|  |  |  |
| --- | --- | --- |
|  | **Vendor Background** | **Comments** |
|  | 1. **Company Name and Software** |  |
|  | 1. **Company Contact: Name, Title, Phone, Email** |  |
|  | 1. **Company Information** |  |
|  | * 1. Year Founded and Public vs. Private |  |
|  | * 1. Revenue and Income: Current and Prior Year |  |
|  | * 1. Headquarter Office Location |  |
|  | * 1. Nearest Office to Charleston, West Virginia |  |
|  | * 1. Employee Count - Total |  |
|  | * 1. Website |  |
|  | 1. **Number of Customers** |  |
|  | * 1. Number of Customers |  |
|  | * 1. Number of Customers on Proposed Application |  |
|  | * 1. Number of Cities |  |
|  | * 1. Number of Cities in West Virginia |  |
|  | 1. **Target Customer Profile** |  |
|  | * 1. Target Industries |  |
|  | * 1. Target Size: Users and Population |  |
|  | 1. **Version Schedule** |  |
|  | * 1. Current Version and Release Date |  |
|  | * 1. Proposed Version and Release Date |  |
|  | * 1. Version Release Strategy |  |

|  |  |  |
| --- | --- | --- |
|  | **Pricing Summary - Details in Section 4** | **Comments** |
|  | 1. **Software Licensing For Required Modules in Scope:**    1. Financials: 175 named users    2. Permitting and Code Enforcement: 40 named users    3. Human Resources/Payroll: 798 FTE’s, 700 retirees, 1,000 W-2’s    4. Business Licensing and Tax: 20 named, 50 read only    5. Code Enforcement: 10 mobile users |  |
|  | 1. **Implementation:** Estimate for implementation, process review, design, configuration, data conversion, training, report development, integration, and travel. |  |
|  | 1. **Hosting or SaaS Costs:** Estimate for all modules.    1. Year 1    2. Years 2 – 10 |  |
|  | 1. **Annual Maintenance (On-Premises):** Estimate for all modules.    1. Year 1    2. Years 2 – 10 |  |
|  | 1. **Other Costs:** List cost of required 3rd party software and services. |  |
|  | 1. **Total 1-Year Cost** |  |
|  | 1. **Total 10-Year Cost** |  |
|  | **Modules/Functionality** | **Response – Rating and Comment** |
|  | **Financial** |  |
| **R** | 1. General Ledger |  |
| **R** | 1. Budgeting |  |
| **R** | 1. Project and Grant Accounting |  |
| **R** | 1. Purchasing |  |
| **R** | 1. Accounts Payable |  |
| **R** | 1. Accounts Receivable |  |
| **R** | 1. Fixed Assets |  |
| **R** | 1. Reporting |  |
|  | **Human Capital Management** |  |
| **R** | 1. Human Resources |  |
| **R** | 1. Payroll |  |
|  | **Citizen Services** |  |
| **R** | 1. Land Management, Permitting, Inspections |  |
| **R** | 1. Code Enforcement |  |
| **R** | 1. Business Licensing and Registration |  |
| **R** | 1. Taxes and Fees |  |
|  | **Technology** | **Response – Rating and Comment** |
| **I** | 1. Real-time Integration across core modules, e.g., Financials, Human Resources, Payroll, Permitting, Licensing, etc. |  |
| **R** | 1. Run on VMWare virtual server environment if on-premises. |  |
| **R** | 1. SaaS or Hosted: Prefer Azure or AWS hosted. |  |
| **R** | 1. MS SQL Server 2016 or higher (if on-premises). |  |
| **R** | 1. Percent of installs by platform; Cloud, Hosted, On-Premises. |  |
| **R** | 1. Web-enabled or Web-based architecture |  |
| **R** | 1. Compatible with Windows 10 or higher desktop client. |  |
| **R** | 1. Web-based architecture with published open API’s. Browsers: Edge, Chrome, Firefox. |  |
| **I** | 1. SaaS option that allows for multiple environments, e.g., production, test, training, development, etc. |  |
| **R** | 1. Role-based security by group or individual to menu and screen level with ability to mask sensitive data fields. |  |
| **I** | 1. Single sign-on via MS Active Directory, SAML. |  |
| **R** | 1. Data encryption in-transit and at rest. |  |
| **N** | 1. Support two-factor authentication for on premises and/or hosted systems. |  |
| **R** | 1. Microsoft Outlook and Exchange Server integration for Email and workflow approval. |  |
| **R** | 1. Office 2016**/**Office 365 compatible. |  |
| **R** | 1. Integration with Microsoft Word and Excel. Indicate where available. |  |
| **R** | 1. List integration technologies supported, e.g., Web Services, Open API’s, etc. |  |
| **R** | 1. Indicate experience integrating and proposed method to City applications as follows: |  |
| **R** | * 1. UKG Telestaff: bi-directional for employee master file, time, leave balances, etc. |  |
| **R** | * 1. Applicant Pro: applicant tracking - onboarding selected applicant. |  |
| **R** | * 1. Govolution – bi-directional. Online payment system for B&O tax, City Service Fee, Parking Tickets, Cemetery, etc. Integrated to current Tax System, RTS. Open to considering replacement option. |  |
| **N** | * 1. QAlert – Citizen Request Management, 311 solution. Citizen complaints, requests, etc. API interface for SR’s. Open to considering replacement option. |  |
| **I** | * 1. Cityworks CMMS – Work Orders. |  |
| **I** | * 1. Tyler Incode – Court Financial System. |  |
| **R** | * 1. Tyler Cashiering – Centralized Cashiering. Bi-directional. |  |
| **I** | * 1. Clancy Ticketing System – Parking Tickets. Import online payments to General Ledger. |  |
| **R** | * 1. Esri Arc Info 10.9.1 and higher – GIS and Community Development |  |
| **R** | * 1. Esri ArcGIS Online – Public access. |  |
| **I** | * 1. Tolemi BuildingBlocks – Consolidate disparate maps for unified viewing |  |
| **R** | * 1. SQL Data Warehouse – for reports and queries |  |
| **R** | 1. Scan and attach documents, images, and Office files to records and transactions throughout all modules. |  |
| **R** | 1. Mobile technology for internal and external users e.g., workflow approvals, data look-up’s, inspection resulting, complaint submittal, etc. |  |
| **R** | 1. List supported mobile devices and operating systems, e.g., iPads, MS Surface, iOS, Android, Windows, etc. |  |
| **R** | 1. Review portal functionality for customer/constituent access to tax and fee payment, permit application, parcel and land information, City budget, GIS, service requests, code alerts, etc. |  |
|  | **General** | **Response – Rating and Comment** |
| **R** | 1. Configurable role-based dashboards to present reports, tasks, notifications, approvals, etc. with drill down to source data. |  |
| **R** | 1. Audit trail with user, date, and time stamp with before/after history. |  |
| **I** | 1. User configurable menus, screens, and fields, e.g., hide unused fields, set tab order, define mandatory fields, etc. |  |
| **I** | 1. Flexible description field length. Describe where supported. |  |
| **R** | 1. User-defined fields that can be used in queries and reports; indicate where available and limitations. |  |
| **I** | 1. Configurable online user help: context sensitive is Nice to Have. |  |
| **R** | 1. Rules-based workflow routing that can be concurrent or consecutive with electronic signatures. |  |
| **R** | 1. Visibility to workflow status and approval queue. |  |
| **I** | 1. Activity or date triggered alerts, flags, and messages. |  |
| **R** | 1. Effective dating of transactions throughout all modules. |  |
| **R** | 1. Describe enterprise document management capabilities within the suite or via 3rd party solutions. |  |
|  | **General Ledger** | **Response – Rating and Comment** |
| **R** | 1. Support Accrual and Modified Accrual basis of accounting. |  |
| **R** | 1. Flexible Chart of Account format. Current format: Fund 3, Revenues 8, Expenditures 13, Balance Sheet 7. Driven by State requirements. |  |
| **R** | 1. Support 13 accounting periods. |  |
| **R** | 1. Multiple fiscal years or periods open with role-based posting permissions. |  |
| **I** | 1. Validate account and segment combinations at data entry, e.g., account and project number, etc. |  |
| **R** | 1. Automatic inter-fund balancing entries. |  |
| **R** | 1. Multiple Journal Entry types including: 2. Regular 3. Reversing 4. Recurring 5. Allocating 6. Budget adjustments 7. Import from Excel or other software |  |
| **R** | 1. Journal Entry with short and long descriptions and file attachments. |  |
| **R** | 1. Workflow routing of Journal Entries for approval. |  |
| **I** | 1. System generated alerts when nearing Budget tolerances, e.g., 10% remaining. |  |
| **N** | 1. Cash flow forecasting tools. |  |
| **R** | 1. Export query or report to multiple formats: Excel, text, CSV, HTML, PDF, etc. |  |
| **N** | 1. ACFR reporting tool. |  |
| **R** | **Budgeting** | **Response – Rating and Comment** |
| **I** | 1. Identify if Budget module proposed is within ERP suite or 3rd party solution with integration. |  |
| **R** | 1. Position Control Budgeting for salaries, benefits, taxes, etc. |  |
| **R** | 1. Support Excel based budgeting; export actuals and import adopted budget. |  |
| **I** | 1. Online Budget worksheet distributed to Departments for input and workflow approval routing with visibility to status queue. |  |
| **I** | 1. Capture Budget line-item assumptions and attach supporting documentation. |  |
| **I** | 1. What-if Budget modeling, e.g., changes in positions, pay, benefits, increasing a tax rate, etc. |  |
| **N** | 1. Annual Budget projections of revenues and expenses by percentage, dollar amount, etc. |  |
| **R** | 1. Budget vs. Actual queries or reports with drill down to source data. |  |
| **N** | 1. Budget Book creation tools. |  |
|  | **Project and Grant Accounting** | **Response – Rating and Comment** |
| **R** | 1. Indicate if Project and Grant Accounting is managed in the General Ledger or in a separate ledger. |  |
| **R** | 1. Project Master File Data to include:    1. Number, name, description    2. Type    3. Funding Sources; one or multiple    4. Budget    5. Grant number    6. Location    7. Subproject, phase, task    8. Start and end dates    9. Status to include active or closed    10. Project Manager    11. User defined fields |  |
| **R** | 1. Define and track approved expenditures and encumbrances against a Project or Grant across multiple fiscal years. |  |
| **I** | 1. Track status of a Grant; percent complete, percent remaining, dollars spent, dollars remaining, etc. |  |
| **N** | 1. Convert Project to Asset by phase or when complete. |  |
| **R** | 1. Grant Management accounting (restricted or unrestricted for CIP, Development Projects, CDBG, HUD, etc.). |  |
| **R** | 1. Track due to/due from for loans slated for reimbursement by Grant funding (after the fact). Describe how this would be managed in the system. |  |
| **R** | 1. Grant master file attributes including:    1. Status    2. Grantor    3. Sub recipients    4. Dates: application, award, beginning, end    5. Matching information    6. Amount    7. Related Projects |  |
| **I** | 1. Generate invoices for reimbursable Grant costs. |  |
|  | **Purchasing** | **Response – Rating and Comment** |
| **R** | 1. Single vendor master for all integrated modules. |  |
| **R** | 1. Vendor master file to include:    1. Vendor number    2. Name – legal and DBA    3. Category    4. Multiple addresses    5. 1099 classification    6. Insurance and bond information    7. Bank    8. W9 status |  |
| **I** | 1. Link to State of West Virginia Licensing Board to verify certified vendors and licensed contractors. |  |
| **R** | 1. Prevent or correct duplicate vendor records. |  |
| **R** | 1. Retain vendor history for active or inactive status. |  |
| **R** | 1. Support pre-encumbrance and encumbrance accounting. |  |
| **R** | 1. Define multiple Purchase Order types; Standard, Blanket, etc. |  |
| **R** | 1. Create a Purchase Order without a Requisition. |  |
| **N** | 1. Budget verification at creation of Requisition and Purchase Order; option to warn or block if over budget. |  |
| **R** | 1. Contract Management including    1. Multiple fiscal years    2. Attach documents’    3. Track and manage to start and end dates    4. Change Order management    5. Alert when nearing expiration |  |
| **R** | 1. Allow multiple General Ledger account distributions per line item on Requisition or Purchase Orders. |  |
| **I** | 1. Reference Project, Grant or Contract number on a Requisition and Purchase Order. |  |
| **N** | 1. Import items from West Virginia State purchasing contracts by vendor; items and pricing. |  |
| **R** | 1. Rules-based workflow routing for approval of Requisitions and Purchase Orders based on dollar amount, General Ledger account, department, etc. |  |
| **I** | 1. Flag Purchase Order or line item as a Fixed Asset with automated creation of Fixed Asset record at receipt. |  |
| **I** | 1. Produce annual report on accumulated spend to a single vendor up to $25,000 per year. |  |
| **N** | 1. List options for integration to online bidding systems, e.g., Bid Express, Planet Bids, BidNet, etc. |  |
| **I** | 1. Support Bid and Quote management: capture bid data for Purchase Order >$2,500, e.g., vendor name and contact information, bid details, quotes submitted, vendor awarded, etc. |  |
|  | **Accounts Payable** | **Response – Rating and Comment** |
| **I** | 1. Decentralized invoice scanning and processing, route for review, approval, and account coding with submittal to Accounts Payable forpayment once approved. |  |
| **I** | 1. Import and process P-Card transactions from bank file (Fifth-Third); post transactions to payee vendor. |  |
| **R** | 1. Process multiple invoices to a Purchase Order. |  |
| **R** | 1. Duplicate invoice management. |  |
| **R** | 1. Generate recurring payables templates with ability to modify amount. |  |
| **N** | 1. Flag or report on vendors in arrears and prevent payment until debt is satisfied (outstanding tickets, unpaid permits, code violations, etc.). |  |
| **R** | 1. Distribute invoice to multiple General Ledger accounts by percent. |  |
| **R** | 1. Two- or three-way matching; Purchase Order to Invoice or Purchase Order to Receiving to Invoice. |  |
| **R** | 1. Flag invoice for separate check. |  |
| **R** | 1. Multiple forms of payment; check, wire, ACH, EFT, etc. |  |
| **R** | 1. Define check sort and print order to user preferences. |  |
| **R** | 1. Positive Pay management. |  |
| **I** | 1. Process credits from Tax and Revenue system to generate refund checks for overpayments. |  |
| **R** | 1. Import electronic bank files; automated reconciliation including checks, deposits, wires, etc. Generate required adjusting Journal Entries. |  |
| **R** | 1. 1099 trackingto Vendor, Invoice, and line item. Types include Type S, C, R, Misc., etc. |  |
| **R** | 1. Electronic reporting of 1099s to IRS and State. |  |
|  | **Accounts Receivable** | **Response – Rating and Comment** |
| **R** | 1. Customer master file that includes payment terms, banking information, and user defined fields. |  |
| **R** | 1. Generate multiple miscellaneous invoice types (one time or recurring e.g., municipal parking, Office space rental, etc.). Issue via mail, online portal, email, etc. |  |
| **R** | 1. Payment methods include credit card, cash, checks, wires, ach, lock box, etc. |  |
| **R** | 1. Online PCI compliant payment gateway for all cash receipt types (Miscellaneous Billings, Gross Receipts Taxes, etc.) |  |
| **R** | 1. Generate inter-department billings. |  |
| **I** | 1. Apply rules-based finance charges, taxes, penalties, etc. to outstanding receivables with ability to override. |  |
| **R** | 1. Support multiple invoice and statement formats including custom formatting options. |  |
| **R** | 1. Apply a single payment to multiple receivables. |  |
|  | **Fixed Assets** | **Response – Rating and Comment** |
| **R** | 1. Asset master record to include:    1. Category    2. Grant or Fund    3. Dates    4. Attachments |  |
| **I** | 1. Track non-depreciable assets by department and location (small and attractive). |  |
| **R** | 1. Generate barcoded asset tags, scan for inventory counts. |  |
| **I** | 1. Generate asset records from multiple sources: Purchase Order, Capital Project, lease to own, donated assets, etc. |  |
| **I** | 1. System alerts for duplicate records. |  |
| **R** | 1. Track Asset activities and history e.g., repairs, replacement, maintenance, upgrades, transfers, valuation adjustments, retirement, disposal etc. |  |
| **R** | 1. Record depreciation based on date placed in service and asset type. |  |
| **N** | 1. Manage asset reserve or replacement schedules for Budgeting purposes, e.g., report or query. |  |
| **R** | 1. Support generation of GASB 34 reporting. |  |
|  | **Reporting** | **Response – Rating and Comment** |
| **R** | 1. Power user reporting tools for advanced reports, e.g., Microsoft SQL Reporting Services, Power BI, etc. |  |
| **R** | 1. User-level query and reporting tools that allow for formatting of data, headers, graphs, charts, etc. |  |
| **R** | 1. Filterable date-range or point-in-time reporting and queries, e.g., queries by Ward, selected Wards, active records, closed records, etc. Drop down lists or drag and drop criteria selection preferred. |  |
| **I** | 1. Online queries with save with refresh capabilities. |  |
| **I** | 1. Modify standard report and save with permissions. |  |
| **R** | 1. User-level security flows through to queries and reports. |  |
| **R** | 1. Drill down to source transactions within queries or reports following user-security rules. |  |
| **R** | 1. Schedule generation of reports and distribute via e-mail, to a shared folder or dashboard. |  |
| **R** | 1. Generate reports in multiple formats, e.g., HTML, PDF, Excel, Word, etc. |  |
|  | **Human Resources** | **Response – Rating and Comment** |
| **R** | 1. Position Control Management; define positions, number of FTEs within a position, effective dates. |  |
| **R** | 1. Assign multiple staff to a Position with effective dates and varying rates of pay, e.g., Police Officer. |  |
| **R** | 1. Assign one or more funding sources to a position. |  |
| **I** | 1. Import new hire data from Applicant Pro for onboarding in HR system including offer letter. |  |
| **I** | 1. Import benefits and rate tables for new hires, e.g., dental, vision, life, etc. |  |
| **R** | 1. Employee master file that supports multiple user defined fields, attachments, dates (hire, promotion, termination), employment history by position, department, etc. |  |
| **I** | 1. System checklist or workflow to manage Onboarding process. |  |
| **N** | 1. Track forms issued to new hires with submitted and due dates. |  |
| **I** | 1. Rules-based eligibility for benefit elections, e.g., hire date, status, years of service, etc. |  |
| **R** | 1. Maintain position history by position and employee, e.g., hire dates, position changes, pay grade, job title, etc. |  |
| **R** | 1. Define salary schedules with positions, pay grades, and steps, with automatic stepping based on defined rules for select pay groups (police and fire). |  |
| **R** | 1. Reporting and tracking to support the management of FMLA to maximum allowed of 480 hours. Describe tools that help with management and required notifications. |  |
| **R** | 1. Track employees on Short-Term Disability and Long-Term Disability eligibility, Worker’s Comp claims, etc. |  |
| **N** | 1. Performance Reviews: store results from Trakstar or Reviewsnap, store in employee record. |  |
| **R** | 1. Skill set tracking such as certifications, education, completed training, CDL’s, expiration dates, etc. |  |
| **R** | 1. Track random drug testing. |  |
| **R** | 1. Track mandatory training and certifications required with renewal dates; generate reminders when nearing due dates. |  |
| **I** | 1. Offboarding checklist to manage required activities, e.g., Department notifications, Cobra management, retirement enrollment, pay-outs, exit interview, collect and deactivate badge, collect issued equipment, etc. |  |
| **R** | 1. FLSA, ADA, EEOC and other required tracking requirements for employees (e.g., EEO4 Report). |  |
| **R** | 1. ACA tracking and reporting including:    1. Look back reports for actual hours worked    2. Generation of 1094 and 1095-C reports    3. Mailing of 1095-C reports to employees    4. Electronic transmittal of 1094 and 1095-C to IRS |  |
| **R** | 1. Employee Self-Service to include view and update after workflow approval of: 2. View leave balances 3. Modify dependents 4. Modify address 5. Modify bank information 6. Access to pay advice, W2, 1095 7. Benefit elections 8. Update W 4 |  |
| **R** | 1. Retain history of changes made to employee record; pay, benefit elections, transfers, etc. |  |
| **R** | 1. Indicate experience and integration with State of West Virginia retirement system. |  |
|  | **Payroll** | **Response – Rating and Comment** |
| **R** | 1. Support bi-weekly and monthly payroll cycles. |  |
| **R** | 1. Import time from UKG Kronos and Telestaff. |  |
| **I** | 1. Unlimited pay codes that are rules-based including formulas, fixed amounts, and number of pay periods. |  |
| **I** | 1. Unlimited deduction codes that are rules-based with formulas, fixed amounts, number of pay periods per month. |  |
| **R** | 1. Assign multiple pay and deduction codes per employee per pay period. |  |
| **R** | 1. Enter pay modifications, electronic route for approval, and automated updated to employee record. |  |
| **R** | 1. Manage pay changes including:    1. Automated update to employee record    2. Date effective – start of period or mid-period    3. Percent or dollar changes    4. Retro pay calculation    5. Enter into system    6. Electronic route approval workflow |  |
| **R** | 1. Exception reporting to review all records for changes since last payroll, e.g., no pay, or other anomalies. |  |
| **R** | 1. Calculate and process off cycle pay runs as required. |  |
| **R** | 1. Generate pay advices and bank file for direct-deposit employees; post pay advice to self-service dashboard. |  |
| **R** | 1. Support multiple direct deposit accounts. |  |
| **R** | 1. Generate Positive Pay file. |  |
| **I** | 1. Generate vendor payment file or checks from payroll pay cycle with or without the need to use Accounts Payable. |  |
| **N** | 1. Electronically send data to benefit providers. |  |
| **R** | 1. Produce data for monthly, quarterly, and yearly tax forms and filings. |  |
| **R** | 1. Produce data for W-2 and ACA forms and print directly from software; make available via self-service dashboard. |  |
| **R** | 1. Electronic reporting to Social Security, IRS, State, and Workers Comp. |  |
| **R** | 1. Describe strategy to stay current with Federal and State payroll related reporting requirements, e.g., quarterly wages report, retirement reports, etc. |  |
|  | **Permitting** | **Response – Rating and Comment** |
|  | **Land Management** |  |
| **R** | 1. Integrate parcel, addressing and land use data from external or internal sources, e.g., County, 911, CMMS, etc. Track source, date last updated, etc. |  |
| **R** | 1. Capture Parcel Address, Lot, Legal Description (Plat), Ward, etc. |  |
| **R** | 1. Capture City’s legal address plus associated internal addresses to a property (temporary, permanent, billing, permitting, parcel, lot, etc.). |  |
| **N** | 1. Mailing address verification through USPS database. |  |
| **I** | 1. Update parcel Ward location as boundaries shift; describe how this could be supported between esri mapping tools and parcel data in the permitting system. |  |
| **R** | 1. Convert temporary address record to final address and retain same record using unique identifier that remains with parcel. |  |
| **I** | 1. Explain addressing model. Preferably a hierarchical structure; parcel/building/floor/unit/suite, etc. including other structures. |  |
| **R** | 1. Parent/Child relationship; assign parcel or lot to a parent parcel or subdivision plat. |  |
| **R** | 1. Flag a parcel not eligible for subdivision. |  |
| **N** | 1. Accept a GPS coordinate for “address” in an undeveloped area. Mostly tied to nearest parcel. |  |
| **R** | 1. Support ArcGIS Pro, Esri Local Government Model for addressing. |  |
| **R** | 1. Record and retain parcel genealogy including dates, parcel changes, e.g., lot/line adjustments, ward changes, street name changes, subdivisions, zoning, additions, remodels, square footage, impervious surface, dates modified, edited by, etc. |  |
|  | **Permitting** | **Response – Rating and Comment** |
| **R** | 1. Unlimited Permit types and sub-types. |  |
| **R** | 1. Support various fee structures and assign to permit types and sub-types, e.g., sliding scale based on project value, project type, sign size, plumbing fixtures, etc. |  |
| **I** | 1. Update fee tables based on user-defined formulas and effective dates. |  |
| **N** | 1. Manage and track pre-application process including review meetings, action items, etc. |  |
| **I** | 1. Define activities or checklists including application intake to ensure all data is gathered and all steps followed for completion. |  |
| **I** | 1. Online Permit application submittal and payment portal with ability to attach documentation, e.g., Plans, AutoCAD drawings, etc. |  |
| **R** | 1. Track multiple contacts and addresses for a Permit (e.g., Applicant, Owner, Contractor, Architect, Electrician, etc.). |  |
| **R** | 1. Track and manage permitting projects, e.g., multiple contacts, vendors, contracts, permits, notes, milestones, percentage of completion, etc. |  |
| **R** | 1. Attach a Right-of-Way permit to a line, point, or polygon on a map. |  |
| **I** | 1. Drill down from a parcel in GIS to see permit and code activity, records, attachments, etc. |  |
| **I** | 1. Initiate an activity in the system via Parcel map e.g., click on the parcel to initiate a Permit application. Describe functions supported. |  |
| **R** | 1. Rules-based workflow routing of Permit for review by internal and external reviewers in concurrent or sequential order, with ability to add a reviewer on the fly. |  |
| **I** | 1. Link related Permits, sub-Permits, etc. |  |
| **I** | 1. Generate a list of required inspections based on Permit type and zoning data for applicants. |  |
| **R** | 1. Online view of reviews pending by department/user. Ability to assign to specific reviewers is Important. |  |
| **R** | 1. Permit review and status queue, e.g., on time, past due, etc. |  |
| **I** | 1. Electronic Plan Review and markup by multiple reviewers. Describe tool proposed. |  |
| **I** | 1. Define library of comments and conditions that can be selected and added to Permits, letters, notifications, etc. |  |
| **R** | 1. Setup and track elapsed days for Permit review activities to monitor against designated turnaround times. |  |
| **R** | 1. Define requirements for then Permit can be issued, e.g., only if payment is received, all required information is submitted, contractor is not in arrears, inspections are complete, etc. |  |
| **R** | 1. Generate comment letters summarizing all plan review comments to notify applicant of status, conditions, required information, etc. |  |
| **R** | 1. Generate placards for Land Use permit application site posting. |  |
| **R** | 1. Produce system-generated notification letters (e.g., Land Use Action, Rezoning, etc.). Select letter distribution via email or for mailing based on a GIS polygon or radius (e.g., within 500 feet). |  |
| **I** | 1. Track and manage maintenance bonds including funds on deposit, applicable start and end dates, related inspections, notes, damages, draws, etc. |  |
| **I** | 1. Demo permit issuance triggers notification to review vacant building registry. |  |
| **N** | 1. Permit corrections trigger re-approval workflow. |  |
| **R** | 1. Retain history when Permit conditions change. |  |
| **R** | 1. Date driven expiration of permits. |  |
| **I** | 1. Date-driven alert or applicant notification when nearing permit expiration (e.g., within 30 days). |  |
|  | **Inspections** | **Response – Rating and Comment** |
| **R** | 1. Multiple inspection types defined with sub-categories, hierarchies, and checklists. |  |
| **I** | 1. Support scheduling of inspections, calendaring, inspector assignment by zone or ward, morning or afternoon appointments, online requests, etc. Currently a manual process. |  |
| **I** | 1. Describe available Inspection scheduling and routing tools supported. |  |
| **R** | 1. Support non-permit related inspections, e.g., rental units, vacant buildings, etc. based on user-defined intervals. |  |
| **I** | 1. Create electronic packet of documents required for inspection, e.g., images, maps, grade plans, improvement plans, etc. |  |
| **R** | 1. Mobile update of inspection results; pass/fail, correction notices, re-schedule, status, etc. Store and forward if no connectivity and update when in range. |  |
| **I** | 1. Dropdown list to choose comments from library and populate correction notices; code descriptions, link to building code, etc. |  |
| **R** | 1. Issue Stop Work order in the field and hold additional inspections until release. |  |
| **I** | 1. Create notification for additional permits if inspections required to staff and applicant. |  |
| **R** | 1. Mobile access to historical permits and inspections by parcel for staff. |  |
| **I** | 1. Generate online notification to applicant of permit status. |  |
| **R** | 1. Issue Certificate of Occupancy if all activities are completed (inspections, reviews, fees collected, etc.). |  |
|  | **Code Enforcement** | **Response – Rating and Comment** |
| **R** | 1. Unlimited user-defined code case types. |  |
| **R** | 1. Search and pull up records by case type. |  |
| **I** | 1. Built in calendaring for inspector scheduling to code cases. |  |
| **R** | 1. Visible inbox of work assignments and tasks for code officers. |  |
| **I** | 1. Map view of violations to parcel or non-parcel location. Heat map capabilities would be Nice to Have. Currently using Tolemi. |  |
| **I** | 1. Import citizen complaints from QAlert online citizen portal for dispatch. Push out notifications back to portal for code case status, etc. |  |
| **I** | 1. Automated assignment of cases to inspectors based on case type (building) or designated zone and case type (property maintenance). |  |
| **I** | 1. Set up rotating inspection queues and reminders, e.g., rental inspections required every 2 years from date of last inspection. |  |
| **R** | 1. Notify complainant that complaint was received, actions taken, and status (QAlert or replacement solution). |  |
| **R** | 1. Track notes, warning statuses, calls, emails, citations issued, etc. on owner record. |  |
| **I** | 1. Centrally track interdepartmental hours, notes, and activities against a code case, e.g., hazmat clean up, etc. |  |
| **R** | 1. Create a code case or stop work order using mobile device. |  |
| **R** | 1. Dropdown code violation listing; select and populate citation. |  |
| **R** | 1. Generate citation letters based on violation types that include pictures and related code information. |  |
| **I** | 1. Issue citations in the field (assess fine, collect signatures, print, issue, upload to system, etc.). Prefer real time updates if connectivity. |  |
| **R** | 1. Attach pictures to a case preferably from a mobile device (iPhone or iPad). Store to case record. |  |
| **R** | 1. Schedule re-inspections and follow up tasks with reminders by violations type or case type. |  |
| **R** | 1. Enter multiple complaints to a single case; consolidate to single case letter. |  |
| **R** | 1. Apply fines to a case, e.g., if no correction within x days compounding until resolved. First violation notice = $100, 2nd violation = $200, 3rd violation = $300, etc. |  |
| **I** | 1. Track and store confidential case notes on abatement activities, court outcomes, liens, etc. |  |
| **R** | 1. Link cases to associated permit records. |  |
| **R** | 1. Secure fields or tabs of confidential information. |  |
| **R** | 1. Flag properties for: repeat complaints, safety issues, etc. |  |
|  | **Business Licensing and Registration** | **Response – Rating and Comment** |
| **R** | 1. Define multiple License types and sub-types and define data captured for each. |  |
| **R** | 1. Define fees as flat fee or calculation, e.g., percent of revenue. |  |
| **R** | 1. Check land use during business license application to ensure land use is allowed for business type. |  |
| **R** | 1. Online services for Business License and Registrations to include application, revision, renewals, and payments with ability to designate types that can be applied for online. |  |
| **R** | 1. Track business address history. |  |
| **R** | 1. Maintain spatial data on businesses, vacant properties, rental units, etc. Link out to esri map layer from Business Licensing and Registration master record is Important. |  |
| **R** | 1. Rental Registration to include number of rental units, ownership information, issued permits, periodic inspections, status, etc. |  |
| **R** | 1. Vacant Property Registration: date vacated, location, owner, parcel ID, issued demo permits, setup periodic inspections, occupancy status, etc. |  |
| **R** | 1. Assess fees against property owners if vacant more than 6 months from date of registration. |  |
| **R** | 1. Correlate applicants with related operating permits, e.g., street vendor. |  |
| **R** | 1. Customizable Business License format by type. |  |
| **R** | 1. Generate renewal notices for licenses and registrations. |  |
| **I** | 1. Setup and calendarize annual inspections required by business type. |  |
| **I** | 1. Manage Certificates of Occupancy changes based on business license updates, business type changes, ownership, remodel/changes in occupancy, etc. |  |
| **N** | 1. Workflow approval routing for different departments for review, e.g., zoning, fire marshal. |  |
|  | **Taxes and Fees** |  |
| **R** | 1. Tax management including:    1. Self-reporting of revenue taxes and fees including B&O tax, hotel tax, utility tax, and amusements tax, city service (user) fee, refuse fee, fire service fee.    2. Upload supporting documentation.    3. Route for approval.    4. Unified account for all taxes and fees for each taxpayer.    5. Tax calculation based on different classifications.    6. Online portal and payment.    7. Generate filing forms to be mailed or emailed.    8. Generate delinquency notifications to be mailed or emailed.    9. Post zero payment for zero payment returns.    10. Application of credits to subsequent unpaid balances.    11. Search by multiple fields, e.g., name, address, FEIN. |  |
| **R** | 1. Tax and Fee calculations to include:    1. Rate based on headcount    2. Percentage of gross revenue    3. Flat dollar    4. Square footage    5. Penalty and interest    6. Billing frequency - monthly, quarterly, etc.    7. Online vs. walk in payments. |  |
| **R** | 1. NSF Check and returned ACH processing with ability to charge fines or interest. |  |
| **N** | 1. Designate if late fees or penalties are allowed by account based on user permissions. |  |
| **R** | 1. Generate, record, review and issue past-due notices and liens using pre-defined templates via mail or email |  |
| **R** | 1. Set up and manage customer payment plans with option to charge interest. |  |
| **R** | 1. Generate exception reports for review and correction by City staff, e.g., submitted self-reported fees vs. calculated fees. |  |
| **R** | 1. Read only or limited access for tax compliance checks of City vendors. |  |