City of Charleston, West Virginia

Request for Proposal for ERP Software: Financial, Human Capital Management, Citizen Services

RFP Release Date: April 28, 2022

RFP Response Due Date: May 26, 2022 – 3:00 pm EDT

City of Charleston

ADVERTISEMENT FOR PROPOSAL

ERP Software and Implementation Services

The City of Charleston (City), West Virginia, is soliciting Proposals from qualified firms to provide Enterprise Resource Planning (ERP) solutions and implementation services. The functional areas in scope include Financials, Human Capital Management, and Citizen Services. A detailed description of the specific modules and services required are contained in this RFP. The City is open to reviewing proposals from Vendors that provide all modules in scope, or Vendors that separately provide best of breed solutions to support the modules and functionality listed for Citizen Services.

The Request for Proposal (RFP) packet can be obtained by emailing Jamie Bowles, Purchasing Director at jamie.bowles@cityofcharleston.org, or from the City's website. Questions regarding specifications shall be submitted in writing according to the schedule in this RFP.

Any addenda or Vendor questions and their corresponding answers will be posted to the City's web site. Vendors should monitor the web site frequently to look for Addendums. It is the responsibility of all Vendors to stay current on all bid documents.

Emailed proposal responses must be received by the City by May 26, 2022, by 3:00 PM EDT. Responses delivered later will not be accepted. The City is not responsible for delays in delivery. Responses must be submitted per the instructions provided in the RFP.

Any clarifications or revisions will be addressed and issued according to the schedule provided in the RFP. The City reserves the right to cancel this request or reject any and all responses submitted, or to waive any minor irregularities if it is in the best interest of the City to do so. No respondent may withdraw their proposal after the submittal due date unless the award of contract is delayed for a period exceeding one hundred eighty (180) days.

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SECTION 1 - INVITATION FOR PROPOSALS

The City of Charleston, West Virginia (City) is seeking to obtain proposals from experienced and qualified software Vendors (Vendors) for the acquisition and implementation of an Enterprise Resource Planning (ERP) solution that satisfies all of the City's functional and technical requirements. A detailed description of the products and services required are contained in this RFP. The City is open to reviewing proposals from Vendors that provide all modules in scope, or Vendors that separately provide best of breed solutions to support the modules and functionality listed for Citizen Services.

It is the submitter's responsibility to deliver the document to the proper email address by the designated time. The City accepts no responsibility for lost or misdirected submittals. The City is not liable for any costs incurred by the Vendor before issuance of a contract. All costs incurred in responding to this Request for Proposal are solely the responsibility of the Vendor.

Proposals submitted will not be considered public information until after the award of the contract to the successful Vendor. All materials and information submitted in response to this RFP become the property of the City. Submission of a proposal shall constitute acknowledgment and acceptance of all terms and conditions contained in this RFP and all exhibits and attachments hereto.

SECTION 2 – CITY BACKGROUND

The City of Charleston (City) is West Virginia's capital and largest municipality. The city limits span approximately 33 square miles, and it has a resident population of just under 50,000. The system of government is a Strong Mayor/City Council structure. The City Manager is the Chief Administrative Officer for the City and is appointed by the Mayor with approval by the Council. The City has 798 FTE positions.

The City has been using the current ERP system for 18 years, and the company that supports the program ended maintenance activity in December 2021. The system has been in twilight status for the last ten years, and the City has been receiving only regulatory enhancements. The system is fast becoming obsolete technology. Over time, the system has become inefficient to complete tasks and City technology staff are spending ever-increasing time maintaining its functionality. This has increased the criticality of replacement to ensure the City continues to function and support its constituents. The ERP system lacks features that are considered standard in today's ERP solutions and does not function as efficiently as it could.

The City uses a custom system to track taxes and fees referred to as the Revenue Tracking System (RTS). RTS is also 18 years old and was custom designed for the City to collect and manage various fees and taxes such as B&O taxes, City Service fees, Business Licenses, delinquencies, penalties, and liens for the City Collector's Office. In addition, the system cannot be upgraded so manual spreadsheets are being used to manage self-reported revenue from businesses such as Utility Tax, Amusement/Admission Tax, and Hotel/Motel Occupancy Tax. The system also generates notification letters to constituents, vendors, and businesses. The original programmer for RTS no longer has rights to the program, and much of the programming work has been outsourced to India. Changes to the system are difficult, expensive, and sometimes not workable. The City also utilizes the Charleston Sanitary Board sewer utility billing system for collection of refuse and fire services fee. That system is managed outside of the City's direct control and does not allow for easy changes or access to reporting. For this and other reasons the City is looking to replace both solutions with a single commercial off the shelf ERP solution that is fully integrated and modern, with a viable long-term upgrade path. Additionally, the City needs an ERP system that is fully compatible with geographic information system mapping (GIS) to help with managing Citizen Services activities.

The City is interested in receiving responses from all qualified Vendors who can meet the functional specifications as outlined in this RFP. This RFP is part of a competitive procurement process which helps to serve the best interest of the City and its residents. All respondents will hereby be referred to throughout this document as Vendor. This RFP will assist the City in selecting a qualified Vendor to provide ERP software and implementation services.

SECTION 3 – PROJECT SCOPE AND TIMELINE

Project Scope. The modules in scope for this solicitation are listed below. The City's preference is an integrated ERP solution and are open to the Citizen Services solutions provided by a separate vendor.

Financial	
▪ General Ledger ▪ Budgeting ▪ Project and Grant Accounting ▪ Purchasing	▪ Accounts Payable ▪ Accounts Receivable ▪ Fixed Assets ▪ Reporting
Human Capital Management	
▪ Human Resources	▪ Payroll
Citizen Services	
▪ Land Management, Permitting, Inspections	▪ Code Enforcement
▪ Business licensing and Registration	▪ Taxes and Fees

The following table lists key business applications used by the City:

Software	Function	Scope
Tyler Eden	General Ledger Purchasing Accounts Payable Accounts Receivable Fixed Assets Project and Grant Accounting Budget Payroll Human Resources Employee Self Service Permits	Replace
Ultimate Kronos Group	Timekeeping	Retain/Interface
Ultimate Kronos Group - Telestaff	Timekeeping for Fire and Police	Retain/Interface
Applicant Pro	Applicant Tracking	Retain/Interface
Trakstar	Performance reviews	Retain/Interface
Revenue Tracking System (RTS)	Business License Tax and Fee Management	Replace
Sanitary Board Billing System	Refuse Fees Fire Service Fees	Replace
Govolution	Online payment processing	TBD
QAlert 311	Citizen Request Management	Retain/Interface
Cityworks AMS	On-Premises Work Order System	Retain/Interface
Esri ArcInfo 10.9.1	GIS – Community Development	Retain/Interface
Esri ArcGIS Online	Public – facing GIS Access	Retain/Interface
Tolemi Building Blocks	Unified Map Viewer	TBD
Tyler Cashiering	Centralized Cashiering	Retain/Interface
Clancy	Parking Ticketing System	Retain/Interface
Excel Spreadsheets	Hotel, Utility, & Amusement, Taxes	Replace
	Vacant Structures	Replace
	Rental Registrations	Replace

The solution selected will be implemented as recommended by the selected Vendor and approved by the City. The City expects process improvement throughout the implementation of new systems and intends to adopt the best practices offered by the selected Vendor. Vendors who are invited to demonstrate their product should be prepared to discuss the application's best practices and the system's ability to adapt to user preferences.

Project Timeline. The following defines the estimated timeline for this project. This timeline may be adjusted as necessary to support the project.

Activity	Date
Release of Request for Proposal	April 28, 2022
Vendors Questions Submitted	May 12, 2022
Vendors Questions Answers Posted as Addenda	May 17, 2022
Proposals Due	May 26, 2022
Selection of Finalists	July 2022
Software Demos	August 2022
Due Diligence Review	September 2022
Contract Negotiations	October - November 2022
Award Contract	November 2022

SECTION 4 – RFP EVALUATION

Evaluation. An evaluation committee selected by the City will review, evaluate, and rank responses in accordance with criteria identified below. Clarification of submitted material may be requested during the evaluation process. At its discretion, the City may award the successful Vendor based on their initial proposal or invite them to enter directly into contract negotiations. Each proposal received in response to this RFP will be subjectively evaluated based on the following criteria.

- Functional and technical fit to the City's requirements
- Technology and architecture of the solution
- Vendor's experience and expertise
- Implementation approach and timeline
- Quality of references submitted
- Total cost of the solution – licensing, implementation, ongoing support and maintenance

The City reserves the right to select a Vendor based solely on the information submitted in the proposal and to make a contract award without any further discussion with the Vendors regarding the responses received. Therefore, responses should be submitted initially on the most favorable terms available to the City from a price, contractual terms and conditions, and technical standpoint.

The City also reserves the right to conduct discussions with Vendors who submit proposals. The City is not under any obligation to reveal to a Vendor how a response was assessed or to provide information relative to the decision-making process.

Notification. Based on the evaluation of the proposals, the City will select a Shortlist of approximately three Vendors and invite them to participate in pre-demo meetings and software demos. The selected Vendors will be notified via e-mail by the date indicated in Section 3. The notification will include a Demo Script document that will be used for virtual or on-site demos, whichever is most feasible.

Pre-Demo Meetings. Once Vendors have been notified of elevation to the Shortlist, the City will conduct pre-demo meetings with those Vendors. The purpose of the pre-demo meeting is to address any questions about logistics of the online or on-site demos or the Demo Script that will be provided by the City.

Software Demos. The functional and technical product demos will be presented to the City by the Shortlisted Vendors according to a pre-defined script. All Vendors must follow this script during their demo process. The evaluation criteria for the demo process will include adherence to the script as well as the ability to successfully demonstrate the product's ability to meet the City's functional and technical requirements. The City reserves the right to request additional information, interviews, follow-up demonstrations or any other type of clarification of proposal information it deems necessary to evaluate the final Vendors. In addition to scripted functional demonstrations, the City may request a follow up technical demo.

SECTION 5 – VENDOR INSTRUCTIONS

Proposals should be prepared simply and economically, providing straightforward, concise descriptions of the Vendor's ability to satisfy the City's functional and technical needs. Emphasis should be placed on completeness and clarity of content.

Ownership of all data, materials, and documentation originated and prepared for the City pursuant to this solicitation will belong to the City and are subject to the West Virginia Freedom of Information Act unless the content is proprietary in nature such that it is excluded from production. All pages or sections of submitted documents considered by the firm to be proprietary in nature should be clearly labeled.

Submit your RFP response by the date and time indicated in Section 3 of this RFP. Responses should be provided as follows:

- One electronic PDF copy of your entire RFP proposal in the order defined in the table below.
- One electronic copy of the Requirements Section in *MS Word with no changes to formatting.*

Email the proposal to: Jamie Bowles at jamie.bowles@cityofcharleston.org by the due date and time specified in this RFP. Submission of a proposal shall constitute acknowledgment and acceptance of all terms and conditions contained in this RFP and all exhibits and attachments hereto.

Pre-Bidders Questions. Questions regarding this RFP may be submitted to the City via email by the due date indicated. Email questions to Jamie Bowles at jamie.bowles@cityofcharleston.org. The City will address all questions and post them to the City's website by the date indicated in Section 3 of this RFP. No pre-bidders conference will be held.

Proposal Response Format. Vendor responses should include the sections outlined below. Responses that deviate from the requested format may be classified as "non-responsive" at the discretion of the City and may be disqualified. Marketing literature should not be included in your proposal.

Section	Description
1. Cover Letter	The Cover Letter should provide an executive summary of the Proposer's products and services offered relevant to the scope of work described in this RFP. An individual authorized to bind the Proposer must sign the cover letter. Limit to two pages.
2. Requirements	Complete Requirements document from Section 6 of this RFP. Complete in accordance with directions set forth in that document. Each Requirement must have a rating and a comment relative to how the function is met with the software. Submit in Word format and do not make any changes to formatting of this document, e.g., fonts, page breaks, layout, etc.
3. Pricing	Complete Pricing Summary using Exhibit A of this RFP. Indicate costs for software, implementation, and maintenance. Pricing must be fully comprehensive and complete, including all taxes, and list any available

Section	Description
	discounts or increases. Pricing must be valid for at least 180 days from response submission date. All one-time and recurring costs must be fully provided. a. Software: Provide estimates for user counts defined in this RFP. Include pricing for both on-premises and SaaS or hosted options if applicable. b. Implementation Services: Including but not limited to implementation of the software, data conversion, system configuration, report development, testing, and training for all required software. If function or module is optional, list costs separately. c. Maintenance: Indicate the estimated total dollars and percent of software license cost plus any CPI changes that might be incurred in years 2 – 10. Note: Additional pricing information can be supplied if it clarifies or provides relevant detail to your estimate.
4. Implementation	Provide an overview of Proposer's implementation methodology including: a. Project Plan: Sample Project Plan including Phases, Tasks and Timeline b. Recommendation for phased approach vs. big bang go-live c. City resources: Roles, responsibilities, average estimated time per month d. Proposer resources: Roles, responsibilities, average estimated time per month e. Process improvement: Approach to process improvement through implementation f. Business Change management: Methodology and tools used g. Data conversion: Methodology used h. Testing: Methodology and tools used i. Training: Methodology and tools used j. Report development k. Integration: Approach, tools, experience l. Post go-live support services
5. Support	Provide an overview of support services offered and recommended including but not limited to: a. User support – hours of service, after-hours support, 24x7 support, average/guaranteed response time, ticketing system used, resources available, escalation process b. Approach to user enhancement requests c. Managed services d. User groups and conferences
6. Technology Overview	Provide an overview of the system technology and future strategic direction including: a. Options for technical architecture; hosted, on-premises, SaaS, etc. b. Data Centers if Hosted or SaaS; provider, locations, SLA uptime, etc. c. Hardware specifications for the proposed solution d. Mobile hardware and operating system specifications e. Support for two-factor authentication f. Remote access capabilities, supported technologies and portals available g. City's access to data for reports and queries if SaaS or Hosted

Section	Description
	h. Security Administration – SSO, SAML, etc. i. Integration tools and methodologies supported j. Online data dictionary k. Disaster Recovery Services l. Escrow agreements m. Languages, structures or frameworks used e.g., .NET architecture, SQL, etc. n. Timing and frequency of software updates, e.g., scheduled release, automatic updates, etc.
7. References	Using the forms provided in Exhibit B provide three current and three former customers of the proposed software that are similar in size and scope to the City's project.
8. Contract Performance	Indicate if at any time during the past five years Proposer has had a contract terminated for convenience, non-performance, or any other reason, or has entered into legal action with a customer. Describe the situation(s) including name and address of contracting party.
9. Contract Samples	Provide sample contract documents that may include the following: ▪ Statement of Work ▪ Perpetual Software License or SaaS License Agreement ▪ Maintenance or Support Agreements ▪ Service Level Agreements ▪ 3rd Party Agreements

SECTION 6 – REQUIREMENTS

This section includes the ERP system requirements. This document will become Section 2 of your RFP response. For each item, a ranking has been provided indicating the importance to the City. Rankings used are “R” for Required, “I” for Important, “N” for Nice to Have, or “E” for Explore. Software applications that are missing a significant number of required features and technology preferences may be eliminated from consideration.

Proposers must provide a rating and a comment for every item. If the requirement does not pertain to the proposal being submitted, enter “N/A.” The comment should include a brief explanation of how the item is supported. Please do not modify the format, font, numbering, etc. of this section or insert page breaks or convert from PDF to Word, as this corrupts the document format. If a submitted RFP includes blank responses, the document may be considered in violation and rejected. Use the following rating system to evaluate each requirement:

Rating	Definition
4	**Standard and available in the current release**. Software supports this requirement and can be implemented out of the box or with configuration at no additional cost. No source code modification is required.
3	**Meet requirement with minor modification**. Modification maintains application on upgrade path. Testing and production of modifications will be completed by implementation date. Include an estimate for the cost of the modification.
2	**Available with 3rd party software application.** Indicate name of the application recommended and number of installs jointly completed.
1	**Does not meet requirement and requires substantial system modification.** Indicate timing required and estimated cost of modification.
0	**Not available.** Software will not meet requirement.
F	**Future Release.** Requirement will be available in future release. Indicate anticipated release date month and year.

Sample Response Format: Please use the format below when completing your response.

	General	Response
R	1. Audit Trail with user, date, time stamp throughout all modules. Before/after values is Important.	4 System logs all transactions and stamps them with user, date, time, and before/after values. A report can be generated to review audit history.

Note: Vendors must submit a completed Requirements document as a separate Word document with your response. Do not change any formatting on this document. The Requirements document should also be included in the pdf version of your proposal.

SECTION 7 – TERMS AND CONDITIONS

1. **Conditions for Proposal Acceptance:** This RFP does not commit the City to award a contract or to pay any costs incurred for any services. The City, at its sole discretion, reserves the right to accept or reject any or all Proposals received as a result of this RFP, to negotiate with any qualified source(s), or to cancel this RFP in part or in its entirety. The City may waive any irregularity in any Proposal. All Proposals will become the property of the City. If any proprietary information is contained in the Proposal, it should be clearly identified.

2. **Insurance:** The City requires that licensees, lessees, and Proposers obtain and maintain, at their sole expense, specified types of insurance coverages, as outlined in the sample contract, evidenced by an approved Certificate of Insurance (not a declaration or policy) or proof of self-insurance on file with the City for the issuance of a permit or contract. Within ten (10) calendar days of award of contract, the successful Proposer must furnish the City with the Certificates of Insurance proving coverage as specified in the sample contract. City reserves the right to require different or additional insurance coverages than those specified in the sample contract.

3. **W-9:** Proposer must provide a signed form W-9 (Taxpayer Identification Number & Certification), which includes Proposer's legal business name(s).

4. **Protests**: Failure to comply with the rules set forth herein may result in rejection of the protest. Protests based upon restrictive specifications or alleged improprieties in the Proposal procedure, which are apparent or reasonably should have been discovered prior to receipt of Proposals shall be filed in writing with the City's Purchasing Department at least ten (10) calendar days prior to the deadline for receipt of Proposals. The protest must clearly specify in writing the grounds and evidence on which the protest is based.

   Protests based upon alleged improprieties that are not apparent or that could not reasonably have been discovered prior to submission date of the Proposals, such as disputes over the staff recommendation for contract award, shall be submitted in writing to the City's Purchasing Department, within forty-eight (48) hours from receipt of the notice from the City advising of City's recommendation for award of contract. The protest must clearly specify in writing the grounds and evidence on which the protest is based. The City's Purchasing Department will respond to the protest in writing at least three (3) days prior to the meeting at which City's recommendation to the City Council will be considered. Should Proposer decide to appeal the response of the City's Purchasing Department, and pursue its protest at the Council meeting, it will notify the City's Purchasing Department of its intention at least two (2) days prior to the scheduled meeting.

   Procedure – All protests shall be typed on the protester's letterhead and submitted in accordance with the provisions stated herein. All protests shall include at a minimum the following information:

   - The name, address, and telephone number of the protester.
   - The signature of the protester or the protester's representative.
   - The solicitation or contract number.
   - A detailed statement of the legal and/or factual grounds for the protest; and
   - The form of relief requested.

5. **Accuracy of Proposals:** Proposers shall take all responsibility for any errors or omissions in their Proposals. Any discrepancies in numbers or calculations shall be interpreted to reflect the cost to the

City. If, prior to contract award, a Proposer discovers a mistake in their Proposal which renders the Proposer unwilling to perform under any resulting contract, the Proposer must immediately notify the RFP Facilitator and request to withdraw the Proposal. It shall be solely within the City's discretion as to whether withdrawal will be permitted. If the solicitation contemplated evaluation an award of "all or none" of the items, then any withdrawal must be for the entire Proposal. If the solicitation provided for evaluation and award on a line item or combination of items basis, the City may consider permitting withdrawal of specific line item(s) or combination of items.

6. **Responsibility of Proposers:** The City shall not be liable for any expenses incurred by potential Proposers in the preparation or submission of their Proposals. Pre-contractual expenses are not to be included in the Proposer's Pricing Summary. Pre-contractual expenses include but are not limited to, expenses incurred by Proposer in:
    - Preparing Proposal in response to this RFP.
    - Submitting that Proposal to the City.
    - Negotiating with the City any matter related to the Proposal; and
    - Any other expenses incurred by the Proposer prior to the date of the award and execution, if any, of the contract.

7. **Confidentiality:** If Proposer believes any communication contains trade secrets or other proprietary information that the Proposer believes would cause substantial injury to the Proposer's competitive position if disclosed, the Proposer shall request that the City withhold from disclosure the proprietary information by marking each page containing such proprietary information as confidential. Proposer may not designate its entire Proposal as confidential nor designate its Price Summary as confidential.

   Submission of a Proposal shall indicate that, if Proposer requests that the City withhold from disclosure information identified as confidential, and the City complies with the Proposer's request, Proposer shall assume all responsibility for any challenges resulting from the non-disclosure, indemnify and hold harmless the City from and against all damages (including but not limited to attorneys' fees and costs that may be awarded to the party requesting the Proposer information), and pay any and all costs and expenses related to the withholding of Proposer information. Proposer shall not make a claim, sue, or maintain any legal action against the City or its directors, officers, employees, or agents concerning the disclosure, or withholding from disclosure, of any Proposer information. If Proposer does not request that the City withhold from disclosure information identified as confidential, the City shall have no obligation to withhold the information from disclosure and may release the information sought without any liability to the City.

8. A**ddendums to the RFP:** The City reserves the right to amend or supplement this RFP prior to the Proposal Due Date. All addendum(s) and additional information will be posted to the City's web site. Proposers should check this web page daily for new information.

9. **Equal Employment Opportunities:** All bidders acknowledge and agree that, in the performance of any City contract, they will not discriminate against any employee or applicant for employment because of race, color, religion, age, sex, sexual orientation, gender identity, disability, or national origin.

10. **Immigration Reform and Control Act (IRCA):** All bidders in connection with the performance of this project shall certify that they are in complete compliance with the above noted Act.

11. **Local Vendor Preference:** A local vendor may qualify for a competitive advantage applied to its bid when certain conditions are met. Such as, the vendor has marked on its bid submission that it is requesting to be considered a local vendor for bid evaluation purposes; the vendor provides

documentation evidencing that it has the right to conduct business in the State of West Virginia; and the vendor submits an affidavit confirming that it has paid all applicable business taxes to the city or has a non-delinquent payment plan with the city and has had an active and current business and occupation tax account with the city collector during the entire preceding one-year period.

Competitive advantages shall be applied in the following manner:

(1) A competitive advantage of 4% shall be applied to the local vendor's bid when, prior to applying the competitive advantage, the apparent lowest responsible bidder submits a bid that is greater than $25,000 but does not exceed $125,000.
(2) The competitive advantage of $5,000 shall be applied to the local vendor's bid when, prior to applying the competitive advantage, the apparent lowest responsible bidder submits a bid that is greater than $125,000.

12. **Business & Occupation Tax:** The City of Charleston broadly imposes a Business & Occupation Privilege Tax for the act or privilege of engaging in business activities within the City of Charleston. Business & Occupation Tax is measured by the application of rates against gross receipts or gross income of the business. All business activities are classified, and the classifications are significant inasmuch as the tax liability varies based on the different rates established for the specific types of business activities.

    Individuals or businesses who do not have a physical location or office located in the City of Charleston are also subject to Business & Occupation Tax if they: 1) lease tangible personal property to lessees in Charleston, or 2) perform construction or installation contracts in Charleston or 3) render services in Charleston. Additionally, anyone who sells and/or delivers goods or products in Charleston may also be subject to Business & Occupation Tax.

    Business & Occupation Tax should be considered when preparing your bid. If you are uncertain as to your business activity or how your business should properly calculate the tax when preparing your bid, please contact us at botax@cityofcharleston.org.

    NOTE: No contract or purchase of materials or equipment will be awarded to a company whose Business & Occupation Tax status is delinquent.

13. **Governing Law and Venue:** In the event of litigation concerning this RFP, the proposal documents, specifications, and related matters shall be governed by and construed in accordance with the law of the State of West Virginia. Venue shall be with the appropriate state or federal court located in West Virginia.

Exhibit A – Requirements

City of Charleston, WV
ERP Software Requirements

R = Required
I = Important
N = Nice to have
E = Explore

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

	Pricing Summary - Details in Section 4	Comments
	7. **Software Licensing For Required Modules in Scope:** a. Financials: 175 named users b. Permitting and Code Enforcement: 40 named users c. Human Resources/Payroll: 798 FTE's, 700 retirees, 1,000 W-2's d. Business Licensing and Tax: 20 named, 50 read only e. Code Enforcement: 10 mobile users	
	8. **Implementation:** Estimate for implementation, process review, design, configuration, data conversion, training, report development, integration, and travel.	

	9. **Hosting or SaaS Costs:** Estimate for all modules. a. Year 1 b. Years 2 – 10	
	10. **Annual Maintenance (On-Premises):** Estimate for all modules. a. Year 1 b. Years 2 – 10	
	11. **Other Costs:** List cost of required 3rd party software and services.	
	12. **Total 1-Year Cost**	
	13. **Total 10-Year Cost**	
	Modules/Functionality	**Response – Rating and Comment**
	Financial	
R	14. General Ledger	
R	15. Budgeting	
R	16. Project and Grant Accounting	
R	17. Purchasing	
R	18. Accounts Payable	
R	19. Accounts Receivable	
R	20. Fixed Assets	
R	21. Reporting	
	Human Capital Management	
R	22. Human Resources	
R	23. Payroll	
	Citizen Services	
R	24. Land Management, Permitting, Inspections	
R	25. Code Enforcement	
R	26. Business Licensing and Registration	
R	27. Taxes and Fees	
	Technology	**Response – Rating and Comment**
I	28. Real-time Integration across core modules, e.g., Financials, Human Resources, Payroll, Permitting, Licensing, etc.	
R	29. Run on VMWare virtual server environment if on-premises.	
R	30. SaaS or Hosted: Prefer Azure or AWS hosted.	
R	31. MS SQL Server 2016 or higher (if on-premises).	
R	32. Percent of installs by platform; Cloud, Hosted, On-Premises.	
R	33. Web-enabled or Web-based architecture	
R	34. Compatible with Windows 10 or higher desktop client.	
R	35. Web-based architecture with published open API's. Browsers: Edge, Chrome, Firefox.	

I	36.	SaaS option that allows for multiple environments, e.g., production, test, training, development, etc.	
R	37.	Role-based security by group or individual to menu and screen level with ability to mask sensitive data fields.	
I	38.	Single sign-on via MS Active Directory, SAML.	
R	39.	Data encryption in-transit and at rest.	
N	40.	Support two-factor authentication for on premises and/or hosted systems.	
R	41.	Microsoft Outlook and Exchange Server integration for Email and workflow approval.	
R	42.	Office 2016**/**Office 365 compatible.	
R	43.	Integration with Microsoft Word and Excel. Indicate where available.	
R	44.	List integration technologies supported, e.g., Web Services, Open API's, etc.	
R	45.	Indicate experience integrating and proposed method to City applications as follows:	
R		a. UKG Telestaff: bi-directional for employee master file, time, leave balances, etc.	
R		b. Applicant Pro: applicant tracking - onboarding selected applicant.	
R		c. 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		d. QAlert – Citizen Request Management, 311 solution. Citizen complaints, requests, etc. API interface for SR's. Open to considering replacement option.	
I		e. Cityworks CMMS – Work Orders.	
I		f. Tyler Incode – Court Financial System.	
R		g. Tyler Cashiering – Centralized Cashiering. Bi-directional.	
I		h. Clancy Ticketing System – Parking Tickets. Import online payments to General Ledger.	
R		i. Esri Arc Info 10.9.1 and higher – GIS and Community Development	
R		j. Esri ArcGIS Online – Public access.	
I		k. Tolemi BuildingBlocks – Consolidate disparate maps for unified viewing	
R		l. SQL Data Warehouse – for reports and queries	
R	46.	Scan and attach documents, images, and Office files to records and transactions throughout all modules.	

R	47.	Mobile technology for internal and external users e.g., workflow approvals, data look-up's, inspection resulting, complaint submittal, etc.	
R	48.	List supported mobile devices and operating systems, e.g., iPads, MS Surface, iOS, Android, Windows, etc.	
R	49.	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	50.	Configurable role-based dashboards to present reports, tasks, notifications, approvals, etc. with drill down to source data.	
R	51.	Audit trail with user, date, and time stamp with before/after history.	
I	52.	User configurable menus, screens, and fields, e.g., hide unused fields, set tab order, define mandatory fields, etc.	
I	53.	Flexible description field length. Describe where supported.	
R	54.	User-defined fields that can be used in queries and reports; indicate where available and limitations.	
I	55.	Configurable online user help: context sensitive is Nice to Have.	
R	56.	Rules-based workflow routing that can be concurrent or consecutive with electronic signatures.	
R	57.	Visibility to workflow status and approval queue.	
I	58.	Activity or date triggered alerts, flags, and messages.	
R	59.	Effective dating of transactions throughout all modules.	
R	60.	Describe enterprise document management capabilities within the suite or via 3rd party solutions.	
	General Ledger		**Response – Rating and Comment**
R	61.	Support Accrual and Modified Accrual basis of accounting.	
R	62.	Flexible Chart of Account format. Current format: Fund 3, Revenues 8, Expenditures 13, Balance Sheet 7. Driven by State requirements.	
R	63.	Support 13 accounting periods.	
R	64.	Multiple fiscal years or periods open with role-based posting permissions.	
I	65.	Validate account and segment combinations at data entry, e.g., account and project number, etc.	
R	66.	Automatic inter-fund balancing entries.	

R	67. Multiple Journal Entry types including: a. Regular b. Reversing c. Recurring d. Allocating e. Budget adjustments f. Import from Excel or other software	
R	68. Journal Entry with short and long descriptions and file attachments.	
R	69. Workflow routing of Journal Entries for approval.	
I	70. System generated alerts when nearing Budget tolerances, e.g., 10% remaining.	
N	71. Cash flow forecasting tools.	
R	72. Export query or report to multiple formats: Excel, text, CSV, HTML, PDF, etc.	
N	73. ACFR reporting tool.	
R	**Budgeting**	**Response – Rating and Comment**
I	74. Identify if Budget module proposed is within ERP suite or 3rd party solution with integration.	
R	75. Position Control Budgeting for salaries, benefits, taxes, etc.	
R	76. Support Excel based budgeting; export actuals and import adopted budget.	
I	77. Online Budget worksheet distributed to Departments for input and workflow approval routing with visibility to status queue.	
I	78. Capture Budget line-item assumptions and attach supporting documentation.	
I	79. What-if Budget modeling, e.g., changes in positions, pay, benefits, increasing a tax rate, etc.	
N	80. Annual Budget projections of revenues and expenses by percentage, dollar amount, etc.	
R	81. Budget vs. Actual queries or reports with drill down to source data.	
N	82. Budget Book creation tools.	
	Project and Grant Accounting	**Response – Rating and Comment**
R	83. Indicate if Project and Grant Accounting is managed in the General Ledger or in a separate ledger.	
R	84. Project Master File Data to include: a. Number, name, description b. Type c. Funding Sources; one or multiple d. Budget e. Grant number f. Location g. Subproject, phase, task	

		h. Start and end dates i. Status to include active or closed j. Project Manager k. User defined fields	
R	85.	Define and track approved expenditures and encumbrances against a Project or Grant across multiple fiscal years.	
I	86.	Track status of a Grant; percent complete, percent remaining, dollars spent, dollars remaining, etc.	
N	87.	Convert Project to Asset by phase or when complete.	
R	88.	Grant Management accounting (restricted or unrestricted for CIP, Development Projects, CDBG, HUD, etc.).	
R	89.	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	90.	Grant master file attributes including: a. Status b. Grantor c. Sub recipients d. Dates: application, award, beginning, end e. Matching information f. Amount g. Related Projects	
I	91.	Generate invoices for reimbursable Grant costs.	
	Purchasing		**Response – Rating and Comment**
R	92.	Single vendor master for all integrated modules.	
R	93.	Vendor master file to include: a. Vendor number b. Name – legal and DBA c. Category d. Multiple addresses e. 1099 classification f. Insurance and bond information g. Bank h. W9 status	
I	94.	Link to State of West Virginia Licensing Board to verify certified vendors and licensed contractors.	
R	95.	Prevent or correct duplicate vendor records.	
R	96.	Retain vendor history for active or inactive status.	
R	97.	Support pre-encumbrance and encumbrance accounting.	
R	98.	Define multiple Purchase Order types; Standard, Blanket, etc.	
R	99.	Create a Purchase Order without a Requisition.	

N	100. Budget verification at creation of Requisition and Purchase Order; option to warn or block if over budget.	
R	101. Contract Management including a. Multiple fiscal years b. Attach documents’ c. Track and manage to start and end dates d. Change Order management e. Alert when nearing expiration	
R	102. Allow multiple General Ledger account distributions per line item on Requisition or Purchase Orders.	
I	103. Reference Project, Grant or Contract number on a Requisition and Purchase Order.	
N	104. Import items from West Virginia State purchasing contracts by vendor; items and pricing.	
R	105. Rules-based workflow routing for approval of Requisitions and Purchase Orders based on dollar amount, General Ledger account, department, etc.	
I	106. Flag Purchase Order or line item as a Fixed Asset with automated creation of Fixed Asset record at receipt.	
I	107. Produce annual report on accumulated spend to a single vendor up to $25,000 per year.	
N	108. List options for integration to online bidding systems, e.g., Bid Express, Planet Bids, BidNet, etc.	
I	109. 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	110. Decentralized invoice scanning and processing, route for review, approval, and account coding with submittal to Accounts Payable for payment once approved.	
I	111. Import and process P-Card transactions from bank file (Fifth-Third); post transactions to payee vendor.	
R	112. Process multiple invoices to a Purchase Order.	
R	113. Duplicate invoice management.	
R	114. Generate recurring payables templates with ability to modify amount.	
N	115. Flag or report on vendors in arrears and prevent payment until debt is satisfied (outstanding tickets, unpaid permits, code violations, etc.).	

R	116. Distribute invoice to multiple General Ledger accounts by percent.	
R	117. Two- or three-way matching; Purchase Order to Invoice or Purchase Order to Receiving to Invoice.	
R	118. Flag invoice for separate check.	
R	119. Multiple forms of payment; check, wire, ACH, EFT, etc.	
R	120. Define check sort and print order to user preferences.	
R	121. Positive Pay management.	
I	122. Process credits from Tax and Revenue system to generate refund checks for overpayments.	
R	123. Import electronic bank files; automated reconciliation including checks, deposits, wires, etc. Generate required adjusting Journal Entries.	
R	124. 1099 tracking to Vendor, Invoice, and line item. Types include Type S, C, R, Misc., etc.	
R	125. Electronic reporting of 1099s to IRS and State.	
	Accounts Receivable	**Response – Rating and Comment**
R	126. Customer master file that includes payment terms, banking information, and user defined fields.	
R	127. 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	128. Payment methods include credit card, cash, checks, wires, ach, lock box, etc.	
R	129. Online PCI compliant payment gateway for all cash receipt types (Miscellaneous Billings, Gross Receipts Taxes, etc.)	
R	130. Generate inter-department billings.	
I	131. Apply rules-based finance charges, taxes, penalties, etc. to outstanding receivables with ability to override.	
R	132. Support multiple invoice and statement formats including custom formatting options.	
R	133. Apply a single payment to multiple receivables.	
	Fixed Assets	**Response – Rating and Comment**
R	134. Asset master record to include: a. Category b. Grant or Fund c. Dates d. Attachments	
I	135. Track non-depreciable assets by department and location (small and attractive).	
R	136. Generate barcoded asset tags, scan for inventory counts.	

I	137. Generate asset records from multiple sources: Purchase Order, Capital Project, lease to own, donated assets, etc.	
I	138. System alerts for duplicate records.	
R	139. Track Asset activities and history e.g., repairs, replacement, maintenance, upgrades, transfers, valuation adjustments, retirement, disposal etc.	
R	140. Record depreciation based on date placed in service and asset type.	
N	141. Manage asset reserve or replacement schedules for Budgeting purposes, e.g., report or query.	
R	142. Support generation of GASB 34 reporting.	
	Reporting	**Response – Rating and Comment**
R	143. Power user reporting tools for advanced reports, e.g., Microsoft SQL Reporting Services, Power BI, etc.	
R	144. User-level query and reporting tools that allow for formatting of data, headers, graphs, charts, etc.	
R	145. 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	146. Online queries with save with refresh capabilities.	
I	147. Modify standard report and save with permissions.	
R	148. User-level security flows through to queries and reports.	
R	149. Drill down to source transactions within queries or reports following user-security rules.	
R	150. Schedule generation of reports and distribute via e-mail, to a shared folder or dashboard.	
R	151. Generate reports in multiple formats, e.g., HTML, PDF, Excel, Word, etc.	
	Human Resources	**Response – Rating and Comment**
R	152. Position Control Management; define positions, number of FTEs within a position, effective dates.	
R	153. Assign multiple staff to a Position with effective dates and varying rates of pay, e.g., Police Officer.	
R	154. Assign one or more funding sources to a position.	
I	155. Import new hire data from Applicant Pro for onboarding in HR system including offer letter.	
I	156. Import benefits and rate tables for new hires, e.g., dental, vision, life, etc.	
R	157. Employee master file that supports multiple user defined fields, attachments, dates (hire, promotion, termination), employment history by position, department, etc.	

I	158. System checklist or workflow to manage Onboarding process.	
N	159. Track forms issued to new hires with submitted and due dates.	
I	160. Rules-based eligibility for benefit elections, e.g., hire date, status, years of service, etc.	
R	161. Maintain position history by position and employee, e.g., hire dates, position changes, pay grade, job title, etc.	
R	162. Define salary schedules with positions, pay grades, and steps, with automatic stepping based on defined rules for select pay groups (police and fire).	
R	163. 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	164. Track employees on Short-Term Disability and Long-Term Disability eligibility, Worker's Comp claims, etc.	
N	165. Performance Reviews: store results from Trakstar or Reviewsnap, store in employee record.	
R	166. Skill set tracking such as certifications, education, completed training, CDL's, expiration dates, etc.	
R	167. Track random drug testing.	
R	168. Track mandatory training and certifications required with renewal dates; generate reminders when nearing due dates.	
I	169. 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	170. FLSA, ADA, EEOC and other required tracking requirements for employees (e.g., EEO4 Report).	
R	171. ACA tracking and reporting including: a. Look back reports for actual hours worked b. Generation of 1094 and 1095-C reports c. Mailing of 1095-C reports to employees d. Electronic transmittal of 1094 and 1095-C to IRS	
R	172. Employee Self-Service to include view and update after workflow approval of: a. View leave balances b. Modify dependents c. Modify address d. Modify bank information e. Access to pay advice, W2, 1095	

	f. Benefit elections g. Update W 4	
R	173. Retain history of changes made to employee record; pay, benefit elections, transfers, etc.	
R	174. Indicate experience and integration with State of West Virginia retirement system.	
	Payroll	**Response – Rating and Comment**
R	175. Support bi-weekly and monthly payroll cycles.	
R	176. Import time from UKG Kronos and Telestaff.	
I	177. Unlimited pay codes that are rules-based including formulas, fixed amounts, and number of pay periods.	
I	178. Unlimited deduction codes that are rules-based with formulas, fixed amounts, number of pay periods per month.	
R	179. Assign multiple pay and deduction codes per employee per pay period.	
R	180. Enter pay modifications, electronic route for approval, and automated updated to employee record.	
R	181. Manage pay changes including: a. Automated update to employee record b. Date effective – start of period or mid-period c. Percent or dollar changes d. Retro pay calculation e. Enter into system f. Electronic route approval workflow	
R	182. Exception reporting to review all records for changes since last payroll, e.g., no pay, or other anomalies.	
R	183. Calculate and process off cycle pay runs as required.	
R	184. Generate pay advices and bank file for direct-deposit employees; post pay advice to self-service dashboard.	
R	185. Support multiple direct deposit accounts.	
R	186. Generate Positive Pay file.	
I	187. Generate vendor payment file or checks from payroll pay cycle with or without the need to use Accounts Payable.	
N	188. Electronically send data to benefit providers.	
R	189. Produce data for monthly, quarterly, and yearly tax forms and filings.	

R	190. Produce data for W-2 and ACA forms and print directly from software; make available via self-service dashboard.	
R	191. Electronic reporting to Social Security, IRS, State, and Workers Comp.	
R	192. 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	193. 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	194. Capture Parcel Address, Lot, Legal Description (Plat), Ward, etc.	
R	195. Capture City's legal address plus associated internal addresses to a property (temporary, permanent, billing, permitting, parcel, lot, etc.).	
N	196. Mailing address verification through USPS database.	
I	197. 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	198. Convert temporary address record to final address and retain same record using unique identifier that remains with parcel.	
I	199. Explain addressing model. Preferably a hierarchical structure; parcel/building/floor/unit/suite, etc. including other structures.	
R	200. Parent/Child relationship; assign parcel or lot to a parent parcel or subdivision plat.	
R	201. Flag a parcel not eligible for subdivision.	
N	202. Accept a GPS coordinate for "address" in an undeveloped area. Mostly tied to nearest parcel.	
R	203. Support ArcGIS Pro, Esri Local Government Model for addressing.	
R	204. 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	205. Unlimited Permit types and sub-types.	
R	206. 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	207. Update fee tables based on user-defined formulas and effective dates.	
N	208. Manage and track pre-application process including review meetings, action items, etc.	
I	209. Define activities or checklists including application intake to ensure all data is gathered and all steps followed for completion.	
I	210. Online Permit application submittal and payment portal with ability to attach documentation, e.g., Plans, AutoCAD drawings, etc.	
R	211. Track multiple contacts and addresses for a Permit (e.g., Applicant, Owner, Contractor, Architect, Electrician, etc.).	
R	212. Track and manage permitting projects, e.g., multiple contacts, vendors, contracts, permits, notes, milestones, percentage of completion, etc.	
R	213. Attach a Right-of-Way permit to a line, point, or polygon on a map.	
I	214. Drill down from a parcel in GIS to see permit and code activity, records, attachments, etc.	
I	215. Initiate an activity in the system via Parcel map e.g., click on the parcel to initiate a Permit application. Describe functions supported.	
R	216. 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	217. Link related Permits, sub-Permits, etc.	
I	218. Generate a list of required inspections based on Permit type and zoning data for applicants.	
R	219. Online view of reviews pending by department/user. Ability to assign to specific reviewers is Important.	
R	220. Permit review and status queue, e.g., on time, past due, etc.	
I	221. Electronic Plan Review and markup by multiple reviewers. Describe tool proposed.	

I	222. Define library of comments and conditions that can be selected and added to Permits, letters, notifications, etc.	
R	223. Setup and track elapsed days for Permit review activities to monitor against designated turnaround times.	
R	224. 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	225. Generate comment letters summarizing all plan review comments to notify applicant of status, conditions, required information, etc.	
R	226. Generate placards for Land Use permit application site posting.	
R	227. 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	228. Track and manage maintenance bonds including funds on deposit, applicable start and end dates, related inspections, notes, damages, draws, etc.	
I	229. Demo permit issuance triggers notification to review vacant building registry.	
N	230. Permit corrections trigger re-approval workflow.	
R	231. Retain history when Permit conditions change.	
R	232. Date driven expiration of permits.	
I	233. Date-driven alert or applicant notification when nearing permit expiration (e.g., within 30 days).	
	Inspections	**Response – Rating and Comment**
R	234. Multiple inspection types defined with sub-categories, hierarchies, and checklists.	
I	235. Support scheduling of inspections, calendaring, inspector assignment by zone or ward, morning or afternoon appointments, online requests, etc. Currently a manual process.	
I	236. Describe available Inspection scheduling and routing tools supported.	
R	237. Support non-permit related inspections, e.g., rental units, vacant buildings, etc. based on user-defined intervals.	

I	238. Create electronic packet of documents required for inspection, e.g., images, maps, grade plans, improvement plans, etc.	
R	239. 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	240. Dropdown list to choose comments from library and populate correction notices; code descriptions, link to building code, etc.	
R	241. Issue Stop Work order in the field and hold additional inspections until release.	
I	242. Create notification for additional permits if inspections required to staff and applicant.	
R	243. Mobile access to historical permits and inspections by parcel for staff.	
I	244. Generate online notification to applicant of permit status.	
R	245. Issue Certificate of Occupancy if all activities are completed (inspections, reviews, fees collected, etc.).	
	Code Enforcement	**Response – Rating and Comment**
R	246. Unlimited user-defined code case types.	
R	247. Search and pull up records by case type.	
I	248. Built in calendaring for inspector scheduling to code cases.	
R	249. Visible inbox of work assignments and tasks for code officers.	
I	250. Map view of violations to parcel or non-parcel location. Heat map capabilities would be Nice to Have. Currently using Tolemi.	
I	251. Import citizen complaints from QAlert online citizen portal for dispatch. Push out notifications back to portal for code case status, etc.	
I	252. Automated assignment of cases to inspectors based on case type (building) or designated zone and case type (property maintenance).	
I	253. Set up rotating inspection queues and reminders, e.g., rental inspections required every 2 years from date of last inspection.	
R	254. Notify complainant that complaint was received, actions taken, and status (QAlert or replacement solution).	

R	255. Track notes, warning statuses, calls, emails, citations issued, etc. on owner record.	
I	256. Centrally track interdepartmental hours, notes, and activities against a code case, e.g., hazmat clean up, etc.	
R	257. Create a code case or stop work order using mobile device.	
R	258. Dropdown code violation listing; select and populate citation.	
R	259. Generate citation letters based on violation types that include pictures and related code information.	
I	260. Issue citations in the field (assess fine, collect signatures, print, issue, upload to system, etc.). Prefer real time updates if connectivity.	
R	261. Attach pictures to a case preferably from a mobile device (iPhone or iPad). Store to case record.	
R	262. Schedule re-inspections and follow up tasks with reminders by violations type or case type.	
R	263. Enter multiple complaints to a single case; consolidate to single case letter.	
R	264. 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	265. Track and store confidential case notes on abatement activities, court outcomes, liens, etc.	
R	266. Link cases to associated permit records.	
R	267. Secure fields or tabs of confidential information.	
R	268. Flag properties for: repeat complaints, safety issues, etc.	
	Business Licensing and Registration	**Response – Rating and Comment**
R	269. Define multiple License types and sub-types and define data captured for each.	
R	270. Define fees as flat fee or calculation, e.g., percent of revenue.	
R	271. Check land use during business license application to ensure land use is allowed for business type.	
R	272. 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	273. Track business address history.	
R	274. 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	275. Rental Registration to include number of rental units, ownership information, issued permits, periodic inspections, status, etc.	
R	276. Vacant Property Registration: date vacated, location, owner, parcel ID, issued demo permits, setup periodic inspections, occupancy status, etc.	
R	277. Assess fees against property owners if vacant more than 6 months from date of registration.	
R	278. Correlate applicants with related operating permits, e.g., street vendor.	
R	279. Customizable Business License format by type.	
R	280. Generate renewal notices for licenses and registrations.	
I	281. Setup and calendarize annual inspections required by business type.	
I	282. Manage Certificates of Occupancy changes based on business license updates, business type changes, ownership, remodel/changes in occupancy, etc.	
N	283. Workflow approval routing for different departments for review, e.g., zoning, fire marshal.	
	Taxes and Fees	
R	284. Tax management including: a. 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. b. Upload supporting documentation. c. Route for approval. d. Unified account for all taxes and fees for each taxpayer. e. Tax calculation based on different classifications. f. Online portal and payment. g. Generate filing forms to be mailed or emailed. h. Generate delinquency notifications to be mailed or emailed. i. Post zero payment for zero payment returns. j. Application of credits to subsequent unpaid balances. k. Search by multiple fields, e.g., name, address, FEIN.	
R	285. Tax and Fee calculations to include:	

	a. Rate based on headcount b. Percentage of gross revenue c. Flat dollar d. Square footage e. Penalty and interest f. Billing frequency - monthly, quarterly, etc. g. Online vs. walk in payments.	
R	286. NSF Check and returned ACH processing with ability to charge fines or interest.	
N	287. Designate if late fees or penalties are allowed by account based on user permissions.	
R	288. Generate, record, review and issue past-due notices and liens using pre-defined templates via mail or email	
R	289. Set up and manage customer payment plans with option to charge interest.	
R	290. Generate exception reports for review and correction by City staff, e.g., submitted self-reported fees vs. calculated fees.	
R	291. Read only or limited access for tax compliance checks of City vendors.	

Exhibit B – Pricing Summary

Use this template as Section 3 of your response to provide pricing for the software in scope. Provide separate pricing sheet for on-premises and Hosted/Cloud options if available. Supporting detail may also be provided. Pricing must be comprehensive and list any available discounts.

City of Charleston, West Virginia		
Financials: 175 Named Users **Human Capital Management: 798 FTEs, 700 Retirees, 1,000 W2s** **Permitting and Planning: 40 Named Users** **Business License: 20 Named Users, 50 Read Only Users** **Code Enforcement: 10 Named Users**		
Software	**$**	**Assumptions**
Financial:		
General Ledger		
Budgeting		
Project and Grant Accounting		
Purchasing		
Accounts Payable		
Accounts Receivable		
Fixed Assets		
Human Capital Management:		
Human Resources		
Payroll		
Community Services:		
Land management, Permitting, Inspections		
Esri Connector		
Code Enforcement		
Business Licensing and Registration		
Taxes and Fees		
Sub-Total Software		
Implementation Services		**Assumptions**
Implementation		
Data Conversion		
Training		
Report Development		
Integration		
Travel		
Other		
Sub-Total Implementation		
Maintenance/Subscription		**Assumptions**
Year 1		
Years 2 through 7		
Sub-Total Maintenance/Subscription		
Total		

Exhibit C
Customer References - Existing

Item	Response
Client Reference No. 1 - Existing	
Name	
Employee Count	
Population	
Contact Name and Title	
Contact Title	
Contact Telephone Number and Email Address	
Software and Services Provided by Vendor	
Implementation Duration and Go Live Date	
System Replaced	
Client Reference No. 2 - Existing	
Name	
Employee Count	
Population	
Contact Name and Title	
Contact Title	
Contact Telephone Number and Email Address	
Software and Services Provided by Vendor	
Implementation Duration and Go Live Date	
System Replaced	
Client Reference No. 3 - Existing	
Name	
Employee Count	
Population	
Contact Name and Title	
Contact Title	
Contact Telephone Number and Email Address	
Software and Services Provided by Vendor	
Implementation Duration and Go Live Date	
System Replaced	

Exhibit C
Customer References - Prior

Item	Vendor Response
Client Reference No. 1 - Prior	
Name	
Employee Count	
Population	
Contact Name and Title	
Contact Title	
Contact Telephone Number and Email Address	
Software and Services Provided by Vendor	
Implementation Duration and Go Live Date	
Reason Reference is No Longer a Customer	
System Replaced	
Client Reference No. 2 – Prior	
Name	
Employee Count	
Population	
Contact Name and Title	
Contact Title	
Contact Telephone Number and Email Address	
Software and Services Provided by Vendor	
Implementation Duration and Go Live Date	
Reason Reference is No Longer a Customer	
System Replaced	

Exhibit D
Shadow Systems and Reports

A. Shadow Systems

No.	Department/ Function	System Used	Report	Description and Purpose	Key Data Elements
1.	**Accounting**	Capital Assets	Excel	All Capital Asset reconciliations are done in an Excel spreadsheet, including depreciation, additions, deletions, and construction-in-progress.	Capital Assets
2.		Transfer Sheet	Excel	Maintain a listing of weekly transfers.	Transfers
3.		AP Reconciliation	Excel	Daily batch totals are recorded on the spreadsheet per fund, and then at the end of the week balanced with Eden edit list.	Batch Totals
4.		Financial Statements	Excel	Compiled financial statements for General Fund, Civic Center, and Parking are kept on Excel Spreadsheets.	Financial Statements
5.		Year-End Conversion	Excel	The year-end conversion from modified accrual to government-wide is kept on an Excel spreadsheet.	Conversion journal entries, government-wide financials
6.		Utilities	Excel	All utility payment accounts are kept on an Excel spreadsheet and this spreadsheet is used to pay the invoices.	Utility invoice amounts
7.		Cash Reconciliations	Excel	Cash reconciliations for General, Civic Center, Parking, and Municipal Court are kept on a spreadsheet.	Cash Reconciliations
8.	**Collector's Office**	Revenue Tracking System (RTS)	Custom Built System	Maintains all Taxpayer filings for Business and Occupation Taxes (B&O), City Service Fees (CSF), and Business Licenses. All letters for delinquencies, penalties and interest, assessments and liens are generated in RTS and recorded in this system as well. Reports are generated out of this system for month end and year end processing. Some images are also maintained in the system for B&O returns and CSF returns received through	Taxpayer name, address and additional descriptive details. Account Numbers, Date and amount of payment, Tax classification code, Quarter and Year of Payment, and date payment is made. Staff is also able to make notes in the system for record keeping purposes.

No.	Department/ Function	System Used	Report	Description and Purpose	Key Data Elements
				the City's lockbox account. There is also a portion of the system that will allow for other City Staff to view if an entity is in compliance without viewing any confidential taxpayer data.	
9.		Utility Tax Spreadsheet	Excel	Manual recording of payments received for the Utility Tax.	Payer Name, date, amount, and payment month.
10.		Amusement/ Admission Tax Spreadsheet	Excel	Manual recording of payments received for the Amusement/Admission Tax.	Payer Name, date, amount, and payment month.
11.		Hotel/Motel Occupancy Tax Spreadsheet	Excel	Manual recording of payments received for the Hotel/Motel Occupancy Tax.	Payer Name, date, amount, and payment month.
12.		Payment Plan Spreadsheets	Excel	Manual recording of payments received for the Payment Plans that are also recorded in Edens AR. This spreadsheet is maintained to assist with collection purposes.	Payer Name, date, amount, payment month, date of default letter sent, date of delinquency letter sent, and date if sent to legal for collection.
13.		Charleston Sanitary Board	External 3rd Party System	System is used for fire and refuse municipal fees. Billing and system are maintained by the Charleston Sanitary Board. This system also contains sewer billing which is the responsibility of Charleston Sanitary Board.	Contains owner/tenant information, billing information for refuse and fire, billing history on account, account adjustments and notes, payments and dates regarding service.
14.		Rental Registration System (RRS)	Custom Built System	All rental property owners are required to obtain a license from the City for their rental properties. This system maintains the property owner information, rental property(s), licenses and compliance issues. There are no fees associated with this system or the license.	Property owner name, contact, and address; and rental property addresses, property information including tax record and purchase details, municipal fee account number, and RTS account number.
15.		Residential Rental Units (RUR)	Custom Built System	Public view of the RRS. Data may be entered by the property owner.	Property owner name, contact, and address; and rental property addresses, property information including tax record and purchase details, municipal fee account number, and RTS account number.

No.	Department/ Function	System Used	Report	Description and Purpose	Key Data Elements
16.		Tyler Cashiering	Tyler Product	Cashiering system for daily receipting of funds. Reports are produced daily. Systems is used for research of past payments as well.	Payor details, date, GL account tied to Eden, Payment Transaction Codes, Bank Accounts and check images. Additional account details are entered to assist with posting to systems external to Edens.
17.		Document Manager	Web Extender	Maintains images of all forms/records. Documents are manually scanned to accounts numbers that tie back to other systems used by the Collector's Office. For example, a payment plan agreement is scanned to the associated RTS account number.	Searchable by account number.
18.	**Infosys/Mailroom**	Leave Balance	Word	Keep track of the algorithm to be inputted into Eden	vacation,sick,comp,holiday,military
19.		Current Balance	Excel	To make sure RTS balances every morning after all of the inputting of data is done.	Total amounts for B&O, CSF, BL, Parking, PS3, PS4, dismissed, etc.
20.		Mailroom expenses	Excel	Keep track of all of the purchases made from mailroom budget	Broken down to different accounts and exact purchases listed for each account
21.		Cashier Report import to RTS	Notepad	Remove 12 month payment plans then save file as CASH-IN	We pull this information into RTS. We have to remove the payment plans manually
22.		Cashier report import to Clancy	Notepad	Remove everything but the PS3 and PS4 from report and rename cashreceipts.day. We also add whatever day a the beginning	We pull this information into clancy after we manually remove everything but the PS3 and PS4
23.		Parking citation reports adding zeros	Notepad/Excel	Manually add zeros to both the text and excel parking citation report.	Manually adding zeros
24.	**Building Commission**	Vacant Structure Registry	Excel	Register and fee vacant structures	Registry data and fee calculations
25.		Rental registry	Outside company	Register rental units and schedule rental inspections	Timed inspections
26.		Permitting	Edens	Issue all types of building permits	Permit coordination, fee summary, tracking
27.		Demolition Procedure	Excel	Tracking of demolition program procedure	Checkoff of approved procedure
28.		Demolition - 110 violation letters	Excel	Tracking 110 demolition violation letters	Process and timing

No.	Department/ Function	System Used	Report	Description and Purpose	Key Data Elements
29.		Permit Summary	Edens	Reports for Foia request and other information requested	reports
30.		Demolitions Completed	Excel	Tracking completed demolitions	reports
31.		Copy- 110 Demolition letter	Word	Track violation letters sent to owner and accepted or not	Reference and reports
32.		15 day demolition letter	Word	Track 15 day notice of demolition received or not	Reference and reports
33.		Violation letters-general	Edens	Track violation letters	Reference reports and timing of procedure
34.		Web map	Web map	Check ward, owner, tax ticket	Locate owners of properties
35.		WV flood tool	WV Flood tool	Owner information	Locate owners of properties
36.		Building Blocks	Tolemi	Owners connected to violations	Violations connected to owners
37.		Demos-2022 Master	Excel	Active demolitions	Tracking of demolitions in progress
38.		Time keeping	Kronos	Pay roll time keeping	Pay roll
39.		Revenue Tracking System	RTS	Check for B and O compliance before Building permits are issued	Approved or not for issuance information
40.	**Planning**	EMC Application Xtender Document Manager		All the Planning Department's files and permits are archived by scanning and indexing them into the document manager	Indexed by "Street No.", "Street Name", Permit No.", and "Document Type"
41.		GIS and Web Map	ArcGIS	We map many of our permit types in ArcGIS – Enforcement actions, permits issued within the last 12 months, etc.	Tax Map and Parcel Number

B. Current Reports

No.	Department/Function	System Used	Description and Purpose	Key Data Elements
1.	**Accounting**	Civic Center & Ticket Report	SAP Crystal Report	Reports ran by Sandy to give to Betty to show what was paid for the week.
2.		1099 Vendor	SAP Crystal Report	Report ran by Sandy once a year to ensure 1099 forms are properly reported before they are filed and mailed.
3.		Three-month AP report	SAP Crystal Report	Report requested by auditors to ensure any expenditures written three months after year-end close are recorded in the proper year.
4.		Yearly AP report	SAP Crystal Report	Report requested by auditors used to test expenditures for the year.
5.		Depreciation	SAP Crystal Report	Report ran on a monthly basis to track depreciation for the City of Charleston’s capital assets.
6.		Valuation Adjustments	SAP Crystal Report	Report ran on a monthly basis to track valuation adjustments for the City of Charleston’s capital assets.
7.		Addition Report	SAP Crystal Report	Report ran on a monthly basis to track additions for the City of Charleston’s capital assets.
8.		Disposal Report	SAP Crystal Report	Report ran on a monthly basis to track disposals for the City of Charleston’s capital assets.
9.		Vendor Extract	SAP Crystal Report	Report ran on a yearly basis that lists all vendors and amounts spent for the City of Charleston for the year.
10.		Inventory	SAP Crystal Report	Report used to track inventory for the City of Charleston.
11.	**Collector’s Office**	B&O Collection Report data	RTS	Yearly, the auditors review this and tie it back to Eden to ensure that the B&O tax revenues are being recorded correctly. Report used monthly to balance as well.
12.		CSF Collection report	RTS	Yearly, the auditors review this and tie it back to Eden to ensure that the City Service Fee revenues are being recorded correctly. Report used monthly to balance as well.
13.		Business License Collection report	RTS	Report used monthly to balance.
14.		Trial Balance Report	RTS	Report used as needed to review accounts in RTS for B&O, CSF, and Business Licenses.
15.		Class Summary Report	RTS	Accounting Department uses this for our yearly Annual Comprehensive Financial Report, it is part of the required statistical information.

16.		Summary Return payments	RTS	This is another report that the auditors need to use for their testing.
17.		FY Returns Report	RTS	This is another report that the auditors need to use for their testing.
18.		Utility Tax Spreadsheet	Excel	The auditors review this and tie it back to Eden to ensure that the Utility tax revenues are being recorded correctly.
19.		Amusement/ Admission Tax Spreadsheet	Excel	The auditors review this and tie it back to Eden to ensure that the Amusement tax revenues are being recorded correctly.
20.		Hotel/Motel Occupancy Tax Fiscal Year Recap	Excel	The auditors review this and tie it back to Eden to ensure that the Hotel/Motel revenues are being recorded correctly.
21.		Cashiering Reports	Tyler Cashiering	Report of payments processed produced in Summary/Detail form.
22.		Vendor License/Permit Application	Crystal Reports	Report creates vendor licenses and permits that could not be accomplished in RTS.
23.		RTS New Accounts	Crystal Reports	Report creates list of new businesses that registered per a specific time period. Report could not be accomplished in RTS.
24.	**InfoSys - Citywide**			
25.	**CPD**	Crime stat	Zuercher	Analytics
26.		Year End Reports		
27.		Crash reports	Report beam	
28.		Carfax reports	Report beam	
29.				
30.	CFD	Shift reports	CFD FIREHOUSE	
31.		Pension reports	CFD	
32.		GIS feed	dashboard	
33.		Non-Resident accident	Report beam	
34.		EMS Reports	Metro 911	
35.		Retirement report	CFD	
36.		Inspection reports etc., LOS- uniform fire Accident report Active city uniform details		
37.				
38.	SANITARY	Online payments		
39.		Trash bag, municipal payments etc.,	SANITARY Source	
40.				
41.	**MUNICIPAL COURT**	SUBPOENA NOTIFICATIONS	INCODE	

42.		COURT DATE NOTIFICATIONS	INCODE	
43.		ATTORNEY COURT DATES	INCODE	
44.		ONLINE CITATIONS	INCODE	
45.				
46.	**BUILDING COMMISION BUILDING COMMISION**	BUILDING PERMITS, RENEWAL REPORTS, Permit forms, Unpaid list, online payments Contractor reports Permits building vacant list	**EDEN**	
47.	ACCOUNTING	CORE CASHIERING, FINANCIAL REVENUE REPORTS, B&O Reports, Payroll Analysis, Vendor Extract		
48.	INFORMATION TECH - IT	Active emp list New Hiring, transfer, termination list		
49.	COLLECTOR OFFICE	Online portal, B&O Reports, Rental registration, Revenue Reports, Street vendor license renewal report, Delinquency, lockbox Transactions, Permit application report, Leave Balances, New account details, Status code change rpt etc.,	RTS, RRS, RUR	
50.	CFD, CPD	KRONOS	EDEN	
51.	ONLINE PORTAL			
52.	Parking	Online payment,	CLANCY & EDEN	

		Accounts Receivable Delinquent List, Total parking spaces, Business Licensing Loading zone, AR Payments, Temp street & sidewalk closure report etc.,		
53.	HR	Kronos leave balances, 35 different Reports	KRONOS	
54.	PLANNING	Zoning permits TOLEMI DATA FEED GIS permits Data Feed		
55.	**CPD**	Crime stat	Zuercher	Analytics
56.		Year End Reports		
57.		Crash reports	Report beam	
58.		Carfax reports	Report beam	
59.				
60.	CFD	Shift reports	CFD FIREHOUSE	
61.		Pension reports	CFD	
62.		GIS feed	dashboard	
63.	**Building Commission**	Demolitions	Edens	Calculate numbers of demolitions and funds for demolition program
64.		Permits	Edens	Run reports on all different types of permits for requested time periods
65.		Vacant Structure	Excel	Run reports of number of structures, wards and condition. Timeline of fees
66.		Rental Registry	Outside source?	Report of number of registries, owners and inspections
67.	**Planning**	None Reported		

Infosys Report List

REPORTING DATA SOURCES

CFD SERVER – FIREHOUSE **METRO 911, EMS FILES**
CPD - Zuercher
EDEN
EDEN CASHIERING
COURT SERVER
CLANCY
RTS
KRONOS, TELESTAFF
SANITARY BOARD
REPORT BEAM

REPORT SERVER REPORTS LIST

1 Street Vendor Permit.rpt
2021 - Street Vendor License and Permit List .rpt
2021 Delinq Street Vendor License and Permit List .rpt
2021-Feb Running Stat.wid
2022 AR DELINQUENT LATE FEE LIST.rpt
22Street Vendor License and Permit List .rpt
7002 - Calendar Report.rpt
Accident_Injury_Report_Summary_Activity_2016.rpt
Active Emp list.rpt
Active_Medical_Deduction_Exceptions.rpt
AR DELINQUENT LATE FEE LIST.rpt
AR TOTAL PARKING SPACES EOM - 2.rpt
Basic_LIfe_Active_Class_AX01_3-15.rpt
Basic_Life_City_Retirees_Class_RX01_3-15.rpt
Basic_LIfe_Council_Class_AX02_3-15.rpt
Basic_Life_Fire_Pension_Class_RX01_3-15.rpt
Basic_Life_Police_Pension_Class_RX01_3-15.rpt
CDL_Expiration_Report_30-60_Days.rpt
CDL_Expiration_Report_All.rpt
CFD Pension Calc Rpt Revision2022.rpt
CFD Pension Calc Rpt.rpt
CFD Pension CalcDetailed Rpt.rpt
City Leave Balance - Collector - Auditors Aug 2020.rpt
City_Active_Insurance_Deductions_Audit_Check_All.rpt
City_Active_NOI_Medical.rpt
City_Retiree_Insurance Coverage.rpt
Core Cashier Transaction Codes Report II.rpt
Delinq OR Paid Street Vendor License and Permit List .rpt
Demolition Report _18-2019.rpt
Demolition Report.rpt
Dep2__Basic_Life_Council_Class_AX02_3-15.rpt
Dep2_Basic_Life_Active_Class_AX01_6-18.rpt

Department_Transfers_Accounting_List.rpt
Departmental_Staffing_Level_Report.rpt
dev Street Vendor Permit application2021.rpt
Diff700 pension.rpt
donniemat.rpt
DOT_Physical_List.rpt
DPReviewSnap_Extract-2-20-2019.rpt
dup rport2 Street Vendor Permit application 2021.rpt
EDEN_BUSINESSLICENSING_LOADINGZONE.rpt
Eden_emp_transfer_status_code2021.rpt
Eden_TechReport.rpt
email_listing.rpt
FH_NonResident_Incident Citizen Billing Revised Aug 2 2019.rpt
FH_NonResident_Incident Citizen Billing Revised June 10 2020 - If Vin Number missing.rpt
FH_NonResident_Incident Insurance Billing Revised Sep 6 2019 - vin.rpt
FH_NonResident_Incident Insurance Billing 2019.rpt
FH_ReportBeam_Crash Data.rpt
FH_ReportBeam_CrashDataRevised_April2019.rpt
Fire_Pension__Funding_Report.rpt
Fire_Pension_Insurance Coverage.rpt
Fire_Pension_Insurance_Deduction_Audit_Check.rpt
Free_Health_Insurance_Premiums_Retirees.rpt
GOODPAID OR-AND UNPAID LIST OF SINGLE CONTRACTOR1.rpt
HR - Salary Changes Report-Current_Month.rpt
HR - Salary Changes Report-Prior_Month.rpt
HR_ Supervisor.rpt
IT_Employee_List.rpt
IT_New_Hire_List.rpt
IT_Separations_List.rpt
Kronos - Extract of Fields - Run Daily Active NEW.rpt
Kronos - Extract of Fields - Run Daily Active NEW2 aug 2020 Cheryl.rpt
List of Paid and Unpaid Permits.rpt
Loading Zone Permit Parking Report.rpt
Loading zone Permit Receipt.rpt
LOS-Uniform-Fire (3).rpt
LOS-Uniform-Fire.rpt
LOS-Uniform-Police.rpt
MOO-Basic_LIfe_Active_Class_AX01.rpt
MOO-Basic_Life_City_Retirees_Class_RX01.rpt
MOO-Basic_LIfe_Council_Class_AX02.rpt
MOO-Basic_Life_Fire_Pension_Class_RX01.rpt
MOO-Basic_Life_Police_Pension_Class_RX01.rpt
MOO-Dep2__Basic_Life_Council_Class_AX02.rpt
MOO-Dep2_Basic_Life_Active_Class_AX01.rpt
MOO-ST_LT_Disability_Active_Class_AX01.rpt
MOO-ST_LT_Disability_Active_Class_AX01_current.rpt
MOO-Supp_Life_Active_Class_AX01.rpt
MOO-Supp_Life_Council_Class_AX02.rpt
New_Hire_List_Cathy.rpt
Non Resisdent Billing Report.rpt
OEMS Imaging Unit Number Report.rpt

PAID OR- AND UNPAID PERMIT LIST OF SINGLE CONTRACTOR.rpt
PAID OR-AND UNPAID LIST OF SINGLE CONTRACTOR.rpt
PAID OR-AND UNPAID LIST OF SINGLE CONTRACTOR1.rpt
PayrollAnalysisbyMonth & Department 2021.rpt
PayrollAnalysisbyMonth &Department.rpt
PayrollAnalysisbyMonth&Department.rpt
pension.rpt
Permit Cell Phone Tower.rpt
Permit Over 50000.rpt
PERMIT SINGLE CONTRACTOR SEARCH_BUILDING COMMISSION.rpt
Permit Single Contractor Statement 2019.rpt
PermitLog117.rpt
Permits Unpaid List 2019.rpt
PERMITS UNPAID LIST BY PERMIT TYPE AND DATE RANGE 2019.rpt
Permits-Sanitary.rpt
PeterVersionStreet Vendor License Renewal .rpt
Police_Pension__Funding_Report.rpt
Police_Pension__Funding_Report-2.rpt
Police_Pension_Insurance Coverage.rpt
Police_Pension_Insurance_Deduction_Audit_Check.rpt
Reportbeam Crash Data.rpt
Revenue Report Andy.rpt
Revenue Report Calendar Year.rpt
ReviewSnap_Extract.rpt
Revised Street Vendor Permit application2021.rpt
Revised VersionStreet Vendor License Renewal .rpt
rport1 Street Vendor Permit.rpt
rport2 Street Vendor Permit application 2021.rpt
rport2 Street Vendor Permit.rpt
RTSNewAccountDetails.rpt
RTSNewAccountWithAddress.rpt
RTSNewAccts.rpt
RTSNewAcctswithAddress.rpt
RTStest.rpt
ScotharperPension.rpt
Special Permits Issued Report.rpt
ST_LT_Disability_Active_Class_AX01_3-15.rpt
Street Vendor License and Permit List .rpt
Street Vendor License Renewal current.rpt
Street Vendor License Renewal nov 30 Delinq.rpt
Street Vendor Permit application 2021.rpt
Street Vendor Permit application2021 delinq rpt.rpt
Street Vendor Permit.rpt
SubpoenaNew.rpt
Supp_Life_Active_Class_AX01_3-15.rpt
Supp_Life_Child_Active_Class_AX01_3-15.rpt
Supp_Life_Council_Class_AX02_3-15.rpt
Supp_Life_Spouse_Active_Class_AX01_3-15.rpt
susan_permitreport.rpt
UNPAID LIST OF PERMITS WITH DATE RANGE.rpt
VacantMonthlyReportRun- Mailroom.rpt

ZAC_PermitUnpaidListNew2019.rpt
Zoning - 25 Permit Report.rpt
1 Street Vendor Permit.rpt
2021 - Street Vendor License and Permit List .rpt
2021 Delinq Street Vendor License and Permit List .rpt
2021-Feb Running Stat.wid
2022 AR DELINQUENT LATE FEE LIST.rpt
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Basic_LIfe_Active_Class_AX01_3-15.rpt
Basic_Life_City_Retirees_Class_RX01_3-15.rpt
Basic_LIfe_Council_Class_AX02_3-15.rpt