaS contracts increased by nearly 60 percent from 2013. That said, we think it's important to provide solutions in whatever ways our clients need and want them, and we're still actively growing licenses while at the same time building a strong SaaS business. We expect that trend will continue over time, and SaaS will represent an increasing percentage of our new business.

Within your subscriptions business, how has your e-filing agreement with the state of Texas evolved?

We won this important business in 2012 when the state of Texas named Tyler Technologies as the statewide provider for mandatory e-filing of civil courts documents. When the mandate was handed down, some courts were concerned about their ability to meet the very aggressive timetable — but Tyler was prepared for the task and performed very well in the implementation. As of the end of 2014, eFileTexas.gov had more than 90,000 users and was processing approximately 100,000 filings each week.

COURTS & JUSTICE

With our fastest-growing product line in 2014, our Courts & Justice Division began to reap significant financial results from Tyler's e-filing agreement with the state of Texas, with \$17 million in revenues from eFileTexas.gov™. We kept our competitive momentum going with the launch of Odyssey® Guide & File, which provides courts with tools to guide self-represented litigants through the online filing process. The Georgia Council of Magistrate Court Judges became the first Tyler client to roll out this innovative solution. Another significant Georgia win was DeKalb County for Odyssey eFileGA. Other contract highlights included an e-filing pilot program in Massachusetts, an amended Odyssey contract with the state of Maryland to provide transaction-based e-filing, and a \$32 million Odyssey contract in the nation's largest county with the Los Angeles Superior Court. Tyler's Incode® courts product was selected in Biloxi, Mississippi; Killeen, Texas; and Murfreesboro, Tennessee.

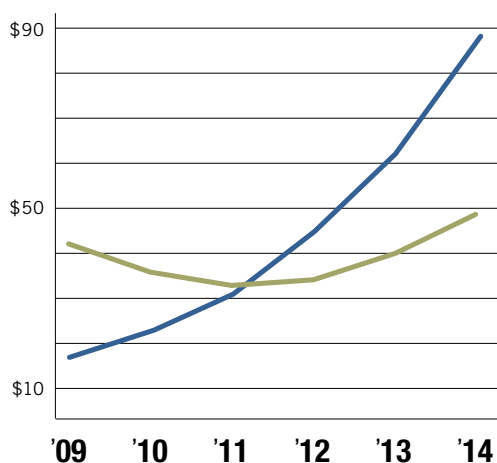
The eFileTexas.gov agreement differs from our other e-filing arrangements in that this is a fixed-price contract that added \$72 million to our backlog in September 2013. We recognized \$17 million of that revenue in 2014 and expect to recognize approximately \$19 million in 2015. We believe the Texas implementation can serve as a model for other courts contemplating e-filing.

What other e-filing opportunities are on the horizon?

We currently are the dominant provider of court case management systems as well as the clear leader in e-filing for courts nationwide, and we expect to continue to expand our footprint with both offerings. E-filing is the fastest-growing part of our subscription business, and it's a low-penetration offering with a high degree of opportunity. As e-filing continues to gain momentum

TRANSITION TO CLOUD-BASED SERVICES

in millions



Subscription Revenues

Software Licenses and Royalties Revenues

APPRAISAL & TAX

After introducing the iasWorld® Field Mobile solution for Windows 8 in 2013, Tyler successfully completed a pilot program in Greene County, Missouri, in 2014. Field Mobile is a tablet-based tool built on Windows 8 that allows appraisers to collect and update property characteristics in the field, both online and off, integrating directly with our iasWorld solution.

We marked the beginning of a major reappraisal cycle in the state of Indiana, with the signing of 27 counties for our CLT Appraisal Services™ totaling approximately \$13.5 million. Other significant property appraisal agreements were Gwinnett County, Georgia, for \$4.9 million, and a \$7 million agreement for the first full reappraisal in 50 years for Detroit, Michigan. Internationally, we signed agreements for our iasWorld software with the Ministry of Home Affairs in Brunei, and the Ministry of Finance for the Government of The Bahamas. We also expanded geographically with a contract for the first Oregon Orion™ installation in Multnomah County (Portland) and the first iasWorld installation in South Carolina (Lexington County).

through both voluntary and mandatory channels, we expect it will replace paper filing in most courts over the next decade.

As we continue to grow this part of our business, we'll focus on three key areas — implementing e-filing with current Odyssey case management clients, selling e-filing in conjunction with new Odyssey case management contracts, and winning stand-alone e-filing engagements, as we did with the e-filing pilot program we launched in Massachusetts during the year.

The California courts market was especially active in 2014. How is this business evolving?

The California courts market opened up to us in early 2012 when the state abandoned a 10-year effort to develop a custom statewide case management system. Our position as the clear national leader in courts and justice software helped us win a great deal of business from the pent-up demand in California courts. Of the 28 courts in California that have signed contracts for new case management solutions since 2012, 25 have selected Tyler's Odyssey® court case management solution. Revenues from these contracts will be recognized over a number of quarters — or in some cases, years — providing increased visibility for future revenues. We expect the California market to be a significant contributor over the next three to five years.

What opportunities do you see in California beyond the initial Odyssey implementations?

Since not all of our initial contracts include all case types, we expect to expand our existing relationships to include additional types where applicable. We also expect that most of the 30 counties in California that have not yet committed to replacing their case management systems will eventually do so. In addition, we're pursuing a broad range of integrated criminal justice system opportunities with California counties beyond case management, adding applications for jails, prosecutors, public defenders and probation.

We further believe that e-filing for California courts represents a major opportunity. We've already signed courts in 17 California counties to transaction-based e-filing contracts, although it may be two to three years before we start to recognize significant revenues from those agreements, and we expect that most of the courts

using Odyssey software will ultimately also choose our e-filing solution. The power of these recurring revenues is attractive, and we estimate that in many jurisdictions the recurring e-filing revenues will be as much as twice the annual software maintenance revenues.

We'll also continue to cultivate new business in other product areas throughout the state. We've had a great deal of success with our Munis, Incode and EnerGov solutions in California. And these expansion opportunities are not unique to California — they're simply powerful examples of our long-term growth strategy.

How does product development figure into your overall business strategy?

At Tyler Technologies, our product development efforts are focused and driven by client needs. We're committed to building best of breed systems that meet the needs of the public sector. If a client or employee identifies a gap or opportunity, we consider that in our product development plans. This powerful strategy has led Tyler to develop e-filing solutions ahead of our competitors, bring case management into the courtroom on a touchscreen device, and put mobile solutions into the hands of public safety officers, city inspectors, property assessors and others.

RECORDS & DOCUMENTS

Tyler Technologies provides a full suite of record and document solutions, including Document Pro™, Eagle™, Tyler Content Manager™ and Tyler Meeting Manager™. Our scalable, affordable solutions enable governments to provide the public with secure electronic access to land records, vital records and other official documents. They also facilitate electronic management of communications and archives, as well as planning, scheduling and document automation for public meetings. Major contract signings in 2014 included Tulsa County, Oklahoma; Erie County, Ohio; and Peoria County, Illinois.





DRIVING EXCELLENCE

Strong momentum is only as valuable as the expert guidance that defines its course. Tyler Technologies is the nation's largest software provider with an exclusive focus on the public sector, offering an unrivaled depth of expertise in student management; school finance; enterprise resource planning; courts and justice; appraisal and tax; public safety; planning, regulatory and maintenance; and records and documents.

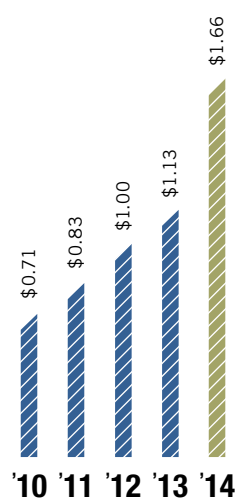
DELIVERING EFFICIENCY

In everything we do, Tyler Technologies is committed to empowering the people who serve the public. Our solutions help schools and governments operate with efficiency and transparency, while enhancing their ability to provide responsive customer service. Even as technologies and public mandates continue to evolve, Tyler delivers evergreen solutions to keep our clients on track.

**2014 QUARTERLY
EARNINGS PER SHARE**
in dollars



**ANNUAL EARNINGS
PER SHARE**
in dollars



PLANNING, REGULATORY & MAINTENANCE

Within our planning, regulatory and maintenance business, Tyler is gaining traction with EnerGov™, which we acquired in 2012. We not only signed a number of stand-alone contracts for our community development and infrastructure software, but we also signed several EnerGov contracts in conjunction with Incode® and Munis® agreements. Contract highlights included a \$5.8 million EnerGov agreement with Kansas City, Missouri, to replace its aging permitting software; a \$2.3 million EnerGov contract with the Los Angeles County Department of Regional Planning; and significant contracts in Riverside County, California, and Charleston, South Carolina.



PUBLIC SAFETY

Tyler Technologies delivers truly integrated public safety solutions, including on-site and mobile solutions designed to improve situational awareness and enhance productivity. From our full-featured Odyssey® solutions to our innovative Tyler Public Safety™ iPad app, Tyler Technologies is helping police forces, sheriffs' departments and other first responders serve the public with speed and accuracy. Among contract highlights for 2014 were agreements with the cities of Brentwood, Tennessee, and Biloxi, Mississippi, for our Tyler Public Safety and Incode® court case management software suites.

How do you identify the public sector hot buttons that are shaping your initiatives?

First and foremost, our development team draws upon the deep domain expertise that Tyler is known for. By design, we're exclusively focused on the public sector, and many of our employees have firsthand experience in schools and governments. This deep industry expertise allows us to effectively pinpoint and anticipate user needs.

We also glean a great deal of our product development insights from Tyler Community — a valuable online resource reserved exclusively for Tyler clients. It provides a 24/7 forum for our public sector clients to share best practices, ask questions about Tyler products, and raise issues or point out needs that aren't being met. Our development team actively monitors the site to answer questions, address concerns, and take note of client suggestions. Additionally, Tyler regularly hosts

user groups and focus groups in which product owners meet with users to learn more about the issues facing our clients — as well as the features and functionality that would make their jobs easier.

As win rates continue to rise, so does the pressure to deliver. What steps has Tyler taken to ramp up capacity?

Increasing our head count has been key in staying on top of implementations. In 2014 alone, Tyler added 283 employees — a move for which we were well prepared, both financially and operationally. We view our onboarding costs as a long-term investment. New hires enter a workplace where they're surrounded by seasoned professionals with firsthand experience in the public sector. At Tyler, employees at every level have tremendous opportunities for professional growth, both within each division and across the company. These are just a few of the reasons why more than 60 percent of Tyler employees who were with the company 10 years ago are still here today — and we're committed to maintaining our position as an employer of choice.

The preceding Q&A is a composite representation of the views of Tyler management with regard to company performance and market perspectives. For further information, visit tylertech.com or contact our investor relations team at info@tylertech.com.

SCHOOL FINANCIAL

Our financial solutions for K-12 schools empower clients to integrate a broad range of data and functionality into their operations — from financial, budgeting and procurement data to human resources and payroll processes. Contract highlights for the year included Infinite Visions® contracts with the Tucson Unified School District and Gilbert Public Schools in Arizona, as well as a master purchasing agreement with the state of Rhode Island, which satisfies the formal procurement process and lets school districts and municipalities bypass the bidding process to purchase our Munis® and Infinite Visions® products at pre-negotiated rates. Munis contracts included the Houston and Fayette County Boards of Education in Georgia; Mission Consolidated ISD, Texas; and Washington County School District, Maryland.

STUDENT MANAGEMENT

Our student management products provide K-12 schools with reliable solutions for managing student information, data analytics and special education. The products we released in 2013 — the Traversa® transportation management system and Tyler Telematic GPS™ device — continued to gain ground throughout 2014. Among our notable contracts for the year was a Versatrans® student transportation solution for Metropolitan Nashville Public Schools.



Our common stock is traded on the New York Stock Exchange under the symbol “TYL.” At December 31, 2014, we had approximately 1,611 stockholders of record. A number of our stockholders hold their shares in street name; therefore, there are substantially more than 1,611 beneficial owners of our common stock.

The following table shows, for the calendar periods indicated, the high and low sales price per share of our common stock as reported on the New York Stock Exchange.

	High	Low
2013: First Quarter	\$ 61.60	\$48.86
Second Quarter	70.49	57.00
Third Quarter	88.68	68.60
Fourth Quarter	105.74	83.25
2014: First Quarter	\$107.99	\$81.54
Second Quarter	91.69	74.37
Third Quarter	97.53	84.70
Fourth Quarter	115.37	86.05

We did not pay any cash dividends in 2014 or 2013. We intend to retain earnings for use in the operation and expansion of our business, and, therefore, we do not anticipate declaring a cash dividend in the foreseeable future.

During 2014, we purchased approximately 294,000 shares of our common stock for an aggregate purchase price of \$22.8 million. As of December 31, 2014, we had authorization to repurchase up to 1.4 million additional shares of Tyler common stock. The share repurchase program, which was approved by our board of directors, was announced in October 2002, and was amended at various times from 2003 through 2011. There is no expiration date specified for the authorization and we intend to repurchase stock under the plan from time to time.

Selected Financial Data

SELECTED FINANCIAL DATA

	For the Years Ended December 31,				
(In thousands, except per share data)	2014	2013	2012	2011	2010
STATEMENT OF OPERATIONS DATA:					
Revenues	\$493,101	\$416,643	\$363,304	\$309,391	\$288,628
Cost and expenses:					
Cost of revenues	259,730	223,440	195,602	167,479	160,311
Selling, general and administrative expenses	108,260	98,289	86,706	75,650	69,480
Research and development expense	25,743	23,269	20,140	16,414	13,971
Amortization of customer and trade name intangibles	4,546	4,517	4,279	3,331	3,225
Operating income	94,822	67,128	56,577	46,517	41,641
Other expenses, net	355	1,309	2,709	2,404	1,742
Income from operations before income taxes	94,467	65,819	53,868	44,113	39,899
Income tax provision	35,527	26,718	20,874	16,556	14,845
Net income	\$ 58,940	\$ 39,101	\$ 32,994	\$ 27,557	\$ 25,054
Net income per diluted share	\$ 1.66	\$ 1.13	\$ 1.00	\$ 0.83	\$ 0.71
Weighted average diluted shares	35,401	34,590	32,916	33,154	35,528
STATEMENT OF CASH FLOWS DATA:					
Cash flows provided by operating activities	\$123,437	\$ 66,090	\$ 58,668	\$ 56,435	\$ 35,350
Cash flows used by investing activities	(11,555)	(25,658)	(34,736)	(28,809)	(8,694)
Cash flows provided (used) by financing activities	15,409	32,038	(18,852)	(28,414)	(34,238)
BALANCE SHEET DATA:					
Total assets	\$573,982	\$444,488	\$338,666	\$295,391	\$264,032
Revolving line of credit	—	—	18,000	60,700	26,500
Shareholders' equity	336,973	246,319	145,299	78,110	106,972

FORWARD-LOOKING STATEMENTS

In addition to historical information, this Annual Report contains forward-looking statements. The forward-looking statements are made in reliance upon safe harbor provisions of the Private Securities Litigation Reform Act of 1995. The forward-looking statements are subject to certain risks and uncertainties that could cause actual results to differ materially from those reflected in the forward-looking statements. Readers are cautioned not to place undue reliance on these forward-looking statements, which reflect management's opinion only as of the date hereof. We undertake no obligation to revise or publicly release the results of any revisions to these forward-looking statements. Readers should carefully review the risk factors described in documents we file from time to time with the Securities and Exchange Commission.

When used in this Annual Report, the words "believes," "expects," "anticipates," "foresees," "forecasts," "estimates," "plans," "intends," "continues," "may," "will," "should," "projects," "might," "could" or other similar words or phrases are intended to identify forward-looking statements. Similarly, statements that describe our business strategy, outlook, objectives, plans, intentions or goals also are forward-looking statements.

OVERVIEW

General

We provide integrated information management solutions and services for the public sector, with a focus on local governments. We develop and market a broad line of software products and services to address the information technology ("IT") needs of cities, counties, schools and other local government entities. In addition, we provide professional IT services to our clients, including software and hardware installation, data conversion, training and for certain clients, product modifications, along with continuing maintenance and support for clients using our systems. We also provide subscription-based services such as software as a service ("SaaS"), which utilizes the Tyler private cloud, and electronic document filing solutions ("e-filing"), which simplify the filing and management of court related documents. Revenues for e-filing are derived from transaction fees and in some cases fixed fee arrangements. We also provide property appraisal outsourcing services for taxing jurisdictions.

Our products generally automate five major functional areas: (1) financial management and education, (2) courts and justice, (3) property appraisal and tax, (4) planning, regulatory and maintenance, and (5) land and vital records management. We report our results in two segments. The Enterprise Software Solutions ("ESS") segment provides municipal and county governments and schools with software systems and services to meet their information technology and automation needs for mission-critical "back-office" functions such as financial management; courts and justice processes; planning regulatory and maintenance; and land and vital records management. The Appraisal and Tax Software Solutions and Services ("ATSS") segment provides systems and software that automate the appraisal and assessment of real and personal property as well as property appraisal outsourcing services for local governments and taxing authorities. Property appraisal outsourcing services include: the physical inspection of commercial and residential properties; data collection and processing; computer analysis for property valuation; preparation of tax rolls; community education; and arbitration between taxpayers and the assessing jurisdiction.

Total organic revenues increased 18% in 2014 compared to 2013. On August 29, 2014, we acquired all of the capital stock of SoftCode, Inc. ("SoftCode"), which develops and sells civil solution software typically to county sheriff departments. The purchase price, net of cash acquired of \$71,000, was \$3.5 million in cash, of which \$325,000 was accrued at December 31, 2014, and 16,540 shares of Tyler common stock valued at \$1.5 million.

Management's Discussion and Analysis of Financial Condition and Results of Operations

We monitor and analyze several key performance indicators in order to manage our business and evaluate our financial and operating performance. These indicators include the following:

- **Revenues** – We derive our revenues from five primary sources: sale of software licenses and royalties; subscription-based arrangements; software services; maintenance and appraisal services. Subscriptions and maintenance are considered recurring revenue sources and comprised approximately 61% of our revenue in 2014. The number of new SaaS clients and the number of existing clients who convert from our traditional software arrangements to our SaaS model are a significant driver to our business, together with new software license sales and maintenance rate increases. In addition, we also monitor our customer base and churn as we historically have experienced very low customer turnover. During 2014, our customer turnover was approximately 2%.
- **Cost of Revenues and Gross Margins** – Our primary cost component is personnel expenses in connection with providing software implementation, subscription-based services, maintenance and support, and appraisal services to our clients. We can improve gross margins by controlling headcount and related costs and by expanding our revenue base, especially from those products and services that produce incremental revenue with minimal incremental cost, such as software licenses and royalties, subscription-based services, and maintenance and support. Our appraisal projects are cyclical in nature, and we often employ appraisal personnel on a short-term basis to coincide with the life of a project. As of December 31, 2014, our total employee count increased to 2,856 from 2,573 at December 31, 2013.
- **Selling, General and Administrative (“SG&A”) Expenses** – The primary components of SG&A expenses are administrative and sales personnel salaries and commissions, share-based compensation expense, marketing expense, rent and professional fees. Sales commissions typically fluctuate with revenues and share-based compensation expense generally increases when the market price of our stock increases. Other administrative expenses tend to grow at a slower rate than revenues.
- **Liquidity and Cash Flows** – The primary driver of our cash flows is net income. Uses of cash include acquisitions, capital investments in property and equipment and discretionary purchases of treasury stock. Our working capital needs are fairly stable throughout the year with the significant components of cash outflows being payment of personnel expenses offset by cash inflows representing collection of accounts receivable and cash receipts from clients in advance of revenue being earned.
- **Balance Sheet** – Cash, accounts receivable and days sales outstanding and deferred revenue balances are important indicators of our business.

New Accounting Pronouncements

On May 28, 2014, the Financial Accounting Standards Board (“FASB”) issued Accounting Standards Update (“ASU”) No. 2014-09, “Revenue from Contracts with Customers.” This ASU is the result of a convergence project between the FASB and the International Accounting Standards Board. The core principle behind ASU 2014-09 is that an entity should recognize revenue to depict the transfer of promised goods and services to customers in an amount that reflects the consideration to which the entity expects to be entitled in exchange for delivering those goods and services. This model involves a five-step process that includes identifying the contract with the customer, identifying the performance obligations in the contract, determining the transaction price, allocating the transaction prices to the performance obligations in the contract and recognizing revenue when (or as) the entity satisfies the performance obligations. The guidance in the ASU supersedes existing revenue recognition guidance and is effective for annual reporting periods beginning after December 15, 2016 with early application not permitted. The ASU allows two methods of adoption; a full retrospective approach where three years of financial information are presented in accordance with the new standard, and a modified retrospective approach where the ASU is applied to the most current period presented in the financial statements. We are currently assessing the financial impact of adopting the new standard and the methods of adoption; however, given the scope of the new standard, we are currently unable to provide a reasonable estimate regarding the financial impact or which method of adoption of the new standard we will elect.

Management's Discussion and Analysis of Financial Condition and Results of Operations

Outlook

We believe activity in the local government market is good and has returned to normal, pre-recession levels. Although we expect to see some pressure on margin expansion in 2015 as we absorb onboarding costs associated with staffing additions in recent quarters, make some strategic incremental product investments, and continue to grow our SaaS and e-filing client bases, our expectation is that 2015 will be another year of very solid revenue and earnings growth.

CRITICAL ACCOUNTING POLICIES AND ESTIMATES

Our discussion and analysis of financial condition and results of operations is based upon our financial statements, which have been prepared in accordance with accounting principles generally accepted in the United States ("GAAP"). The preparation of these financial statements requires us to make estimates and judgments that affect the reported amounts of assets and liabilities at the date of the financial statements, the reported amounts of revenues, cost of revenues and expenses during the reporting period, and related disclosure of contingencies. The Notes to the Financial Statements included as part of this Annual Report describe our significant accounting policies used in the preparation of the financial statements. Significant items subject to such estimates and assumptions include the application of the percentage-of-completion and proportional performance methods of revenue recognition, the carrying amount and estimated useful lives of intangible assets, determination of share-based compensation expense and valuation allowance for receivables. We base our estimates on historical experience and on various other assumptions that we believe to be reasonable under the circumstances, the results of which form the basis for making judgments about the carrying values of assets and liabilities that are not readily apparent from other sources. Actual results may differ from these estimates under different assumptions or conditions.

We believe the following critical accounting policies require significant judgments and estimates used in the preparation of our financial statements.

Revenue Recognition. We recognize revenues in accordance with the provisions of Accounting Standards Codification ("ASC") 605, Revenue Recognition and ASC 985-605, Software Revenue Recognition. Our revenues are derived from sales of software licenses and royalties, subscription-based services, appraisal services, maintenance and support, and services that typically range from installation, training and basic consulting to software modification and customization to meet specific customer needs. For multiple element software arrangements, which do not entail the performance of services that are considered essential to the functionality of the software, we generally record revenue when the delivered products or performed services result in a legally enforceable and non-refundable claim. We maintain allowances for doubtful accounts and sales adjustments, which are provided at the time the revenue is recognized. Because most of our customers are governmental entities, we rarely incur a loss resulting from the inability of a customer to make required payments. In a limited number of cases, we encounter a customer who is dissatisfied with some aspect of the software product or our service, and we may offer a "concession" to such customer. In those limited situations where we grant a concession, we rarely reduce the contract arrangement fee, but alternatively may perform additional services, such as additional training or creating additional custom reports. These amounts have historically been nominal. In connection with our customer contracts and the adequacy of related allowances and measures of progress towards contract completion, our project managers are charged with the responsibility to continually review the status of each customer on a specific contract basis. Also, we review, on at least a quarterly basis, significant past due accounts receivable and the adequacy of related reserves. Events or changes in circumstances that indicate that the carrying amount for the allowances for doubtful accounts and sales adjustments may require revision, include, but are not limited to, deterioration of a customer's financial condition, failure to manage our customer's expectations regarding the scope of the services to be delivered, and defects or errors in new versions or enhancements of our software products.

We use contract accounting, primarily the percentage-of-completion method, as discussed in ASC 605-35, Construction — Type and Certain Production — Type Contracts, for those software arrangements that involve significant production, modification or customization of the software, or where our software services are otherwise considered essential to the functionality of the software. We measure progress-to-completion primarily using labor hours incurred, or value added. In addition, we recognize revenue using the proportional performance method of revenue recognition for our property

Management's Discussion and Analysis of Financial Condition and Results of Operations

appraisal projects, some of which can range up to five years. These methods rely on estimates of total expected contract revenue, billings and collections and expected contract costs, as well as measures of progress toward completion. We believe reasonably dependable estimates of revenue and costs and progress applicable to various stages of a contract can be made. At times, we perform additional and/or non-contractual services for little to no incremental fee to satisfy customer expectations. If changes occur in delivery, productivity or other factors used in developing our estimates of expected costs or revenues, we revise our cost and revenue estimates, and any revisions are charged to income in the period in which the facts that give rise to that revision first become known. In connection with these and certain other contracts, we may perform the work prior to when the services are billable and/or payable pursuant to the contract. The termination clauses in most of our contracts provide for the payment for the value of products delivered and services performed in the event of an early termination.

For SaaS arrangements, we evaluate whether the customer has the contractual right to take possession of our software at any time during the hosting period without significant penalty and whether the customer can feasibly maintain the software on the customer's hardware or enter into another arrangement with a third-party to host the software. If we determine that the customer has the contractual right to take possession of our software at any time during the hosting period without significant penalty and can feasibly maintain the software on the customer's hardware or enter into another arrangement with a third-party to host the software, we recognize the license, professional services and hosting services revenues pursuant to ASC 985-605, Software Revenue Recognition. For SaaS arrangements that do not meet the criteria for recognition under ASC 985-605, we account for the elements under ASC 605-25, Multiple Element Arrangements using all applicable facts and circumstances, including whether (i) the element has stand-alone value, (ii) there is a general right of return and (iii) the revenue is contingent on delivery of other elements. We allocate the contract value to each element of the arrangement that qualifies for treatment as a separate element based on vendor-specific objective evidence of fair value ("VSOE"), and if VSOE is not available, third-party evidence, and if third-party evidence is unavailable, estimated selling price. For professional services associated with SaaS arrangements that we determine do not have stand-alone value to the customer or are contingent on delivery of other elements, we recognize the services revenue ratably over the remaining contractual period once hosting has gone live and we may begin billing for the hosting services. We record amounts that have been invoiced in accounts receivable and in deferred revenue or revenues, depending on whether the revenue recognition criteria have been met.

In connection with certain of our contracts, we have recorded retentions receivable or unbilled receivables consisting of costs and estimated profit in excess of billings as of the balance sheet date. Many of the contracts which give rise to unbilled receivables at a given balance sheet date are subject to billings in the subsequent accounting period. We review unbilled receivables and related contract provisions to ensure we are justified in recognizing revenue prior to billing the customer and that we have objective evidence which allows us to recognize such revenue. In addition, we have a sizable amount of deferred revenue, which represents billings in excess of revenue earned. The majority of this liability consists of maintenance billings for which payments are made in advance and the revenue is ratably earned over the maintenance period, generally one year. We also have deferred revenue for those contracts in which we receive a deposit and the conditions in which to record revenue for the service or product has not been met. On a periodic basis, we review by customer the detail components of our deferred revenue to ensure our accounting remains appropriate.

Intangible Assets and Goodwill. Our business acquisitions typically result in the creation of goodwill and other intangible asset balances, and these balances affect the amount and timing of future period amortization expense, as well as expense we could possibly incur as a result of an impairment charge. The cost of acquired companies is allocated to identifiable tangible and intangible assets based on estimated fair value, with the excess allocated to goodwill. Accordingly, we have a significant balance of acquisition date intangible assets, including software, customer related intangibles, trade name and goodwill. These intangible assets (other than goodwill) are amortized over their estimated useful lives. We currently have no intangible assets with indefinite lives other than goodwill.

Management's Discussion and Analysis of Financial Condition and Results of Operations

When testing goodwill for impairment quantitatively, we first compare the fair value of each reporting unit with its carrying amount. If the carrying amount of a reporting unit exceeds its fair value, a second step is performed to measure the amount of potential impairment. In the second step, we compare the implied fair value of reporting unit goodwill with the carrying amount of the reporting unit's goodwill. If the carrying amount of reporting unit goodwill exceeds the implied fair value of that goodwill, an impairment loss is recognized. The fair values calculated in our impairment tests are determined using discounted cash flow models involving several assumptions. The assumptions that are used are based upon what we believe a hypothetical marketplace participant would use in estimating fair value. We base our fair value estimates on assumptions we believe to be reasonable but that are unpredictable and inherently uncertain. We evaluate the reasonableness of the fair value calculations of our reporting units by comparing the total of the fair value of all of our reporting units to our total market capitalization.

Our annual goodwill impairment analysis, which we performed quantitatively during the second quarter of 2014, did not result in an impairment charge. During 2014, we did not identify any triggering events that would require an update to our annual impairment review.

All intangible assets (other than goodwill) are reviewed for impairment whenever events or changes in circumstances indicate that the carrying amount of an asset may not be recoverable. Recoverability of other intangible assets is measured by comparison of the carrying amount to estimated undiscounted future cash flows. The assessment of recoverability or of the estimated useful life for amortization purposes will be affected if the timing or the amount of estimated future operating cash flows is not achieved. Such indicators may include, among others: a significant decline in expected future cash flows; a sustained, significant decline in stock price and market capitalization; a significant adverse change in legal factors or in the business climate; unanticipated competition; and reductions in growth rates. In addition, products, capabilities, or technologies developed by others may render our software products obsolete or non-competitive. Any adverse change in these factors could have a significant impact on the recoverability of goodwill or other intangible assets.

Share-Based Compensation. We have a stock option plan that provides for the grant of stock options to key employees, directors and non-employee consultants. We estimate the fair value of share-based awards on the date of grant using the Black-Scholes option valuation model. Share-based compensation expense includes the estimated effects of forfeitures, which will be adjusted over the requisite service period to the extent actual forfeitures differ, or are expected to differ from such estimates. Changes in estimated forfeitures are recognized in the period of change and will also impact the amount of expense to be recognized in future periods. Forfeiture rate assumptions are derived from historical data. We estimate stock price volatility at the date of grant based on the historical volatility of our common stock. Estimated option life is determined using the weighted-average period the stock options are expected to be outstanding based primarily on the options' vesting terms, remaining contractual life and the employees' expected exercise based on historical patterns. Determining the appropriate fair-value model and calculating the fair value of share-based awards at the grant date requires considerable judgment, including estimating stock price volatility, expected option life and forfeiture rates.

Management's Discussion and Analysis of Financial Condition and Results of Operations

ANALYSIS OF RESULTS OF OPERATIONS AND OTHER

The following discussion compares the historical results of operations on a basis consistent with GAAP for the years ended December 31, 2014, 2013 and 2012.

Years ended December 31,	Percentage of Total Revenues		
	2014	2013	2012
Revenues:			
Software licenses and royalties	10.0%	9.8%	9.3%
Subscriptions	17.8	14.8	12.3
Software services	23.1	22.4	23.0
Maintenance	43.1	46.0	47.3
Appraisal services	4.4	5.0	6.2
Hardware and other	1.6	2.0	1.9
Total revenues	100.0	100.0	100.0
Operating Expenses:			
Cost of software licenses, royalties and acquired software	0.8	1.1	1.1
Cost of software services, maintenance and subscriptions	47.9	47.9	47.2
Cost of appraisal services	2.9	3.3	4.1
Cost of hardware and other	1.1	1.3	1.4
Selling, general and administrative expenses	22.0	23.6	23.9
Research and development expense	5.2	5.6	5.5
Amortization of customer and trade name intangibles	0.9	1.1	1.2
Operating income	19.2	16.1	15.6
Other expense, net	0.1	0.3	0.8
Income before income taxes	19.1	15.8	14.8
Income tax provision	7.2	6.4	5.7
Net income	11.9%	9.4%	9.1%

2014 Compared to 2013

Revenues

Software licenses and royalties.

The following table sets forth a comparison of our software licenses and royalties revenue for the years ended December 31:

(\$ in thousands)	2014	2013	Change	
			\$	%
ESS	\$46,047	\$38,774	\$7,273	19%
ATSS	3,018	2,067	951	46
Total software licenses and royalties revenue	\$49,065	\$40,841	\$8,224	20%

Software license and royalties revenue growth was mainly due to a more active marketplace as the result of improvement in local government economic conditions, as well as our increasingly strong competitive position, which we attribute in part to our increased investments in product development over the past few years. An increase in the number of larger contracts, in particular in the courts and justice market, also contributed to the growth in license revenue.

The mix of new contracts between subscription-based and perpetual license arrangements can vary from quarter to quarter, which can negatively impact our software license growth rate if a growing number of clients choose our subscription-based options, rather than purchasing the software under a traditional perpetual software license arrangements. Subscription-based arrangements result in lower revenues in the initial year as compared to perpetual software license arrangements, but generate higher overall subscription-based revenue over the term of the contract. Our new client mix in 2014 was approximately 74% selecting perpetual software license arrangements and

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approximately 26% selecting subscription-based arrangements compared to a client mix in 2013 of approximately 68% selecting perpetual software license arrangements and approximately 32% selecting subscription-based arrangements. 138 new clients entered into subscription-based software arrangements in 2014 compared to 100 new clients in 2013.

Subscriptions.

The following table sets forth a comparison of our subscriptions revenue for the years ended December 31:

(\$ in thousands)	2014	2013	Change	
			\$	%
ESS	\$84,322	\$59,070	\$25,252	43%
ATSS	3,526	2,794	732	26
Total subscriptions revenue	\$87,848	\$61,864	\$25,984	42%

Subscription-based services revenue primarily consists of revenue derived from our SaaS arrangements, which utilize the Tyler private cloud. As part of our subscription-based services, we also provide electronic document filing solutions ("e-filing") that simplify the filing and management of court related documents for courts and law offices. E-filing revenue is derived from transaction fees and fixed fee arrangements.

Subscription-based services revenue increased 42% compared to 2013. E-filing services contributed approximately \$13.3 million of the subscriptions revenue increase in 2014. Most of the e-filing revenue increase related to higher revenue from a contract with the Texas Office of Court Administration for our Odyssey File and Serve e-filing system for Texas courts ("eFileTexas.gov") for civil court filings. The state of Texas has mandated all counties use eFileTexas.gov and this contract, which took effect in September 2013, provided a recurring revenue stream that totaled \$17.0 million in 2014 and is expected to total approximately \$19.0 million in 2015. New SaaS clients as well as existing clients who converted to our SaaS model provided the remainder of the subscriptions revenue increase. In 2014, we added 138 new SaaS clients and 59 existing clients elected to convert to our SaaS model.

Software services.

The following table sets forth a comparison of our software services revenue for the years ended December 31:

(\$ in thousands)	2014	2013	Change	
			\$	%
ESS	\$104,146	\$85,459	\$18,687	22%
ATSS	9,675	7,808	1,867	24
Total software services revenue	\$113,821	\$93,267	\$20,554	22%

Software services revenue primarily consists of professional services billed in connection with installing our software, converting client data, training client personnel, consulting and custom software development. New clients who purchase our proprietary software licenses generally also contract with us to provide for the related software services. Existing clients also periodically purchase additional training, consulting and minor programming services. Software services grew 22% in 2014 mainly due to much higher revenue from new proprietary software arrangements, slightly higher rates on certain services and additions to our professional services staff which increased our capacity to deliver backlog.

Maintenance.

The following table sets forth a comparison of our maintenance revenue for the years ended December 31:

(\$ in thousands)	2014	2013	Change	
			\$	%
ESS	\$195,881	\$175,180	\$20,701	12%
ATSS	16,815	16,540	275	2
Total maintenance revenue	\$212,696	\$191,720	\$20,976	11%

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We provide maintenance and support services for our software products and certain third-party software. Maintenance and support revenue increased mainly due to growth in our installed customer base from new software license sales as well as annual maintenance rate increases.

Appraisal services.

The following table sets forth a comparison of our appraisal services revenue for the years ended December 31:

(\$ in thousands)	2014	2013	Change	
			\$	%
ESS	\$ —	\$ —	\$ —	—%
ATSS	21,802	20,825	977	5
Total appraisal services revenue	\$21,802	\$20,825	\$977	5%

The appraisal services business is somewhat cyclical and driven in part by statutory revaluation cycles in various states. Appraisal services revenue benefitted by the mid-year addition of several new revaluation contracts in New York and the current appraisal cycle in Indiana, which began in July. We expect appraisal revenue for 2015 will increase moderately compared to 2014.

Cost of Revenues and Gross Margins

The following table sets forth a comparison of the key components of our cost of revenues for the years ended December 31:

(\$ in thousands)	2014	2013	Change	
			\$	%
Software licenses and royalties	\$ 1,900	\$ 2,377	\$ (477)	(20)%
Acquired software	1,858	2,078	(220)	(11)
Software services, maintenance and subscriptions	236,363	199,617	36,746	18
Appraisal services	14,284	13,809	475	3
Hardware and other	5,325	5,559	(234)	(4)
Total cost of revenues	\$259,730	\$223,440	\$36,290	16%

The following table sets forth a comparison of gross margin percentage by revenue type for the years ended December 31:

Gross margin percentage	2014	2013	Change
Software licenses, royalties and acquired software	92.3%	89.1%	3.2%
Software services, maintenance and subscriptions	43.0	42.4	0.6
Appraisal services	34.5	33.7	0.8
Hardware and other	32.3	31.6	0.7
Overall gross margin	47.3%	46.4%	0.9%

Software licenses, royalties and acquired software. Costs of software licenses, royalties and acquired software are primarily comprised of third-party software costs and amortization expense for acquired software. We do not have any direct costs associated with royalties. In 2014, our software licenses, royalties and acquired software gross margin percentage increased compared to 2013 mainly due to higher revenues from proprietary software revenues, which have a higher gross margin than third-party software.

Software services, maintenance and subscription-based services. Cost of software services, maintenance and subscription-based services primarily consists of personnel costs related to installing our software, converting client data, training client personnel and support activities and various other services such as SaaS arrangements and e-filing. Maintenance and various other services such as SaaS costs typically grow at a slower rate than related revenue due to leverage in the utilization of our support and maintenance staff and economies of scale. The software services, maintenance and subscriptions gross margin percentage increased mainly due to revenue from a contract with the Texas

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Office of Court Administration for eFileTexas.gov to manage e-filing of court documents. This contract began in September 2013, but we incurred initial startup costs in 2013 for which there were very limited related revenues. The addition of revenue from this contract since the prior year accounted for most of the gross margin increase. The gross margin increase was offset somewhat by costs related to accelerated hiring to ensure that we are well-positioned to deliver our current backlog and anticipated new business. Our implementation, development and support staff has increased by 215 employees since 2013. We expect our rate of hiring new implementation, development and support staff in 2015 will be slower than 2014.

Appraisal services. Appraisal services revenue is approximately 4% of total revenue. The appraisal services gross margin increased slightly compared to 2013. A high proportion of the costs of appraisal services revenue are variable, as we often hire temporary employees to assist in appraisal projects, whose term of employment generally ends with the projects' completion.

Our blended gross margin for 2014 increased 0.9% from 2013. The gross margin increase was mainly due to a revenue mix that included more software license revenue and subscription revenue and in particular, increased revenue from e-filing in Texas. This improvement in gross margin was offset somewhat by expenses associated with increased hiring of implementation, development and support staff in order to expand our capacity to implement our contract backlog.

Selling, General and Administrative Expenses

Selling, general and administrative ("SG&A") expenses consist primarily of salaries, employee benefits, travel, share-based compensation expense, commissions and related overhead costs for administrative and sales and marketing employees, as well as, professional fees, trade show activities, advertising costs and other marketing related costs. The following table sets forth a comparison of our SG&A expenses for the following years ended December 31:

(\$ in thousands)	2014	2013	Change	
			\$	%
Selling, general and administrative expenses	\$108,260	\$98,289	\$9,971	10%

SG&A as a percentage of revenue was 22.0% in 2014 compared to 23.6% in 2013. Approximately one-third of the SG&A expense increase is from higher commission expense due to sales growth. Stock compensation expense contributed approximately one-quarter of the increase primarily due to increases in our stock price. The remaining increase consisted of higher bonuses related to operating results, annual wage adjustments and increased travel related expenses.

Research and Development Expense

Research and development expense consists primarily of salaries, employee benefits and related overhead costs associated with product development. The following table sets forth a comparison of our research and development expense for the years ended December 31:

(\$ in thousands)	2014	2013	Change	
			\$	%
Research and development expense	\$25,743	\$23,269	\$2,474	11%

Research and development expense consist mainly of costs associated with development of new products and technologies from which we do not currently generate revenue, as well as costs related to the ongoing development efforts for Microsoft Dynamics AX. In 2007, we entered into a Software Development and License Agreement, which provided for a strategic alliance with Microsoft Corporation ("Microsoft") to jointly develop core public sector functionality for Microsoft Dynamics AX to address the accounting needs of public sector organizations worldwide. This agreement and subsequent amendments granted Microsoft intellectual property rights in the software code provided and developed by Tyler into Microsoft Dynamics AX products to be marketed and sold outside of the public sector in exchange for reimbursement payments to partially offset the research and development costs and royalties on direct and indirect public-sector sales worldwide of the solutions co-developed under this arrangement. In addition, Tyler agreed to commit certain resources to the development of the next version of Dynamics AX. Tyler also receives software and maintenance royalties on direct and indirect public-sector sales worldwide of the solutions co-developed under this arrangement.

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In 2014, research and development expense increased 11% compared to 2013 due to annual wage adjustments and efforts to maintain our competitive position. We expect that research and development expense will increase in 2015 at a lower rate than our expected revenue growth.

Amortization of Customer and Trade Name Intangibles

Acquisition intangibles are comprised of the excess of the purchase price over the fair value of net tangible assets acquired that is allocated to acquired software and customer and trade name intangibles. The remaining excess purchase price is allocated to goodwill that is not subject to amortization. Amortization expense related to acquired software is included with cost of revenues, while amortization expense of customer and trade name intangibles is recorded as operating expense. The estimated useful lives of both customer and trade name intangibles are five to 25 years. The following table sets forth a comparison of amortization of customer and trade name intangibles for the years ended December 31:

(\$ in thousands)	2014	2013	Change	
			\$	%
Amortization of customer and trade name intangibles	\$4,546	\$4,517	\$29	1%

In 2014, we completed one acquisition that increased amortizable customer and trade name intangibles by approximately \$1.0 million. This amount is being amortized over a weighted average period of 12 years.

Estimated annual amortization expense relating to customer and trade name acquisition intangibles, excluding acquired software for which the amortization expense is recorded as cost of revenues, for the next five years is as follows (in thousands):

2015	\$4,606
2016	4,606
2017	4,606
2018	4,457
2019	3,102

Other

The following table sets forth a comparison of other expense, net for the years ended December 31:

(\$ in thousands)	2014	2013	Change	
			\$	%
Other expense, net	\$355	\$1,309	\$(954)	(73)%

Other expense is primarily comprised of interest expense, non-usage and other fees associated with a revolving line of credit agreement that matured in August 2014, offset by interest income associated with invested cash balances. Interest expense declined compared to the prior year because we repaid all borrowings under the revolving credit agreement in early 2013, and had no debt outstanding during 2014.

Income Tax Provision

The following table sets forth a comparison of our income tax provision for the years ended December 31:

(\$ in thousands)	2014	2013	Change	
			\$	%
Income tax provision	\$35,527	\$26,718	\$8,809	33%
Effective income tax rate	37.6%	40.6%		

The effective income tax rates were different from the statutory United States federal income tax rate of 35% due to state income taxes, non-deductible share-based compensation expense, the qualified manufacturing activities deduction, disqualifying incentive stock option dispositions and non-deductible meals and entertainment costs. The qualified manufacturing activities deduction increased in 2014 contributing to a lower effective tax rate.

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We experienced significant stock option exercise activity in 2014 and 2013 that generated excess tax benefits of \$19.4 million and \$28.2 million, respectively. Excess tax benefits reduce tax payments but do not significantly reduce the effective tax rate and can result in limitations on other deductions. In 2013, limitations resulting from excess tax benefits eliminated the qualified manufacturing activities deduction, which negatively impacted our effective tax rate.

2013 Compared to 2012

Revenues

Software licenses and royalties.

The following table sets forth a comparison of our software licenses and royalties revenue for the years ended December 31:

(\$ in thousands)	2013	2012	Change	
			\$	%
ESS	\$38,774	\$32,060	\$6,714	21%
ATSS	2,067	1,868	199	11
Total software licenses and royalties revenue	\$40,841	\$33,928	\$6,913	20%

In 2012, we acquired two companies which provide financial and human capital management software solutions to the K-12 education market and one company that provides enterprise permitting, land management, licensing and regulatory software solutions to government agencies. Excluding the impact of acquisitions, total software licenses and royalties revenue increased 12% compared to 2012. Approximately half of the growth was due to an increase of \$2.3 million in royalties on sales of Microsoft Dynamics AX by other Microsoft partners compared to the prior year. Royalty revenue is dependent upon sales volume from Microsoft partners, as well as the timing of maintenance renewals, and can vary substantially from period to period. Software license revenues also grew 5% mainly due to increased investments in product development over the past few years. However, software license growth was reduced somewhat because of a growing number of clients choosing our subscription-based options, rather than purchasing the software under a traditional perpetual software license arrangement. We had 100 new software clients that entered into subscription-based arrangements in 2013 compared to 76 new clients in 2012.

Subscriptions.

The following table sets forth a comparison of our subscriptions revenue for the years ended December 31:

(\$ in thousands)	2013	2012	Change	
			\$	%
ESS	\$59,070	\$43,319	\$15,751	36%
ATSS	2,794	1,299	1,495	115
Total subscriptions revenue	\$61,864	\$44,618	\$17,246	39%

Excluding the impact of acquisitions, subscription-based services revenue increased 37% compared to 2012. New SaaS clients as well as existing clients who converted to our SaaS model provided the majority of the subscription-based revenue increase. In 2013, we added 100 new clients and 63 existing clients elected to convert to our SaaS model. E-filing services also contributed approximately \$5.0 million of the subscription revenue increase. E-filing revenue included \$3.8 million related to a new contract with the Texas Office of Court Administration for our Odyssey File and Serve e-filing system for Texas courts, which was implemented in September 2013.

Software services.

The following table sets forth a comparison of our software services revenue for the years ended December 31:

(\$ in thousands)	2013	2012	Change	
			\$	%
ESS	\$85,459	\$76,103	\$9,356	12%
ATSS	7,808	7,305	503	7
Total software services revenue	\$93,267	\$83,408	\$9,859	12%

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Excluding the impact of acquisitions, software services increased 7% compared to 2012. The increase is attributable to growth in software license activity, as well as contract arrangements that included more programming and other services.

Maintenance.

The following table sets forth a comparison of our maintenance revenue for the years ended December 31:

(\$ in thousands)	2013	2012	Change	
			\$	%
ESS	\$175,180	\$155,290	\$19,890	13%
ATSS	16,540	16,561	(21)	—
Total maintenance revenue	\$191,720	\$171,851	\$19,869	12%

Excluding the impact of acquisitions, maintenance revenue grew 9% from 2012. This increase was mainly due to growth in our installed customer base from new software license sales, as well as maintenance rate increases.

Appraisal services.

The following table sets forth a comparison of our appraisal services revenue for the years ended December 31:

(\$ in thousands)	2013	2012	Change	
			\$	%
ESS	\$ —	\$ —	\$ —	—%
ATSS	20,825	22,543	(1,718)	(8)
Total appraisal services revenue	\$20,825	\$22,543	\$(1,718)	(8)%

Appraisal services revenue declined 8% compared to 2012. The decline is mainly due to the completion in mid-2012, of a large contract in Pennsylvania.

Cost of Revenues and Gross Margins

The following table sets forth a comparison of the key components of our cost of revenues for the years ended December 31:

(\$ in thousands)	2013	2012	Change	
			\$	%
Software licenses and royalties	\$ 2,377	\$ 1,983	\$ 394	20%
Acquired software	2,078	1,888	190	10
Software services, maintenance and subscriptions	199,617	171,584	28,033	16
Appraisal services	13,809	14,889	(1,080)	(7)
Hardware and other	5,559	5,258	301	6
Total cost of revenues	\$223,440	\$195,602	\$27,838	14%

The following table sets forth a comparison of gross margin percentage by revenue type for the years ended December 31:

Gross margin percentage	2013	2012	Change
Software licenses, royalties and acquired software	89.1%	88.6%	0.5%
Software services, maintenance and subscriptions	42.4	42.8	(0.4)
Appraisal services	33.7	34.0	(0.3)
Hardware and other	31.6	24.4	7.2
Overall gross margin	46.4%	46.2%	0.2%

Software licenses, royalties and acquired software. In 2013, our software license gross margin percentage increased compared to 2012 due to higher revenues from royalties. The margin also benefited from a product mix that included slightly more proprietary software revenues, which have a higher gross margin than third-party software.

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Software services, maintenance and subscription-based services. In 2013, the software services, maintenance and subscriptions gross margin decreased compared to the prior year partly because we accelerated hiring in 2013 to ensure that we were well-positioned to deliver our backlog and anticipated new business. In addition, software services, maintenance and subscription-based services cost included initial startup costs related to the eFileTexas.gov contract. This contract began in September 2013, but we incurred initial startup costs in 2013 for which there were very limited related revenue. Excluding the limited revenue and costs incurred in connection with implementing eFileTexas.gov in 2013, our software services, maintenance and subscription services gross margin would have been approximately 42.8%. Our implementation and support staff increased by 202 employees since 2012. Most of these additions occurred mid-to late 2013.

Appraisal services. The appraisal services gross margin declined slightly compared to 2012. A high proportion of the costs of appraisal services revenue are variable, as we often hire temporary employees to assist in appraisal projects, whose term of employment generally ends with the projects' completion.

Our blended gross margin for 2013 increased 0.2% from 2012 mainly due to higher royalty revenue and also benefited from a product mix that included slightly higher proprietary software revenues than third-party software. Costs incurred related to our implementation of e-FileTexas.gov with minimal related revenues as well as increased hiring of implementation and support staff in order to expand our capacity to implement our contract backlog offset some of the positive impact of higher royalty and proprietary software revenue.

Selling, General and Administrative Expenses

The following table sets forth a comparison of our SG&A expenses for the following years ended December 31:

(\$ in thousands)	2013	2012	Change	
			\$	%
Selling, general and administrative expenses	\$98,289	\$86,706	\$11,583	13%

SG&A as a percentage of revenues was 23.6% in 2013 compared to 23.9% in 2012. Excluding costs from acquisitions, almost half of the SG&A expense increase is due to increased stock compensation expense resulting from increases in our stock price and higher payroll taxes associated with increased stock option exercise activity. Commission expense has also increased compared to the prior year periods due to higher sales.

Research and Development Expense

The following table sets forth a comparison of our research and development expense for the years ended December 31:

(\$ in thousands)	2013	2012	Change	
			\$	%
Research and development expense	\$23,269	\$20,140	\$3,129	16%

Our research and development expense increased \$3.1 million in 2013 compared to 2012. In 2013, we did not have any research and development expense offsets earned under the terms of our agreement with Microsoft compared to \$1.0 million in research and development expense offsets in 2012.

Amortization of Customer and Trade Name Intangibles

The following table sets forth a comparison of amortization of customer and trade name intangibles for the years ended December 31:

(\$ in thousands)	2013	2012	Change	
			\$	%
Amortization of customer and trade name intangibles	\$4,517	\$4,279	\$238	6%

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Other

The following table sets forth a comparison of other expense, net for the years ended December 31:

(\$ in thousands)	2013	2012	Change	
			\$	%
Other expense, net	\$1,309	\$2,709	\$ (1,400)	(52)%

Other expense is primarily comprised of interest expense, non-usage and other fees associated with a revolving line of credit agreement. Interest expense was lower in 2013 than 2012 because we maintained higher debt levels in 2012 associated primarily with several acquisitions completed from October 2011 through November 2012.

Income Tax Provision

The following table sets forth a comparison of our income tax provision for the years ended December 31:

(\$ in thousands)	2013	2012	Change	
			\$	%
Income tax provision	\$26,718	\$20,874	\$5,844	28%
Effective income tax rate	40.6%	38.8%		

The effective income tax rates were different from the statutory United States federal income tax rate of 35% due to state income taxes, non-deductible share-based compensation expense, the qualified manufacturing activities deduction, disqualifying incentive stock option dispositions and non-deductible meals and entertainment costs. We experienced significant stock option exercise activity in 2013 that generated \$28.2 million excess tax benefits. Excess tax benefits reduce tax payments but do not significantly reduce the effective tax rate and can result in limitations on other deductions. In 2013, limitations resulting from excess tax benefits eliminated the qualified manufacturing activities deduction, which negatively impacted our effective tax rate.

FINANCIAL CONDITION AND LIQUIDITY

As of December 31, 2014, we had cash and cash equivalents of \$206.2 million compared to \$78.9 million at December 31, 2013. Cash and cash equivalents consist of cash on deposit with several domestic banks. As of December 31, 2014, we had no outstanding borrowings and an outstanding letter of credit totaling \$2.0 million. We do not believe this letter of credit will be required to be drawn upon. We believe that cash from operating activities, cash on hand and access to the credit markets provides us with sufficient flexibility to meet our long-term financial needs.

The following table sets forth a summary of cash flows for the years ended December 31:

(\$ in thousands)	2014	2013	2012
Cash flows provided (used) by:			
Operating activities	\$123,437	\$ 66,090	\$ 58,668
Investing activities	(11,555)	(25,658)	(34,736)
Financing activities	15,409	32,038	(18,852)
Net increase in cash and cash equivalents	\$127,291	\$ 72,470	\$ 5,080

Net cash provided by operating activities continues to be our primary source of funds to finance operating needs and capital expenditures. Other potential capital resources include cash on hand, public and private issuances of debt or equity securities, and bank borrowings. It is possible that our ability to access the capital and credit markets in the future may be limited by economic conditions or other factors. We currently believe that cash provided by operating activities, cash on hand and access to the credit markets are sufficient to fund our working capital requirements, capital expenditures, income tax obligations, and share repurchases for at least the next twelve months.

In 2014, operating activities provided net cash of \$123.4 million, primarily generated from net income of \$58.9 million, non-cash depreciation and amortization charges of \$14.6 million and non-cash share-based compensation expense of \$14.8 million. Cash from operations also benefited from timing of payments on vendor invoices and income tax

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liabilities. In addition, deferred revenue balances were higher than 2013 mainly due to an increase in annual software maintenance billings as a result of growth in our installed customer base and growth in subscription-based arrangements. These increases in liabilities were offset somewhat by higher accounts receivable balances from annual software maintenance billings and prepaid commissions on large contracts.

In general, changes in the balance of deferred revenue are cyclical and primarily driven by the timing of our maintenance renewal billings. Our renewal dates occur throughout the year but our heaviest renewal cycles occur in the second and fourth quarters.

At December 31, 2014, our days sales outstanding ("DSOs") were 80 days compared to DSOs of 87 days at December 31, 2013. DSOs are calculated based on accounts receivable (excluding long-term receivables, but including unbilled receivables) divided by the quotient of annualized quarterly revenues divided by 360 days.

Investing activities used cash of \$11.6 million in 2014 compared to \$25.7 million in 2013. In 2014, we completed the acquisition of SoftCode, Inc. for a purchase price of \$3.5 million in cash, of which \$325,000 was accrued at December 31, 2014, and 16,540 shares of Tyler common stock valued at \$1.5 million. The remaining use of cash in 2014 was comprised primarily of capital expenditures related to computer equipment, furniture and fixtures in support of internal growth, particularly with respect to growth in our cloud-based offerings. Investing activities in 2013 and 2012 included \$20.3 million and \$2.3 million, respectively, paid in connection with the construction of an office building in Plano, Texas. These expenditures were funded from cash generated from operations and cash on hand.

In 2012, we also purchased four companies for a combined cash purchase price of \$25.7 million and paid \$2.6 million, which was comprised of \$1.7 million in cash and land and a building valued at \$900,000 for an office building in Moraine, Ohio. These expenditures were funded from cash generated from operations, cash on hand and borrowings under a revolving credit line.

Financing activities in 2014 provided cash of \$15.4 million compared to \$32.0 million in 2013. Financing activities in 2014 were comprised of collections of \$18.8 million from stock option exercises and contributions from the employee stock purchase plan and \$19.4 million excess tax benefit from exercises of share-based arrangements. These increases were offset somewhat by purchases of 294,000 shares of our common stock for an aggregate purchase price of \$22.8 million. Financing activities in 2013 were comprised of collections of \$21.8 million from stock option exercises and employee stock purchase plan activity and \$28.2 million excess tax benefit from exercises of share-based arrangements, offset partially by \$18.0 million in net payments on our revolving line of credit. Cash used in financing activities in 2012 was mainly comprised of \$42.7 million in payments on our revolving line of credit offset by collections of \$15.1 million from stock option exercises and contributions from the employee stock purchase plan and \$8.8 million excess tax benefit from exercises of share-based arrangements.

The share repurchase program, which was approved by our board of directors, was announced in October 2002, and was amended at various times from 2003 through 2011. As of December 31, 2014, we had remaining authorization to repurchase up to 1.4 million additional shares of our common stock. Our share repurchase program allows us to repurchase shares at our discretion and market conditions influence the timing of the buybacks and the number of shares repurchased, as well as the volume of employee stock option exercises. Share repurchases are generally funded using our existing cash balances and may occur through open market purchases and transactions structured through investment banking institutions, privately negotiated transactions and/or other mechanisms. There is no expiration date specified for the authorization and we intend to repurchase stock under the plan from time to time.

In 2014, we issued 855,000 shares of common stock and received \$14.7 million in aggregate proceeds upon exercise of stock options. In 2013, we issued 1.4 million shares of common stock and received \$18.3 million in aggregate proceeds upon exercise of stock options. In 2012, we issued 1.2 million shares of common stock and received \$12.4 million in aggregate proceeds upon exercise of stock options. In 2014, 2013 and 2012, we received \$4.1 million, \$3.5 million, and \$2.6 million, respectively, from contributions to the Tyler Technologies, Inc. Employee Stock Purchase Plan.

We did not replace our revolving credit line of \$150.0 million that matured on August 11, 2014.

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As of December 31, 2014, we had an outstanding \$2.0 million letter of credit, issued by a bank in favor of one of our clients. The letter of credit guarantees our performance under a software contract and expires in 2015. We do not believe this letter of credit will be required to be drawn upon.

We paid income taxes, net of refunds received, of \$10.2 million in 2014, \$9.3 million in 2013, and \$13.1 million in 2012. We experienced significant stock option exercise activity in 2014 that generated \$19.4 million excess tax benefits. Excess tax benefits reduce tax payments but do not significantly reduce the effective tax rate and can result in limitations on other deductions. In 2013 and 2012, excess tax benefits were \$28.2 million and \$8.8 million, respectively.

On February 4, 2015, we announced that our contractual research and development commitment to develop public sector functionality for Microsoft Dynamics AX expires with the release of Dynamics AX 7. We do not anticipate continuing research and development commitment, although we will continue to provide sustained engineering and technical support for the public sector functionality within Dynamics AX. We do not expect the expiration of this development commitment to materially impact operating results in 2015. We anticipate that license and maintenance royalties for all applicable domestic and international sales of Dynamics AX to public sector entities will continue under the terms of the contract.

On January 30, 2015, we made a \$15.0 million investment in convertible preferred stock representing a 20% interest in Record Holdings Pty Limited, a privately held Australian company specializing in digitizing the spoken word in court and legal settings.

Excluding acquisitions, we anticipate that 2015 capital spending will be between \$13.5 million and \$14.5 million. We expect the majority of this capital spending will consist of computer equipment and software for infrastructure replacements and expansion. We currently do not expect to capitalize significant amounts related to software development in 2015, but the actual amount and timing of those costs, and whether they are capitalized or expensed may result in additional capitalized software development. Capital spending is expected to be funded from existing cash balances and cash flows from operations.

From time to time we engage in discussions with potential acquisition candidates. In order to pursue such opportunities, which could require significant commitments of capital, we may be required to incur debt or to issue additional potentially dilutive securities in the future. No assurance can be given as to our future acquisition opportunities and how such opportunities will be financed.

We lease office facilities, as well as transportation, computer and other equipment used in our operations under non-cancelable operating lease agreements expiring at various dates through 2021. Most leases contain renewal options and some contain purchase options.

Summarized in the table below are our obligations to make future payments under our long-term lease obligations at December 31, 2014 (in thousands):

	2015	2016	2017	2018	2019	Thereafter	Total
Lease obligations	\$5,437	\$5,136	\$4,459	\$2,270	\$1,680	\$2,005	\$20,987

As of December 31, 2014, we do not have any off-balance sheet arrangements, guarantees to third-parties or material purchase commitments, except for the operating lease commitments listed above.

CAPITALIZATION

At December 31, 2014, our capitalization consisted of no outstanding borrowings and \$337.0 million of shareholders' equity.

QUANTITATIVE AND QUALITATIVE DISCLOSURES ABOUT MARKET RISK

Market risk represents the risk of loss that may affect us due to adverse changes in financial market prices and interest rates. We have no outstanding debt at December 31, 2014 and we therefore are not subject to any interest risk.

CONTROLS AND PROCEDURES

Evaluation of Disclosure Controls and Procedures — We maintain disclosure controls and procedures (as defined in Rule 13a-15(e) of the Securities Exchange Act) designed to provide reasonable assurance that the information required to be disclosed by us in the reports we file or submit under the Exchange Act is recorded, processed, summarized and reported within the time periods specified in the SEC's rules and forms. These include controls and procedures designed to ensure that this information is accumulated and communicated to our management, including our chief executive officer and chief financial officer, as appropriate to allow timely decisions regarding required disclosures. Management, with the participation of the chief executive officer and chief financial officer, evaluated the effectiveness of our disclosure controls and procedures as of December 31, 2014. Based on this evaluation, the chief executive officer and chief financial officer have concluded that our disclosure controls and procedures were effective as of December 31, 2014.

Management's Report on Internal Control Over Financial Reporting — Tyler's management is responsible for establishing and maintaining effective internal control over financial reporting as defined in Securities Exchange Act Rule 13a-15(f). Tyler's internal control over financial reporting is designed to provide reasonable assurance to Tyler's management and board of directors regarding the preparation and fair presentation of published financial statements. Because of its inherent limitations, internal control over financial reporting may not prevent or detect misstatements. Therefore, even those systems determined to be effective can provide only reasonable assurance with respect to financial statement preparation and presentation.

Management assessed the effectiveness of Tyler's internal control over financial reporting as of December 31, 2014. In making this assessment, management used the criteria set forth by the Committee of Sponsoring Organizations of the Treadway Commission (COSO) in *Internal Control — Integrated Framework (2013 framework)*. Based on our assessment, we concluded that, as of December 31, 2014, Tyler's internal control over financial reporting was effective based on those criteria.

Tyler's internal control over financial reporting as of December 31, 2014 has been audited by Ernst & Young LLP, the independent registered public accounting firm who also audited Tyler's financial statements. Ernst & Young's attestation report on Tyler's internal control over financial reporting appears on page 38 hereof.

Changes in Internal Control Over Financial Reporting — During the quarter ended December 31, 2014, there were no changes in our internal control over financial reporting, as defined in Securities Exchange Act Rule 13a-15(f), that materially affected, or are reasonably likely to materially affect, our internal control over financial reporting.

Report of Independent Registered Public Accounting Firm

REPORT OF INDEPENDENT REGISTERED PUBLIC ACCOUNTING FIRM

The Board of Directors and Shareholders

Tyler Technologies, Inc.

We have audited Tyler Technologies, Inc.'s internal control over financial reporting as of December 31, 2014, based on criteria established in *Internal Control — Integrated Framework* issued by the Committee of Sponsoring Organizations of the Treadway Commission (2013 framework) (the COSO Criteria). Tyler Technologies, Inc.'s management is responsible for maintaining effective internal control over financial reporting, and for its assessment of the effectiveness of internal control over financial reporting included in the accompanying "Management's Report on Internal Control Over Financial Reporting." Our responsibility is to express an opinion on the company's internal control over financial reporting based on our audit.

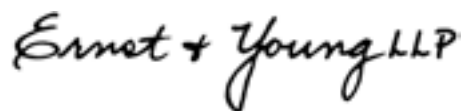
We conducted our audit in accordance with the standards of the Public Company Accounting Oversight Board (United States). Those standards require that we plan and perform the audit to obtain reasonable assurance about whether effective internal control over financial reporting was maintained in all material respects. Our audit included obtaining an understanding of internal control over financial reporting, assessing the risk that a material weakness exists, testing and evaluating the design and operating effectiveness of internal control based on the assessed risk, and performing such other procedures as we considered necessary in the circumstances. We believe that our audit provides a reasonable basis for our opinion.

A company's internal control over financial reporting is a process designed to provide reasonable assurance regarding the reliability of financial reporting and the preparation of financial statements for external purposes in accordance with generally accepted accounting principles. A company's internal control over financial reporting includes those policies and procedures that (1) pertain to the maintenance of records that, in reasonable detail, accurately and fairly reflect the transactions and dispositions of the assets of the company; (2) provide reasonable assurance that transactions are recorded as necessary to permit preparation of financial statements in accordance with generally accepted accounting principles, and that receipts and expenditures of the company are being made only in accordance with authorizations of management and directors of the company; and (3) provide reasonable assurance regarding prevention or timely detection of unauthorized acquisition, use, or disposition of the company's assets that could have a material effect on the financial statements.

Because of its inherent limitations, internal control over financial reporting may not prevent or detect misstatements. Also, projections of any evaluation of effectiveness to future periods are subject to the risk that controls may become inadequate because of changes in conditions, or that the degree of compliance with the policies or procedures may deteriorate.

In our opinion, Tyler Technologies, Inc. maintained, in all material respects, effective internal control over financial reporting as of December 31, 2014, based on the COSO criteria.

We also have audited, in accordance with the standards of the Public Company Accounting Oversight Board (United States), the consolidated balance sheets of Tyler Technologies, Inc. as of December 31, 2014 and 2013, and the related consolidated statements of comprehensive income, shareholders' equity, and cash flows for each of the three years in the period ended December 31, 2014 and our report dated February 18, 2015 expressed an unqualified opinion thereon.

The signature of Ernst & Young LLP is written in a stylized, cursive script. The words "Ernst & Young" are connected, and "LLP" is written separately to the right.

Dallas, Texas

February 18, 2015

REPORT OF INDEPENDENT REGISTERED PUBLIC ACCOUNTING FIRM

The Board of Directors and Shareholders

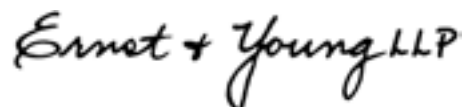
Tyler Technologies, Inc.

We have audited the accompanying consolidated balance sheets of Tyler Technologies, Inc. as of December 31, 2014 and 2013, and the related consolidated statements of comprehensive income, shareholders' equity, and cash flows for each of the three years in the period ended December 31, 2014. These financial statements are the responsibility of the Company's management. Our responsibility is to express an opinion on these financial statements based on our audits.

We conducted our audits in accordance with the standards of the Public Company Accounting Oversight Board (United States). Those standards require that we plan and perform the audit to obtain reasonable assurance about whether the financial statements are free of material misstatement. An audit includes examining, on a test basis, evidence supporting the amounts and disclosures in the financial statements. An audit also includes assessing the accounting principles used and significant estimates made by management, as well as evaluating the overall financial statement presentation. We believe that our audits provide a reasonable basis for our opinion.

In our opinion, the financial statements referred to above present fairly, in all material respects, the financial position of Tyler Technologies, Inc. at December 31, 2014 and 2013, and the consolidated results of its operations and its cash flows for each of the three years in the period ended December 31, 2014, in conformity with U.S. generally accepted accounting principles.

We also have audited, in accordance with the standards of the Public Company Accounting Oversight Board (United States), Tyler Technologies, Inc.'s internal control over financial reporting as of December 31, 2014, based on criteria established in *Internal Control — Integrated Framework* issued by the Committee of Sponsoring Organizations of the Treadway Commission (2013 framework) and our report dated February 18, 2015 expressed an unqualified opinion thereon.

The signature of Ernst & Young LLP is written in a cursive, handwritten style. The text "Ernst & Young" is in a larger, more stylized script, and "LLP" is in a smaller, simpler font at the end.

Dallas, Texas
February 18, 2015

Consolidated Statements of Comprehensive Income

CONSOLIDATED STATEMENTS OF COMPREHENSIVE INCOME

For the years ended December 31,	2014	2013	2012
In thousands, except per share amounts			
Revenues:			
Software licenses and royalties	\$ 49,065	\$ 40,841	\$ 33,928
Subscriptions	87,848	61,864	44,618
Software services	113,821	93,267	83,408
Maintenance	212,696	191,720	171,851
Appraisal services	21,802	20,825	22,543
Hardware and other	7,869	8,126	6,956
Total revenues	493,101	416,643	363,304
Cost of revenues:			
Software licenses and royalties	1,900	2,377	1,983
Acquired software	1,858	2,078	1,888
Software services, maintenance and subscriptions	236,363	199,617	171,584
Appraisal services	14,284	13,809	14,889
Hardware and other	5,325	5,559	5,258
Total cost of revenues	259,730	223,440	195,602
Gross profit	233,371	193,203	167,702
Selling, general and administrative expenses	108,260	98,289	86,706
Research and development expense	25,743	23,269	20,140
Amortization of customer and trade name intangibles	4,546	4,517	4,279
Operating income	94,822	67,128	56,577
Other expense, net	355	1,309	2,709
Income before income taxes	94,467	65,819	53,868
Income tax provision	35,527	26,718	20,874
Net income	\$ 58,940	\$ 39,101	\$ 32,994
Earnings per common share:			
Basic	\$ 1.79	\$ 1.23	\$ 1.09
Diluted	\$ 1.66	\$ 1.13	\$ 1.00
Unrealized gains on investment securities available-for-sale	\$ —	\$ 341	\$ 134
Income tax benefit related to components of other comprehensive income	—	119	47
Other comprehensive income, net of tax	\$ —	\$ 222	\$ 87
Comprehensive income	\$ 58,940	\$ 39,323	\$ 33,081

See accompanying notes.

CONSOLIDATED BALANCE SHEETS

December 31,	2014	2013
In thousands, except par value and share amounts		
ASSETS		
Current assets:		
Cash and cash equivalents	\$206,167	\$ 78,876
Accounts receivable (less allowance for losses of \$1,725 in 2014 and \$1,113 in 2013)	112,660	106,570
Prepaid expenses	17,851	13,522
Income tax receivable	19	9,721
Other current assets	339	787
Deferred income taxes	9,674	7,759
Total current assets	346,710	217,235
Accounts receivable, long-term portion	1,761	588
Property and equipment, net	65,910	64,844
Other assets:		
Goodwill	124,142	121,011
Other intangibles, net	34,722	38,986
Sundry and other	737	1,824
	\$573,982	\$ 444,488
LIABILITIES AND SHAREHOLDERS' EQUITY		
Current liabilities:		
Accounts payable	\$ 4,119	\$ 2,533
Accrued liabilities	39,508	32,839
Deferred revenue	189,212	156,738
Total current liabilities	232,839	192,110
Deferred income taxes	4,170	6,059
Commitments and contingencies		
Shareholders' equity:		
Preferred stock, \$10.00 par value; 1,000,000 shares authorized; none issued	—	—
Common stock, \$0.01 par value; 100,000,000 shares authorized; 48,147,969 shares issued in 2014 and 2013	481	481
Additional paid-in capital	201,389	182,176
Accumulated other comprehensive loss, net of tax	(46)	(46)
Retained earnings	261,150	202,210
Treasury stock, at cost; 14,678,782 and 15,309,940 shares in 2014 and 2013, respectively	(126,001)	(138,502)
Total shareholders' equity	336,973	246,319
	\$573,982	\$ 444,488

See accompanying notes.

Consolidated Statements of Shareholders' Equity

CONSOLIDATED STATEMENTS OF SHAREHOLDERS' EQUITY

For the years ended December 31, 2014, 2013 and 2012

	Common Stock		Additional Paid-in Capital	Accumulated Other Comprehensive Income (Loss)		Retained Earnings	Treasury Stock		Total Shareholders' Equity
	Shares	Amount					Shares	Amount	
In thousands									
Balance at December 31, 2011	48,148	\$481	\$152,859	\$(355)	\$130,115	(18,176)	\$(204,990)	\$ 78,110	
Net income	—	—	—	—	32,994	—	—	32,994	
Unrealized gain on investment securities, net of tax	—	—	—	87	—	—	—	87	
Issuance of shares pursuant to stock compensation plan	—	—	(17,018)	—	—	1,218	29,461	12,443	
Stock compensation	—	—	7,411	—	—	—	—	7,411	
Issuance of shares pursuant to employee stock purchase plan	—	—	639	—	—	81	2,002	2,641	
Federal income tax benefit related to exercise of stock options	—	—	8,798	—	—	—	—	8,798	
Issuance of shares for acquisition	—	—	1,329	—	—	60	1,486	2,815	
Balance at December 31, 2012	48,148	481	154,018	(268)	163,109	(16,817)	(172,041)	145,299	
Net income	—	—	—	—	39,101	—	—	39,101	
Unrealized gain on investment securities, net of tax	—	—	—	222	—	—	—	222	
Issuance of shares pursuant to stock compensation plan	—	—	(13,742)	—	—	1,443	32,031	18,289	
Stock compensation	—	—	11,653	—	—	—	—	11,653	
Issuance of shares pursuant to employee stock purchase plan	—	—	2,034	—	—	64	1,508	3,542	
Federal income tax benefit related to exercise of stock options	—	—	28,213	—	—	—	—	28,213	
Balance at December 31, 2013	48,148	481	182,176	(46)	202,210	(15,310)	(138,502)	246,319	
Net income	—	—	—	—	58,940	—	—	58,940	
Issuance of shares pursuant to stock compensation plan	—	—	(17,449)	—	—	855	32,129	14,680	
Stock compensation	—	—	14,819	—	—	—	—	14,819	
Issuance of shares pursuant to employee stock purchase plan	—	—	2,235	—	—	53	1,909	4,144	
Federal income tax benefit related to exercise of stock options	—	—	19,415	—	—	—	—	19,415	
Treasury stock purchases	—	—	—	—	—	(294)	(22,817)	(22,817)	
Issuance of shares for acquisition	—	—	193	—	—	17	1,280	1,473	
Balance at December 31, 2014	48,148	\$481	\$201,389	\$ (46)	\$261,150	(14,679)	\$(126,001)	\$336,973	

See accompanying notes.

CONSOLIDATED STATEMENTS OF CASH FLOWS

For the years ended December 31,	2014	2013	2012
In thousands			
Cash flows from operating activities:			
Net income	\$ 58,940	\$ 39,101	\$ 32,994
Adjustments to reconcile net income to cash provided by operations:			
Depreciation and amortization	14,605	13,786	12,711
Share-based compensation expense	14,819	11,653	7,411
Provision for losses – accounts receivable	1,897	729	961
Excess tax benefit from exercises of share-based arrangements	(19,402)	(28,207)	(8,764)
Deferred income tax benefit	(3,804)	(1,497)	(215)
Changes in operating assets and liabilities, exclusive of effects of acquired companies:			
Accounts receivable	(8,912)	(7,488)	(6,825)
Income tax receivable	29,117	18,898	7,791
Prepaid expenses and other current assets	(3,696)	(4,154)	110
Accounts payable	1,586	(574)	(369)
Accrued liabilities	6,326	7,655	(530)
Deferred revenue	31,961	16,188	13,393
Net cash provided by operating activities	123,437	66,090	58,668
Cash flows from investing activities:			
Proceeds from sale of investments	808	1,090	75
Cost of acquisitions, net of cash acquired	(3,242)	(181)	(25,680)
Additions to property and equipment	(9,343)	(26,858)	(9,102)
Decrease (increase) in other	222	291	(29)
Net cash used by investing activities	(11,555)	(25,658)	(34,736)
Cash flows from financing activities:			
Purchase of treasury shares	(22,817)	—	—
Contributions from employee stock purchase plan	4,144	3,542	2,641
Proceeds from exercise of stock options	14,680	18,289	12,443
Decrease in net borrowings on revolving line of credit	—	(18,000)	(42,700)
Excess tax benefit from exercises of share-based arrangements	19,402	28,207	8,764
Net cash provided (used) by financing activities	15,409	32,038	(18,852)
Net increase in cash and cash equivalents	127,291	72,470	5,080
Cash and cash equivalents at beginning of period	78,876	6,406	1,326
Cash and cash equivalents at end of period	\$206,167	\$ 78,876	\$ 6,406

See accompanying notes.

Notes to Consolidated Financial Statements

(Tables in thousands, except per share data)

(1) SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

DESCRIPTION OF BUSINESS

We provide integrated software systems and related services for the public sector, with a focus on local governments. We develop and market a broad line of software solutions and services to address the information technology ("IT") needs of cities, counties, schools and other local government entities. In addition, we provide professional IT services, including software and hardware installation, data conversion, training, and for certain customers, product modifications, along with continuing maintenance and support for customers using our systems. We also provide subscription-based services such as software as a service ("SaaS") arrangements, which utilize the Tyler private cloud, and electronic document filing solutions ("e-filing"). In addition, we also provide property appraisal outsourcing services for taxing jurisdictions.

PRINCIPLES OF CONSOLIDATION

The consolidated financial statements include our parent company and a subsidiary, which is wholly-owned. All significant intercompany balances and transactions have been eliminated in consolidation.

CASH AND CASH EQUIVALENTS

Cash and cash equivalents consist of cash on deposit with several domestic banks. Cash and cash equivalents are stated at cost, which approximates market value.

REVENUE RECOGNITION

We earn revenue from software licenses, royalties, subscription-based services, software services, post-contract customer support ("PCS" or "maintenance"), hardware, and appraisal services.

Software Arrangements:

For the majority of our software arrangements, we provide services that range from installation, training, and basic consulting to software modification and customization to meet specific customer needs. If the arrangement does not require significant production, modification or customization or where the software services are not considered essential to the functionality of the software, revenue is recognized when all of the following conditions are met:

- i. persuasive evidence of an arrangement exists;
- ii. delivery has occurred;
- iii. our fee is fixed or determinable; and
- iv. collectability is probable.

For multiple element arrangements, each element of the arrangement is analyzed and we allocate a portion of the total arrangement fee to the elements based on the relative fair value of the element using vendor-specific objective evidence of fair value ("VSOE"), regardless of any separate prices stated within the contract for each element. Fair value is considered the price a customer would be required to pay if the element was sold separately based on our historical experience of stand-alone sales of these elements to third-parties. For PCS, we use renewal rates for continued support arrangements to determine fair value. For software services, we use the fair value we charge our customers when those services are sold separately. We monitor our transactions to determine that we maintain and periodically revise VSOE to reflect fair value. In software arrangements in which we have the fair value of all undelivered elements but not of a delivered element, we apply the "residual method," in compliance with ASC 985-605, Software Revenue Recognition. Under the residual method, if the fair value of all undelivered elements is determinable, the fair value of the undelivered elements is deferred and the remaining portion of the arrangement fee is allocated to the delivered element(s) and is recognized as revenue assuming the other revenue recognition criteria are met. In software arrangements in which we do not have VSOE for all undelivered elements, revenue is deferred until fair value is determined or all elements for which we do not have VSOE have been delivered. Alternatively, if sufficient VSOE does not exist and the only undelivered

element is services that do not involve significant modification or customization of the software, the entire fee is recognized over the period during which the services are expected to be performed.

Software Licenses and Royalties

We recognize the revenue allocable to software licenses and specified upgrades upon delivery of the software product or upgrade to the customer, unless the fee is not fixed or determinable or collectability is not probable. If the fee is not fixed or determinable, software license revenue is generally recognized as payments become due from the customer. If collectability is not considered probable, revenue is recognized when the fee is collected. Arrangements that include software services, such as training or installation, are evaluated to determine whether those services are essential to the product's functionality.

A majority of our software arrangements involve "off-the-shelf" software. We consider software to be off-the-shelf software if it can be added to an arrangement with minor changes in the underlying code and it can be used by the customer for the customer's purpose upon installation. For off-the-shelf software arrangements, we recognize the software license fee as revenue after delivery has occurred, customer acceptance is reasonably assured, that portion of the fee represents a non-refundable enforceable claim and is probable of collection, and the remaining services such as training are not considered essential to the product's functionality.

For arrangements that involve significant production, modification or customization of the software, or where software services are otherwise considered essential, we recognize revenue using contract accounting and apply the provisions of the Construction — Type and Production — Type Contracts as discussed in ASC 605-35, Multiple Elements Arrangements. We generally use the percentage-of-completion method to recognize revenue from these arrangements. We measure progress-to-completion primarily using labor hours incurred, or value added. The percentage-of-completion method generally results in the recognition of reasonably consistent profit margins over the life of a contract because we have the ability to produce reasonably dependable estimates of contract billings and contract costs. We use the level of profit margin that is most likely to occur on a contract. If the most likely profit margin cannot be precisely determined, the lowest probable level of profit in the range of estimates is used until the results can be estimated more precisely. These arrangements are often implemented over an extended time period and occasionally require us to revise total cost estimates. Amounts recognized in revenue are calculated using the progress-to-completion measurement after giving effect to any changes in our cost estimates. Changes to total estimated contract costs, if any, are recorded in the period they are determined. Estimated losses on uncompleted contracts are recorded in the period in which we first determine that a loss is apparent. For arrangements that include new product releases for which it is difficult to estimate final profitability except to assume that no loss will ultimately be incurred, we recognize revenue under the completed contract method. Under the completed contract method, revenue is recognized only when a contract is completed or substantially complete. Historically these amounts have been immaterial.

We recognize royalty revenue when earned under the terms of our third-party royalty arrangements, provided the fees are considered fixed or determinable and realization of payment is probable. Currently, our third-party royalties are variable in nature and such amounts are not considered fixed or determinable until we receive notice of amounts earned. Typically, we receive notice of royalty revenues earned on a quarterly basis in the quarter immediately following the royalty reporting period.

Software Services

Some of our software arrangements include services considered essential for the customer to use the software for the customer's purposes. For these software arrangements, both the software license revenue and the services revenue are recognized as the services are performed using the percentage-of-completion contract accounting method. When software services are not considered essential, the fee allocable to the service element is recognized as revenue as we perform the services.

Computer Hardware Equipment

Revenue allocable to computer hardware equipment is recognized when we deliver the equipment and collection is probable.

Notes to Consolidated Financial Statements

Post Contract Customer Support

Our customers generally enter into PCS agreements when they purchase our software licenses. PCS includes telephone support, bug fixes, and rights to upgrades on a when-and-if available basis. Our PCS agreements are typically renewable annually. Revenue allocated to PCS is recognized on a straight-line basis over the period the PCS is provided. All significant costs and expenses associated with PCS are expensed as incurred.

Subscription-Based Services:

Subscription-based services consist of revenues derived from SaaS arrangements, which utilize the Tyler private cloud, and electronic filing transactions.

For SaaS arrangements, we evaluate whether the customer has the contractual right to take possession of our software at any time during the hosting period without significant penalty and whether the customer can feasibly maintain the software on the customer's hardware or enter into another arrangement with a third-party to host the software. In cases where the customer has the contractual right to take possession of our software at any time during the hosting period without significant penalty and the customer can feasibly maintain the software on the customer's hardware or enter into another arrangement with a third-party to host the software, we recognize the license, professional services and hosting services revenues pursuant to ASC 985-605, Software Revenue Recognition.

For SaaS arrangements that do not meet the criteria for recognition under ASC 985-605, we account for the elements under ASC 605-25, Multiple Element Arrangements, using all applicable facts and circumstances, including whether (i) the element has stand-alone value, (ii) there is a general right of return and (iii) the revenue is contingent on delivery of other elements. We allocate contract value to each element of the arrangement that qualifies for treatment as a separate element based on VSOE, and if VSOE is not available, third-party evidence, and if third-party evidence is unavailable, estimated selling price. We recognize hosting services ratably over the term of the arrangement, which range from one to 10 years but are typically for a period of three to six years. For professional services associated with SaaS arrangements that we determine do not have stand-alone value to the customer or are contingent on delivery of other elements, we recognize the services revenue ratably over the remaining contractual period once we have provided the customer access to the software and we may begin billing for hosting services. We record amounts that have been invoiced in accounts receivable and in deferred revenue or revenues, depending on whether the revenue recognition criteria have been met.

Electronic filing transaction fees primarily pertain to documents filed with the courts by attorneys and other third-parties via our e-filing services and retrieval of filed documents via our access services. The elements for these arrangements are accounted for under ASC 605-25. For each document filed with a court, the filer generally pays a transaction fee and a court filing fee to us and we remit a portion of the transaction fee and the filing fee to the court. We record as revenue the transaction fee, while the portion of the transaction fee remitted to the courts is recorded as cost of sales as we are acting as a principal in the arrangement. Court filing fees collected on behalf of the courts and remitted to the courts are recorded on a net basis and thus do not affect the statement of comprehensive income. In some cases, we are paid on a fixed fee basis and recognize the revenue ratably over the contractual period.

Costs of performing services under subscription-based arrangements are expensed as incurred, except for certain direct and incremental contract origination and set-up costs associated with SaaS arrangements. Such direct and incremental costs are capitalized and amortized ratably over the related SaaS hosting term.

Appraisal Services:

For our property appraisal projects, we recognize revenue using the proportional performance method of revenue recognition since many of these projects are implemented over one to three year periods and consist of various unique activities. Under this method of revenue recognition, we identify each activity for the appraisal project, with a typical project generally calling for bonding, office set up, training, routing of map information, data entry, data collection, data verification, informal hearings, appeals and project management. Each activity or act is specifically identified and assigned an estimated cost. Costs which are considered to be associated with indirect activities, such as bonding costs

and office set up, are expensed as incurred. These costs are typically billed as incurred and are recognized as revenue equal to cost. Direct contract fulfillment activities and related supervisory costs such as data collection, data entry and verification are expensed as incurred. The direct costs for these activities are determined and the total contract value is then allocated to each activity based on a consistent profit margin. Each activity is assigned a consistent unit of measure to determine progress towards completion and revenue is recognized for each activity based upon the percentage complete as applied to the estimated revenue for that activity. Progress for the fulfillment activities is typically based on labor hours or an output measure such as the number of parcel counts completed for that activity. Estimated losses on uncompleted contracts are recorded in the period in which we first determine that a loss is apparent.

Allocation of Revenue in Statements of Comprehensive Income

In our statements of comprehensive income, we allocate revenue to software licenses, software services, maintenance and hardware and other based on the VSOE of fair value for elements in each revenue arrangement and the application of the residual method for arrangements in which we have established VSOE of fair value for all undelivered elements. In arrangements where we are not able to establish VSOE of fair value for all undelivered elements, revenue is first allocated to any undelivered elements for which VSOE of fair value has been established. We then allocate revenue to any undelivered elements for which VSOE of fair value has not been established based upon management's best estimate of fair value of those undelivered elements and apply a residual method to determine the license fee. Management's best estimate of fair value of undelivered elements for which VSOE of fair value has not been established is based upon the VSOE of similar offerings and other objective criteria.

Other

The majority of deferred revenue consists of unearned support and maintenance revenue that has been billed based on contractual terms in the underlying arrangement with the remaining balance consisting of payments received in advance of revenue being earned under software licensing, subscription-based services, software and appraisal services and hardware installation. Unbilled revenue is not billable at the balance sheet date but is recoverable over the remaining life of the contract through billings made in accordance with contractual agreements. The termination clauses in our contracts generally provide for the payment for the value of products delivered and services performed in the event of an early termination.

Prepaid expenses and other current assets include direct and incremental costs such as commissions associated with arrangements for which revenue recognition has been deferred. Such costs are expensed at the time the related revenue is recognized.

USE OF ESTIMATES

The preparation of our financial statements in conformity with accounting principles generally accepted in the United States ("GAAP") requires us to make estimates and assumptions that affect the reported amounts of assets and liabilities and disclosure of contingent assets and liabilities at the date of the financial statements and the reported amounts of revenues and expenses during the reporting period. Significant items subject to such estimates and assumptions include the application of the percentage-of-completion and proportional performance methods of revenue recognition, the carrying amount and estimated useful lives of intangible assets, determination of share-based compensation expense and valuation allowance for receivables. Actual results could differ from estimates.

PROPERTY AND EQUIPMENT, NET

Property, equipment and purchased software are recorded at original cost and increased by the cost of any significant improvements after purchase. We expense maintenance and repairs when incurred. Depreciation and amortization is calculated using the straight-line method over the shorter of the asset's estimated useful life or the term of the lease in the case of leasehold improvements. For income tax purposes, we use accelerated depreciation methods as allowed by tax laws.

Notes to Consolidated Financial Statements

RESEARCH AND DEVELOPMENT COSTS

We expensed research and development costs of \$25.7 million during 2014, \$23.3 million during 2013, and \$20.1 million during 2012. We reduced our research and development expense by approximately \$1.0 million in 2012, which was the amount earned under the terms of a strategic alliance with a development partner.

INCOME TAXES

Income taxes are accounted for under the asset and liability method. Deferred taxes arise because of different treatment between financial statement accounting and tax accounting, known as “temporary differences.” We record the tax effect of these temporary differences as “deferred tax assets” (generally items that can be used as a tax deduction or credit in the future periods) and “deferred tax liabilities” (generally items that we received a tax deduction for, which have not yet been recorded in the income statement). The deferred tax assets and liabilities are measured using enacted tax rules and laws that are expected to be in effect when the temporary differences are expected to be recovered or settled. A valuation allowance would be established to reduce deferred tax assets if it is more likely than not that a deferred tax asset will not be realized.

SHARE-BASED COMPENSATION

We have a stock option plan that provides for the grant of stock options to key employees, directors and non-employee consultants. Stock options generally vest after three to six years of continuous service from the date of grant and have a contractual term of 10 years. We account for share-based compensation utilizing the fair value recognition pursuant to ASC 718, Stock Compensation. See Note 9 — “Share-Based Compensation” for further information.

GOODWILL AND OTHER INTANGIBLE ASSETS

Goodwill

Goodwill represents the excess of the purchase price over the fair value of net assets acquired, including identifiable intangible assets, in connection with our business combinations. Upon acquisition, goodwill is assigned to the reporting unit that is expected to benefit from the synergies of the business combination, which is the reporting unit to which the related acquired technology is assigned. A reporting unit is the operating segment, or a business unit one level below that operating segment, for which discrete financial information is prepared and regularly reviewed by executive management. We assess goodwill for impairment annually as of April, or more frequently whenever events or changes in circumstances indicate its carrying value may not be recoverable.

When testing goodwill for impairment quantitatively, we first compare the fair value of each reporting unit with its carrying amount. If the carrying amount of a reporting unit exceeds its fair value, a second step is performed to measure the amount of potential impairment. In the second step, we compare the implied fair value of reporting unit goodwill with the carrying amount of the reporting unit's goodwill. If the carrying amount of reporting unit goodwill exceeds the implied fair value of that goodwill, an impairment loss is recognized. The fair values calculated in our impairment tests are determined using discounted cash flow models involving several assumptions. The assumptions that are used are based upon what we believe a hypothetical marketplace participant would use in estimating fair value. We evaluate the reasonableness of the fair value calculations of our reporting units by comparing the total of the fair value of all of our reporting units to our total market capitalization.

Our annual goodwill impairment analysis, which we performed quantitatively during the second quarter of 2014, did not result in an impairment charge.

Other Intangible Assets

We make judgments about the recoverability of purchased intangible assets other than goodwill whenever events or changes in circumstances indicate that an impairment may exist. Customer base constitutes approximately 80% of our purchased intangible assets other than goodwill. We review our customer turnover each year for indications of impairment. Our customer turnover has historically been very low. If indications of impairment are determined to exist,

we measure the recoverability of assets by a comparison of the carrying amount of the asset to the estimated undiscounted future cash flows expected to be generated by the asset. If the carrying amount of the assets exceeds their estimated future cash flows, an impairment charge is recognized for the amount by which the carrying amount of the assets exceeds the fair value of the assets. There have been no significant impairments of intangible assets in any of the periods presented.

IMPAIRMENT OF LONG-LIVED ASSETS

We periodically evaluate whether current facts or circumstances indicate that the carrying value of our property and equipment or other long-lived assets to be held and used may not be recoverable. If such circumstances are determined to exist, we measure the recoverability of assets to be held and used by a comparison of the carrying amount of the asset or appropriate grouping of assets and the estimated undiscounted future cash flows expected to be generated by the assets. If the carrying amount of the assets exceeds their estimated future cash flows, an impairment charge is recognized for the amount by which the carrying amount of the assets exceeds the fair value of the assets. Assets to be disposed of would be separately presented in the balance sheet and reported at the lower of the carrying amount or fair value less costs to sell, and are no longer depreciated. The assets and liabilities of a disposed group classified as held for sale would be presented separately in the appropriate asset and liability sections of the balance sheet. There have been no significant impairments of long-lived assets in any of the periods presented.

COSTS OF COMPUTER SOFTWARE

We capitalize software development costs upon the establishment of technological feasibility and prior to the availability of the product for general release to customers. Software development costs primarily consist of personnel costs and rent for related office space. We begin to amortize capitalized costs when a product is available for general release to customers. Amortization expense is determined on a product-by-product basis at a rate not less than straight-line basis over the product's remaining estimated economic life, but not to exceed five years. We have not capitalized any internal software development costs in any of the periods presented.

FAIR VALUE OF FINANCIAL INSTRUMENTS

Cash and cash equivalents, accounts receivables, accounts payables, short-term obligations and certain other assets at cost approximate fair value because of the short maturity of these instruments.

CONCENTRATIONS OF CREDIT RISK AND UNBILLED RECEIVABLES

Financial instruments that potentially subject us to significant concentrations of credit risk consist principally of cash and cash equivalents and accounts receivable from trade customers. Our cash and cash equivalents primarily consists of operating account balances, which are maintained at several major domestic financial institutions and the balances often exceed insured amounts. As of December 31, 2014 we had cash and cash equivalents of \$206.2 million. We perform periodic evaluations of the credit standing of these financial institutions.

Concentrations of credit risk with respect to receivables are limited due to the size and geographical diversity of our customer base. Historically, our credit losses have not been significant. As a result, we do not believe we have any significant concentrations of credit risk as of December 31, 2014.

We maintain allowances for doubtful accounts and sales adjustments, which are provided at the time the revenue is recognized. Since most of our customers are domestic governmental entities, we rarely incur a loss resulting from the inability of a customer to make required payments. Events or changes in circumstances that indicate that the carrying amount for the allowances for doubtful accounts and sales adjustments may require revision, include, but are not limited to, deterioration of a customer's financial condition, failure to manage our customer's expectations regarding the scope of the services to be delivered, and defects or errors in new versions or enhancements of our software products.

Notes to Consolidated Financial Statements

The following table summarizes the changes in the allowances for doubtful accounts and sales adjustments:

Years ended December 31,	2014	2013	2012
Balance at beginning of year	\$ 1,113	\$ 1,621	\$ 990
Provisions for losses – accounts receivable	1,897	729	961
Deductions for accounts charged off or credits issued	(1,285)	(1,237)	(330)
Balance at end of year	\$ 1,725	\$ 1,113	\$1,621

The termination clauses in most of our contracts provide for the payment for the value of products delivered or services performed in the event of early termination. Our property appraisal outsourcing service contracts can range up to three years and, in a few cases, as long as five years, in duration. In connection with these contracts, as well as certain software service contracts, we may perform work prior to when the software and services are billable and/or payable pursuant to the contract. We have historically recorded such unbilled receivables (costs and estimated profit in excess of billings) in connection with (1) property appraisal services contracts accounted for using proportional performance accounting in which the revenue is earned based upon activities performed in one accounting period but the billing normally occurs subsequently and may span another accounting period; (2) software services contracts accounted for using the percentage-of-completion method of revenue recognition using labor hours as a measure of progress towards completion in which the services are performed in one accounting period but the billing for the software element of the arrangement may be based upon the specific phase of the implementation; (3) software revenue for which we have objective evidence that the customer-specified objective criteria has been met but the billing has not yet been submitted to the customer; (4) some of our contracts provide for an amount to be withheld from a progress billing (generally between 5% and 20% retention) until final and satisfactory project completion is achieved; and (5) in a limited number of cases, we may grant extended payment terms generally to existing customers with whom we have a long-term relationship and favorable collection history.

In connection with this activity, we have recorded unbilled receivables of \$14.8 million and \$10.8 million at December 31, 2014 and 2013, respectively. We also have recorded retention receivables of \$4.7 million and \$2.6 million at December 31, 2014 and 2013, respectively, and these retentions become payable upon the completion of the contract or completion of our fieldwork and formal hearings. Unbilled receivables and retention receivables expected to be collected in excess of one year have been included with accounts receivable, long-term portion in the accompanying consolidated balance sheets.

INDEMNIFICATION

Most of our software license agreements indemnify our customers in the event that the software sold infringes upon the intellectual property rights of a third-party. These agreements typically provide that in such event we will either modify or replace the software so that it becomes non-infringing or procure for the customer the right to use the software. We have recorded no liability associated with these indemnifications, as we are not aware of any pending or threatened infringement actions that are possible losses. We believe the estimated fair value of these intellectual property indemnification clauses is minimal.

We have also agreed to indemnify our officers and board members if they are named or threatened to be named as a party to any proceeding by reason of the fact that they acted in such capacity. We maintain directors' and officers' insurance coverage to protect against any such losses. We have recorded no liability associated with these indemnifications. Because of our insurance coverage, we believe the estimated fair value of these indemnification agreements is minimal.

RECLASSIFICATIONS

Certain amounts for previous years have been reclassified to conform to the current year presentation.

(2) ACQUISITIONS**2014**

On August 29, 2014, we acquired all of the capital stock of SoftCode, Inc. ("SoftCode"), which develops and sells civil process management software, typically to county sheriff departments. The purchase price, net of cash acquired of \$71,000, was \$3.5 million in cash, of which \$325,000 was accrued at December 31, 2014, and 16,540 shares of Tyler common stock valued at \$1.5 million, based on the stock price on the acquisition date. In December 2014, we finalized the purchase price allocation, which resulted in additional goodwill of \$125,000. As a result, we acquired total tangible assets of approximately \$301,000 and assumed liabilities of approximately \$531,000. We have recorded total goodwill of approximately \$3.1 million, all of which is expected to be deductible for tax purposes, and other intangible assets of approximately \$2.1 million. The \$2.1 million of intangible assets is attributable to customer relationships, acquired software and trade name and will be amortized over a weighted average period of approximately eight years. We believe this transaction will broaden our courts and justice software solutions with a tracking and management solution for civil court documents. We believe that likely market participants for this transaction would be software companies with a presence in the courts and justice market. Therefore, the goodwill of \$3.1 million arising from this acquisition is primarily attributable to our ability to integrate SoftCode software solutions with our existing portfolio and maximize the value of the customer base through Tyler's Odyssey software suite that targets the courts and justice market and to a much lesser extent, the assembled workforce of SoftCode. Our balance sheet as of December 31, 2014 reflects the allocation of the purchase price to the assets acquired based on their fair value at the date of acquisition. The fair value of the assets and liabilities acquired are based on valuations using level three, unobservable inputs that are supported by little or no market activity and that are significant to the fair value of the assets or liabilities. The operating results of this acquisition are included in our results of operations from the date of the acquisition.

2012

In November 2012, we acquired all of the capital stock of EnerGov Solutions, L.L.C. that develops and sells enterprise permitting, land management, licensing and regulatory software solutions to governmental agencies. The purchase price, net of cash acquired of \$15,000, was \$10.5 million in cash and 60,000 shares of Tyler common stock valued at \$2.8 million, based on the stock price on the acquisition date.

In April 2012, we acquired all of the capital stock of Computer Software Associates, Inc. ("CSA") for a cash purchase price of \$9.4 million, net of cash acquired of \$437,000. CSA is a reseller of Tyler's Infinite Visions school enterprise solution, and sells proprietary CSA tax and recording solutions to county governments, primarily in the Northwest.

In March 2012, we acquired all the capital stock of UniFund, L.L.C. ("Unifund") for a cash purchase price of \$4.6 million, net of cash acquired of \$780,000. UniFund provides enterprise resource planning solutions to schools and local governments, primarily in the Northeast. UniFund is also a reseller of Tyler's Infinite Visions school enterprise solution.

In January 2012, we acquired substantially all of the assets of Akanda Innovation, Inc., a provider of web-based solutions to the public sector, which are integrated, with our property tax software, for a total purchase price of \$2.9 million. The purchase price included certain liabilities we assumed of approximately \$800,000, resulting in net cash paid to the sellers of \$2.1 million, of which \$900,000 was paid prior to December 31, 2011.

2015

On January 30, 2015, we made a \$15.0 million investment in convertible preferred stock representing a 20% interest in Record Holdings Pty Limited, a privately held Australian company specializing in digitizing the spoken word in court and legal settings.

Notes to Consolidated Financial Statements

(3) PROPERTY AND EQUIPMENT, NET

Property and equipment, net consists of the following at December 31:

	Useful Lives (Years)	2014	2013
Land	—	\$ 7,736	\$ 7,800
Building and leasehold improvements	5-39	51,309	50,523
Computer equipment and purchased software	3-5	34,058	27,071
Furniture and fixtures	5	11,812	10,834
Transportation equipment	5	238	241
		105,153	96,469
Accumulated depreciation and amortization		(39,243)	(31,625)
Property and equipment, net		\$ 65,910	\$ 64,844

Depreciation expense was \$7.9 million during 2014, \$6.4 million during 2013, and \$5.6 million during 2012.

We own office buildings in Yarmouth, Maine; Lubbock and Plano, Texas; and Moraine, Ohio. We lease some space in these buildings to third-party tenants. These leases expire between 2015 and 2017 and are expected to provide rental income of approximately \$685,000 during 2015, \$319,000 during 2016, and \$46,000 during 2017. Rental income associated with third-party tenants was \$945,000 in 2014, \$704,000 in 2013, and \$586,000 in 2012, and was included as a reduction of selling, general and administrative expenses.

(4) GOODWILL AND OTHER INTANGIBLE ASSETS

Other intangible assets and related accumulated amortization consists of the following at December 31:

	2014	2013
Gross carrying amount of acquisition intangibles:		
Customer related intangibles	\$ 61,325	\$ 60,547
Acquired software	33,103	32,003
Trade name	3,331	3,109
Lease acquired	—	1,387
	97,759	97,046
Accumulated amortization	(63,037)	(58,060)
Total intangibles, net	\$ 34,722	\$ 38,986

Total amortization expense for intangibles was \$6.4 million in 2014, \$6.8 million in 2013, and \$6.5 million during 2012.

The allocation of acquisition intangible assets is summarized in the following table:

	December 31, 2014			December 31, 2013		
	Gross Carrying Amount	Weighted Average Amortization Period	Accumulated Amortization	Gross Carrying Amount	Weighted Average Amortization Period	Accumulated Amortization
Non-amortizable intangibles:						
Goodwill	\$124,142	—	\$ —	\$121,011	—	\$ —
Amortizable intangibles:						
Customer related intangibles	61,325	15 years	33,194	60,547	15 years	28,864
Acquired software	33,103	5 years	28,441	32,003	5 years	26,584
Trade name	3,331	15 years	1,402	3,109	15 years	1,225
Lease acquired	—	—	—	1,387	5 years	1,387

Notes to Consolidated Financial Statements

The changes in the carrying amount of goodwill for the two years ended December 31, 2014 are as follows:

	Enterprise Software Solutions	Appraisal and Tax Software Solutions and Services	Total
Balance as of December 31, 2012 and December 31, 2013	\$114,454	\$6,557	\$121,011
Goodwill acquired during 2014 related to the purchase of SoftCode	3,131	—	3,131
Balance as of December 31, 2014	\$117,585	\$6,557	\$124,142

Estimated annual amortization expense relating to acquisition intangibles, including acquired software for which the amortization expense is recorded as cost of revenues for the next five years is as follows:

2015	\$ 6,430
2016	6,331
2017	5,353
2018	4,677
2019	3,248

(5) ACCRUED LIABILITIES

Accrued liabilities consist of the following at December 31:

	2014	2013
Accrued wages, bonuses and commissions	\$30,977	\$25,471
Other accrued liabilities	8,531	7,368
	\$39,508	\$32,839

(6) REVOLVING LINE OF CREDIT

Our revolving line of credit matured on August 11, 2014 and we have not entered into any new credit agreements.

As of December 31, 2014, we had an outstanding \$2.0 million letter of credit issued by a bank in favor of one of our clients. The letter of credit guarantees our performance under a software contract and expires in 2015.

(7) INCOME TAX

The income tax provision (benefit) on income from operations consists of the following:

Years ended December 31,	2014	2013	2012
Current:			
Federal	\$34,504	\$25,625	\$19,113
State	4,827	2,590	1,976
	39,331	28,215	21,089
Deferred	(3,804)	(1,497)	(215)
	\$35,527	\$26,718	\$20,874

Notes to Consolidated Financial Statements

Reconciliation of the U.S. statutory income tax rate to our effective income tax expense rate for operations follows:

Years ended December 31,	2014	2013	2012
Federal income tax expense at statutory rate	\$33,064	\$23,037	\$18,854
State income tax, net of federal income tax benefit	2,867	2,371	1,365
Non-deductible business expenses	1,485	1,110	1,087
Qualified manufacturing activities	(1,720)	—	(717)
Other, net	(169)	200	285
	\$35,527	\$26,718	\$20,874

The tax effects of the major items recorded as deferred tax assets and liabilities as of December 31 are:

	2014	2013
Deferred income tax assets:		
Operating expenses not currently deductible	\$ 9,093	\$ 7,360
Stock option and other employee benefit plans	9,815	7,089
Capital loss and credit carryforward	177	185
Property and equipment	46	149
Total deferred income tax assets	19,131	14,783
Deferred income tax liabilities:		
Intangible assets	(13,424)	(12,910)
Other	(203)	(173)
Total deferred income tax liabilities	(13,627)	(13,083)
Net deferred income tax asset	\$ 5,504	\$ 1,700

In 2014, we utilized approximately \$650,000 of net operating loss carryforwards for federal income tax reporting purposes. The full amount of the net operating loss utilized was attributable to excess tax benefits related to share-based arrangements for which authoritative guidance prohibited the recognition of a deferred tax asset in 2013. In 2014, this tax benefit was accounted for as an increase to shareholders' equity and a reduction in income tax payable. In total, we recognized approximately \$19.4 million and \$28.2 million of excess tax benefits related to share-based arrangements in 2014 and 2013, respectively, as a credit to shareholders' equity and a reduction in income taxes payable.

Although realization is not assured, we believe it is more likely than not that all the deferred tax assets at December 31, 2014 and 2013 will be realized. Accordingly, we believe no valuation allowance is required for the deferred tax assets. However, the amount of the deferred tax asset considered realizable could be adjusted in the future if estimates of reversing taxable temporary differences are revised.

No reserves for uncertain income tax positions have been recorded pursuant to ASC 740-10, Income Taxes.

The Internal Revenue Service ("IRS") is examining our U.S. income tax return for the year 2012. As of February 18, 2015, no significant adjustments have been proposed by the IRS. We are unable to make a reasonable estimate as to when cash settlements, if any, will occur.

We are subject to U.S. federal tax as well as income tax of multiple state and local jurisdictions. We are no longer subject to United States federal income tax examinations for years before 2011. We are no longer subject to state and local income tax examinations by tax authorities for the years before 2010.

We paid income taxes, net of refunds received, of \$10.2 million in 2014, \$9.3 million in 2013, and \$13.1 million in 2012.

(8) SHAREHOLDERS' EQUITY

The following table details activity in our common stock:

	Years ended December 31,					
	2014		2013		2012	
	Shares	Amount	Shares	Amount	Shares	Amount
Stock option exercises	855	\$ 14,680	1,443	\$ 18,289	1,218	\$ 12,443
Purchases of common stock	(294)	(22,817)	—	—	—	—
Employee stock plan purchases	53	4,144	64	3,542	81	2,641
Shares issued for acquisition	17	1,473	—	—	60	2,815

As of February 18, 2015, we had authorization from our board of directors to repurchase up to 1.4 million additional shares of our common stock.

(9) SHARE-BASED COMPENSATION**Share-Based Compensation Plan**

We have a stock option plan that provides for the grant of stock options to key employees, directors and non-employee consultants. Stock options generally vest after three to six years of continuous service from the date of grant and have a contractual term of 10 years. Once options become exercisable, the employee can purchase shares of our common stock at the market price on the date we granted the option. We account for share-based compensation utilizing the fair value recognition pursuant to ASC 718, Stock Compensation.

As of December 31, 2014, there were 468,000 shares available for future grants under the plan from the 16.0 million shares previously approved by the stockholders.

Determining Fair Value of Stock Compensation

Valuation and Amortization Method. We estimate the fair value of share-based awards granted using the Black-Scholes option valuation model. We amortize the fair value of all awards on a straight-line basis over the requisite service periods, which are generally the vesting periods.

Expected Life. The expected life of awards granted represents the period of time that they are expected to be outstanding. The expected life represents the weighted-average period the stock options are expected to be outstanding based primarily on the options' vesting terms, remaining contractual life and the employees' expected exercise based on historical patterns.

Expected Volatility. Using the Black-Scholes option valuation model, we estimate the volatility of our common stock at the date of grant based on the historical volatility of our common stock.

Risk-Free Interest Rate. We base the risk-free interest rate used in the Black-Scholes option valuation model on the implied yield currently available on U.S. Treasury zero-coupon issues with an equivalent remaining term equal to the expected life of the award.

Expected Dividend Yield. We have not paid any cash dividends on our common stock in more than ten years and we do not anticipate paying any cash dividends in the foreseeable future. Consequently, we use an expected dividend yield of zero in the Black-Scholes option valuation model.

Expected Forfeitures. We use historical data to estimate pre-vesting option forfeitures. We record share-based compensation only for those awards that are expected to vest.

Notes to Consolidated Financial Statements

The following weighted average assumptions were used for options granted:

Years ended December 31,	2014	2013	2012
Expected life (in years)	6.0	6.4	6.7
Expected volatility	30.9%	32.4%	32.6%
Risk-free interest rate	1.8%	1.4%	1.0%
Expected forfeiture rate	3%	3%	3%

The following table summarizes share-based compensation expense related to share-based awards which is recorded in the statements of comprehensive income:

Years ended December 31,	2014	2013	2012
Cost of software services, maintenance and subscriptions	\$ 2,177	\$ 1,509	\$ 1,084
Selling, general and administrative expenses	12,642	10,144	6,327
Total share-based compensation expenses	14,819	11,653	7,411
Tax benefit	(4,237)	(3,363)	(2,040)
Net decrease in net income	\$10,582	\$ 8,290	\$ 5,371

Stock Option Activity

Options granted, exercised, forfeited and expired are summarized as follows:

	Number of Shares	Weighted Average Exercise Price	Weighted Average Remaining Contractual Life (Years)	Aggregate Intrinsic Value
Outstanding at December 31, 2011	6,059	\$15.31		
Granted	930	43.53		
Exercised	(1,218)	10.22		
Forfeited	(60)	28.07		
Outstanding at December 31, 2012	5,711	20.86		
Granted	1,453	67.08		
Exercised	(1,443)	12.68		
Forfeited	(1)	68.17		
Outstanding at December 31, 2013	5,720	34.66		
Granted	675	94.15		
Exercised	(855)	17.17		
Forfeited	(3)	37.44		
Outstanding at December 31, 2014	5,537	44.61	7	\$358,897
Exercisable at December 31, 2014	2,017	24.85	5	\$170,633

We had unvested options to purchase 3.3 million shares with a weighted average grant date exercise price of \$55.61 as of December 31, 2014 and unvested options to purchase 3.5 million shares with a weighted average grant date exercise price of \$44.55 as of December 31, 2013. As of December 31, 2014, we had \$55.3 million of total unrecognized compensation cost related to unvested options, net of expected forfeitures, which is expected to be amortized over a weighted average amortization period of four years.

Other information pertaining to option activity was as follows during the twelve months ended December 31:

	2014	2013	2012
Weighted average grant-date fair value of stock options granted	\$ 31.32	\$ 23.27	\$ 15.24
Total intrinsic value of stock options exercised	69,768	99,393	40,589

Employee Stock Purchase Plan

Under our Employee Stock Purchase Plan ("ESPP") participants may contribute up to 15% of their annual compensation to purchase common shares of Tyler. The purchase price of the shares is equal to 85% of the closing price of Tyler shares on the last day of each quarterly offering period. As of December 31, 2014, there were 940,000 shares available for future grants under the ESPP from the 2.0 million shares previously approved by the stockholders.

(10) EARNINGS PER SHARE

Basic earnings and diluted earnings per share data were computed as follows:

Years Ended December 31,	2014	2013	2012
Numerator for basic and diluted earnings per share:			
Net income	\$58,940	\$39,101	\$32,994
Denominator:			
Weighted-average basic common shares outstanding	33,011	31,891	30,327
Assumed conversion of dilutive securities:			
Stock options	2,390	2,699	2,589
Denominator for diluted earnings per share – Adjusted weighted-average shares	35,401	34,590	32,916
Earnings per common share:			
Basic	\$ 1.79	\$ 1.23	\$ 1.09
Diluted	\$ 1.66	\$ 1.13	\$ 1.00

Stock options representing the right to purchase common stock of 481,000 shares in 2014, 62,000 shares in 2013, and 463,000 shares in 2012 were not included in the computation of diluted earnings per share because their inclusion would have had an anti-dilutive effect.

(11) LEASES

We lease office facilities for use in our operations, as well as transportation, computer and other equipment. We also have an office facility lease agreement with an entity owned by an executive's father and brother. The executive does not have an interest in the entity that leases the property to us and the lease arrangement existed at the time we acquired the business unit that occupies this property. Most of our leases are non-cancelable operating lease agreements and they expire at various dates through 2021. In addition to rent, the leases generally require us to pay taxes, maintenance, insurance and certain other operating expenses.

Rent expense was approximately \$6.7 million in 2014, \$7.5 million in 2013, and \$7.2 million in 2012, which included rent expense associated with related party lease agreements of \$1.7 million in 2014, \$1.7 million in 2013, and \$1.7 million in 2012.

Notes to Consolidated Financial Statements

Future minimum lease payments under all non-cancelable leases at December 31, 2014 are as follows:

Years ending December 31,

2015	\$ 5,437
2016	5,136
2017	4,459
2018	2,270
2019	1,680
Thereafter	2,005
	<u>\$20,987</u>

Included in future minimum lease payments are non-cancelable payments due to related parties of \$1.7 million in 2015, \$1.7 million in 2016 and \$1.7 million in 2017.

(12) EMPLOYEE BENEFIT PLANS

We provide a defined contribution plan for the majority of our employees meeting minimum service requirements. The employees can contribute up to 30% of their current compensation to the plan subject to certain statutory limitations. We contribute up to a maximum of 3% of an employee's compensation to the plan. We made contributions to the plan and charged operating results \$4.3 million during 2014, \$3.8 million during 2013, and \$3.3 million during 2012.

(13) COMMITMENTS AND CONTINGENCIES

Other than routine litigation incidental to our business, there are no material legal proceedings pending to which we are party or to which any of our properties are subject.

(14) SEGMENT AND RELATED INFORMATION

We are a major provider of integrated information management solutions and services for the public sector, with a focus on local and state governments.

We provide our software systems and services and appraisal services through four business units, which focus on the following products:

- financial management, education and planning, regulatory and maintenance software solutions;
- financial management, municipal courts, and land and vital records management software solutions;
- courts and justice software solutions; and
- appraisal and tax software solutions and property appraisal services.

In accordance with ASC 280-10, Segment Reporting, the financial management, education and planning, regulatory and maintenance software solutions unit; financial management, municipal courts and land and vital records management software solutions unit; and the courts and justice software solutions unit meet the criteria for aggregation and are presented in one reportable segment, Enterprise Software Solutions ("ESS"). The ESS segment provides municipal and county governments and schools with software systems and services to meet their information technology and automation needs for mission-critical "back-office" functions such as financial management and courts and justice processes. The Appraisal and Tax Software Solutions and Services ("ATSS") segment provides systems and software that

automate the appraisal and assessment of real and personal property as well as property appraisal outsourcing services for local governments and taxing authorities. Property appraisal outsourcing services include: the physical inspection of commercial and residential properties; data collection and processing; computer analysis for property valuation; preparation of tax rolls; community education; and arbitration between taxpayers and the assessing jurisdiction.

We evaluate performance based on several factors, of which the primary financial measure is business segment operating income. We define segment operating income for our business units as income before noncash amortization of intangible assets associated with their acquisition, interest expense and income taxes. Segment operating income includes intercompany transactions. The majority of intercompany transactions relate to contracts involving more than one unit and are valued based on the contractual arrangement. Segment operating income for corporate primarily consists of compensation costs for the executive management team and certain accounting and administrative staff and share-based compensation expense for the entire company. Corporate segment operating income also includes revenues and expenses related to a company-wide user conference. The accounting policies of the reportable segments are the same as those described in Note 1, "Summary of Significant Accounting Policies."

Segment assets include net accounts receivable, prepaid expenses and other current assets and net property and equipment. Corporate assets consist of cash and investments, prepaid insurance, intangibles associated with acquisitions, deferred income taxes and net property and equipment mainly related to unallocated information and technology assets.

ESS segment capital expenditures in 2013 and 2012 included \$19.6 million, and \$3.0 million, respectively for the construction of a new building and purchase of an existing building and land. ATSS segment capital expenditures in 2012 included \$2.6 million for the purchase of a building and land to support long-term growth.

As of the year ended December 31, 2014	Enterprise Software Solutions	Appraisal and Tax Software Solutions and Services	Corporate	Totals
Revenues				
Software licenses and royalties	\$ 46,047	\$ 3,018	\$ —	\$ 49,065
Subscriptions	84,322	3,526	—	87,848
Software services	104,146	9,675	—	113,821
Maintenance	195,881	16,815	—	212,696
Appraisal services	—	21,802	—	21,802
Hardware and other	5,398	11	2,460	7,869
Intercompany	2,812	—	(2,812)	—
Total revenues	\$438,606	\$54,847	\$ (352)	\$493,101
Depreciation and amortization expense	\$ 11,140	\$ 866	\$ 2,599	\$ 14,605
Segment operating income	\$114,993	\$11,603	\$ (25,370)	\$101,226
Capital expenditures	\$ 3,644	\$ 359	\$ 5,446	\$ 9,449
Segment assets	\$170,369	\$16,463	\$387,150	\$573,982

Notes to Consolidated Financial Statements

As of the year ended December 31, 2013	Enterprise Software Solutions	Appraisal and Tax Software Solutions and Services	Corporate	Totals
Revenues				
Software licenses and royalties	\$ 38,774	\$ 2,067	\$ —	\$ 40,841
Subscriptions	59,070	2,794	—	61,864
Software services	85,459	7,808	—	93,267
Maintenance	175,180	16,540	—	191,720
Appraisal services	—	20,825	—	20,825
Hardware and other	6,342	—	1,784	8,126
Intercompany	2,899	—	(2,899)	—
Total revenues	\$367,724	\$50,034	\$ (1,115)	\$416,643
Depreciation and amortization expense	\$ 10,569	\$ 1,028	\$ 2,189	\$ 13,786
Segment operating income	\$ 85,045	\$ 9,428	\$ (20,750)	\$ 73,723
Capital expenditures	\$ 22,457	\$ 250	\$ 3,438	\$ 26,145
Segment assets	\$161,923	\$16,244	\$266,321	\$444,488

As of the year ended December 31, 2012	Enterprise Software Solutions	Appraisal and Tax Software Solutions and Services	Corporate	Totals
Revenues				
Software licenses and royalties	\$ 32,060	\$ 1,868	\$ —	\$ 33,928
Subscriptions	43,319	1,299	—	44,618
Software services	76,103	7,305	—	83,408
Maintenance	155,290	16,561	—	171,851
Appraisal services	—	22,543	—	22,543
Hardware and other	5,297	—	1,659	6,956
Intercompany	2,249	—	(2,249)	—
Total revenues	\$314,318	\$49,576	\$ (590)	\$363,304
Depreciation and amortization expense	\$ 9,929	\$ 958	\$ 1,824	\$ 12,711
Segment operating income	\$ 71,135	\$ 8,498	\$ (16,889)	\$ 62,744
Capital expenditures	\$ 5,469	\$ 3,382	\$ 1,865	\$ 10,716
Segment assets	\$134,160	\$18,464	\$186,042	\$338,666

Reconciliation of reportable segment operating income to the Company's consolidated totals:

	2014	2013	2012
Total segment operating income	\$101,226	\$73,723	\$62,744
Amortization of acquired software	(1,858)	(2,078)	(1,888)
Amortization of customer and trade name intangibles	(4,546)	(4,517)	(4,279)
Other expense, net	(355)	(1,309)	(2,709)
Income before income taxes	\$ 94,467	\$65,819	\$53,868

(15) QUARTERLY FINANCIAL INFORMATION (unaudited)

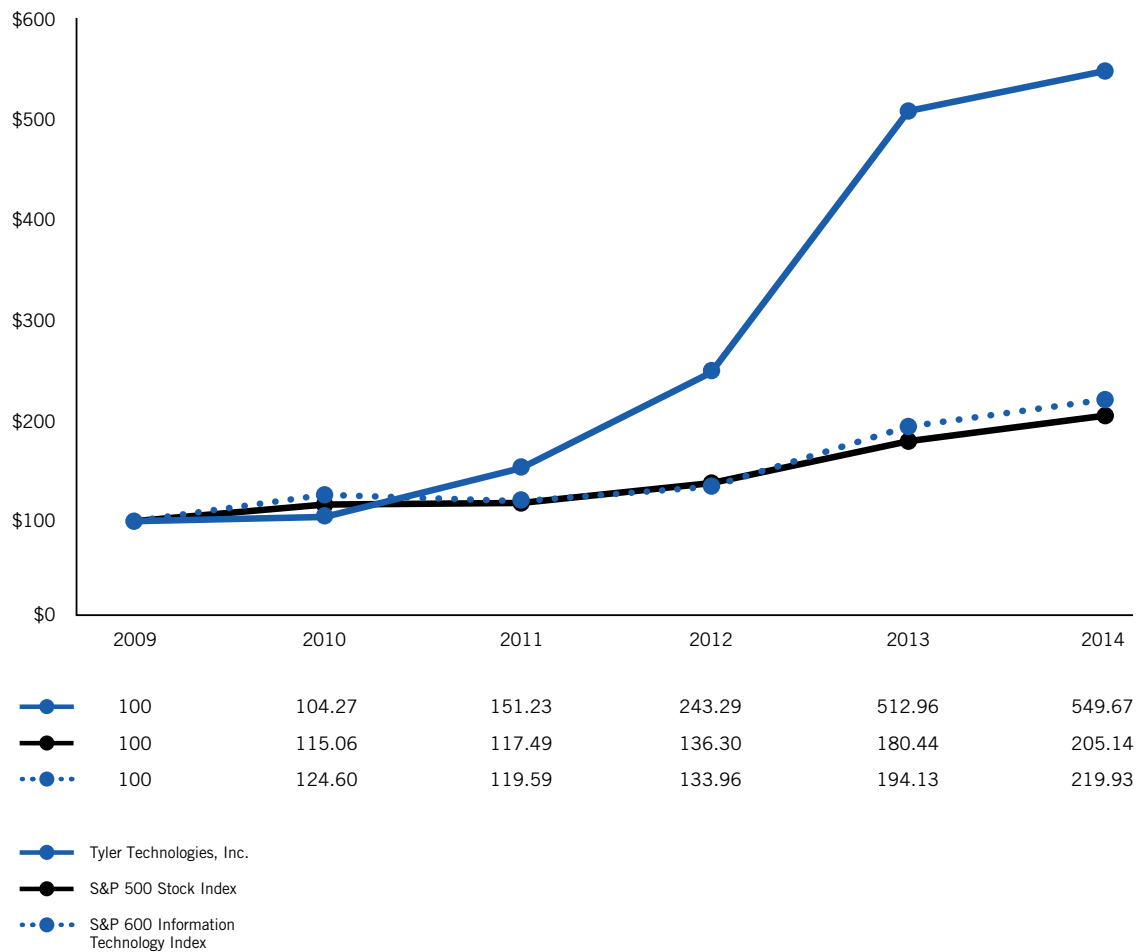
The following table contains selected financial information from unaudited statements of income for each quarter of 2014 and 2013.

Quarters ended	2014				2013			
	Dec. 31	Sept. 30	June 30	Mar. 31	Dec. 31	Sept. 30	June 30	Mar. 31
Revenues	\$127,440	\$128,664	\$124,371	\$112,626	\$110,735	\$107,021	\$103,088	\$95,799
Gross profit	60,491	61,792	58,558	52,530	52,767	49,549	47,042	43,845
Income before income taxes	24,760	26,698	23,406	19,603	19,062	17,572	15,053	14,132
Net income	15,317	17,000	14,740	11,883	10,512	11,049	9,047	8,493
Earnings per diluted share	0.43	0.48	0.42	0.33	0.30	0.32	0.26	0.25
Shares used in computing diluted earnings per share	35,661	35,284	35,161	35,500	35,348	34,764	34,290	33,948

Performance Graph

The following table compares total Shareholder returns for Tyler over the last five years to the Standard and Poor's 500 Stock Index and the Standard and Poor's 600 Information Technology Index assuming a \$100 investment made on December 31, 2009. Each of the three measures of cumulative total return assumes reinvestment of dividends. The stock performance shown on the graph below is not necessarily indicative of future price performance.

COMPARISON OF CUMULATIVE FIVE YEAR TOTAL RETURN



STOCKHOLDER INFORMATION

Corporate Officers

John M. Yeaman
Chairman of the Board

John S. Marr Jr.
President and Chief Executive Officer

Dustin R. Womble
Executive Vice President

Brian K. Miller
Executive Vice President
Chief Financial Officer and Treasurer

H. Lynn Moore Jr.
Executive Vice President
General Counsel and Secretary

Matthew B. Bieri
Vice President
Chief Information Officer

Samantha B. Crosby
Vice President
Chief Marketing Officer

Robert J. Sansone
Vice President
Human Resources

W. Michael Smith
Vice President
Chief Accounting Officer

Terri L. Alford
Controller

Division Leadership

Andrew D. Teed
President
Appraisal & Tax and
ERP & School Divisions

Bruce Graham
President
Courts & Justice Division

Christopher P. Hepburn
Senior Vice President
ERP & School Division

Brett Cate
President
Local Government Division

Board of Directors

John M. Yeaman¹
Chairman of the Board
Tyler Technologies, Inc.

Donald R. Brattain^{2,3,4}
President
Brattain and Associates, LLC

Glenn A. Carter^{3,4}
Retired Chief Executive Officer
DataProse, Inc.

Brenda A. Cline^{2,3}
Executive Vice President
Kimbell Art Foundation

J. Luther King Jr.^{2,4}
Chief Executive Officer
Luther King Capital Management

John S. Marr Jr.¹
President and Chief Executive Officer
Tyler Technologies, Inc.

Dustin R. Womble¹
Executive Vice President
Tyler Technologies, Inc.

¹ Executive Committee

² Audit Committee

³ Nominating and Governance Committee

⁴ Compensation Committee

Corporate Headquarters

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www.amstock.com

Independent Registered Public Accounting Firm

Ernst & Young LLP
Dallas, Texas

Annual Meeting of Stockholders

Tuesday, May 12, 2015
9:30 a.m. CDT
Plano Marriott at Legacy Town Center
7121 Bishop Road
Plano, Texas 75024

Certifications

We submitted an unqualified Annual CEO Certification to the New York Stock Exchange (NYSE) as required by the NYSE Listed Company rules. We also filed with the Securities and Exchange Commission the Chief Executive Officer and Chief Financial Officer certifications required under Section 302 of the Sarbanes-Oxley Act as exhibits to our Annual Report on Form 10-K.

Investor Information

Our annual report on Form 10-K is available on the company's website at www.tylertech.com.

A copy of the Form 10-K or other information may also be obtained by contacting the Investor Relations Department at corporate headquarters.

Investor Relations

972.713.3714
info@tylertech.com

Common Stock

Listed on the New York Stock Exchange under the symbol "TYL"





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Empowering people who serve the public®

