SOFTWARE AS A SERVICE AGREEMENT

This Software as a Service Agreement is made between Tyler Technologies, Inc. and Client.

WHEREAS, Client is a member of Sourcewell (formerly known as National Joint Powers Alliance) ("Sourcewell") under member number 19571.

WHEREAS, Tyler participated in the competitive bid process in response to Sourcewell RFP #090320 by submitting a proposal, on which Sourcewell awarded Tyler a Sourcewell contract, numbered 090320-TTI (hereinafter, the "Sourcewell Contract");

WHEREAS, documentation of the Sourcewell competitive bid process, as well as Tyler's contract with and pricing information for Sourcewell is available at https://www.sourcewell-mn.gov/cooperative-purchasing/090320-tti; and

WHEREAS, Client desires to purchase off the Sourcewell Contract to procure certain software functionality from Tyler, which Tyler agrees to deliver pursuant to the Sourcewell Contract and under the terms and conditions set forth below;

WHEREAS, Client selected Tyler to provide certain products and services set forth in the Investment Summary, including providing Client with access to Tyler's proprietary software products, and Tyler desires to provide such products and services under the terms of this Agreement;

NOW THEREFORE, in consideration of the foregoing and of the mutual covenants and promises set forth in this Agreement, Tyler and Client agree as follows:

SECTION A – DEFINITIONS

- **"Agreement"** means this Software as a Service Agreement.
- **"Business Travel Policy"** means our business travel policy. A copy of our current Business Travel Policy is attached as Schedule 1 to Exhibit B.
- **"Client"** means Hernando County, Florida and includes the County's component units
- **"Data"** means your data necessary to utilize the Tyler Software.
- **"Data Storage Capacity"** means the contracted amount of storage capacity for your Data identified in the Investment Summary.
- **"Defect"** means a failure of the Tyler Software to substantially conform to the functional descriptions set forth in the Documentation including Tyler's responses to the Client's Functional Requirements attached to this Agreement as Exhibit F. Future functionality may be updated, modified, or otherwise enhanced through our maintenance and support services, and the governing functional descriptions for such future functionality will be set forth in our then-current Documentation.

- **"Defined Users"** means the number of users that are authorized to use the SaaS Services. The Defined Users for the Agreement are as identified in the Investment Summary. If Exhibit A contains Enterprise Permitting & Licensing labeled software, defined users mean the maximum number of named users that are authorized to use the Enterprise Permitting & Licensing labeled modules as indicated in the Investment Summary.
- **"Deliverable"** means the items identified in the Statement of Work (Exhibit E) and produced for you.
- **"Developer"** means a third party who owns the intellectual property rights to Third Party Software.
- **"Documentation"** means any online or written documentation related to the use or functionality of the Tyler Software that we provide or otherwise make available to you, including instructions, user guides, manuals and other training or self-help documentation.
- **"Effective Date"** means the date by which both your and our authorized representatives have signed the Agreement.
- **"Force Majeure"** means an event beyond the reasonable control of you or us, including, without limitation, governmental action, war, riot or civil commotion, fire, natural disaster, or any other cause that could not with reasonable diligence be foreseen or prevented by you or us.
- **"Investment Summary"** means the agreed upon cost proposal for the products and services attached as Exhibit A.
- **"Invoicing and Payment Policy"** means the invoicing and payment policy, attached hereto as Exhibit B.
- **"Order Form"** means an ordering document that includes a quote or investment summary and specifying the items to be provided by Tyler to Client, including any addenda and supplements thereto.
- **"SaaS Fees"** means the fees for the SaaS Services identified in the Investment Summary.
- **"SaaS Services"** means software as a service consisting of system administration, system management, and system monitoring activities that Tyler performs for the Tyler Software, and includes the right to access and use the Tyler Software, receive maintenance and support on the Tyler Software, including Downtime resolution under the terms of the SLA, and Data storage and archiving. SaaS Services do not include support of an operating system or hardware, support outside of our normal business hours, or training, consulting or other professional services.
- **"SLA"** means the service level agreement. A copy of our current SLA is attached hereto as Exhibit C.
- **"Statement of Work"** means the industry standard implementation plan describing how our professional services will be provided to implement the Tyler Software, and outlining your and our roles and responsibilities in connection with that implementation. The Statement of Work is attached as Exhibit E.
- **"Support Call Process"** means the support call process applicable to all of our customers who have licensed the Tyler Software. A copy of our current Support Call Process is attached as Schedule 1 to Exhibit C.
- **"Third Party Hardware"** means the third party hardware, if any, identified in the Investment Summary.
- **"Third Party Products"** means the Third Party Software and Third Party Hardware.
- **"Third Party SaaS Services"** means software as a service provided by a third party, if any, identified in the Investment Summary.
- **"Third Party Services"** means the third party services, if any, identified in the Investment Summary.

- **"Third Party Software"** means the third party software, if any, identified in the Investment Summary.
- **"Third Party Terms"** means, if any, the end user license agreement(s) or similar terms for the Third Party Products or other parties' products or services, as applicable, and attached or indicated at Exhibit D.
- **"Tyler"** means Tyler Technologies, Inc., a Delaware corporation.
- **"Tyler Software"** means our proprietary software, including any integrations, custom modifications, and/or other related interfaces identified in the Investment Summary and licensed by us to you through this Agreement.
- **"we", "us", "our"** and similar terms mean Tyler.
- **"you"** and similar terms mean Client.

SECTION B – SAAS SERVICES

1. Rights Granted. We grant to you the non-exclusive, non-assignable limited right to use the SaaS Services solely for your internal business purposes for the number of Defined Users only. The Tyler Software will be made available to you according to the terms of the SLA. You acknowledge that we have no physical delivery obligations and we will not ship copies of the Tyler Software as part of the SaaS Services. You may use the SaaS Services to access updates and enhancements to the Tyler Software, as further described in Section C(9). Furthermore, your consultants, contractors, and business partners may access the Tyler Software, Documentation and Deliverables under your direction to the extent required for them to provide services to you. Any such use by, or disclosure to, said third parties is strictly subject to the terms and conditions of this Agreement. To the extent that disclosure of the Tyler Software or Documentation is necessary to facilitate integration between any third party software and the Tyler Software, you will provide notice to Tyler of your intent to disclose the Tyler Software or Documentation and Tyler shall have a right to require any such third party to sign a nondisclosure agreement ("NDA") with Tyler in the event an NDA is reasonably required for Tyler to protect its intellectual property rights in the Tyler Software and Documentation. The foregoing notwithstanding, to the extent we have sold you perpetual licenses for Tyler Software, if and listed in the Investment Summary, for which you are receiving SaaS Services, your rights to use such Tyler Software are perpetual, subject to the terms and conditions of this Agreement including, without limitation, Section B(4). We will make any such software available to you for download.

2. SaaS Fees. You agree to pay us the SaaS Fees for the SaaS Services. Those amounts are payable in accordance with our Invoicing and Payment Policy. The SaaS Fees are based on the number of Defined Users and amount of Data Storage Capacity. You may add additional users or additional data storage capacity on the terms set forth in Section H(1). In the event you regularly and/or meaningfully exceed the Defined Users or Data Storage Capacity, we reserve the right to charge you additional fees commensurate with the overage(s) from the date Tyler provides written notice that an overage exists.

3. Ownership.

    3.1 We retain all ownership and intellectual property rights to the SaaS Services, the Tyler Software, and anything developed by us under this Agreement. To the extent any Deliverable is created by Tyler under this Agreement, Tyler shall grant a perpetual license for you to use, copy, modify,

and create derivative works from said Deliverable for your reasonable business purposes. Such reasonable business purposes shall not include the distribution or sale outside of your organization or that of your consultants, contractors, and business partners pursuant to Section B(1). Your rights to use the Deliverables are perpetual throughout the terms of this Agreement but may be revoked if you do not comply with the terms of this Agreement. You do not acquire under this Agreement any license to use the Tyler Software in excess of the scope and/or duration of the SaaS Services.

3.2 The Documentation is licensed to you and may be used and copied by your employees for internal, non-commercial reference purposes only.

3.3 You retain all ownership and intellectual property rights to the Data. You expressly recognize that except to the extent necessary to carry out our obligations contained in this Agreement, we do not create or endorse any Data used in connection with the SaaS Services.

4. <u>Restrictions</u>. You may not: (a) make the Tyler Software or Documentation resulting from the SaaS Services available in any manner to any third party for use in the third party's business operations; (b) modify, make derivative works of, disassemble, reverse compile, or reverse engineer any part of the SaaS Services; (c) access or use the SaaS Services in order to build or support, and/or assist a third party in building or supporting, products or services competitive to us; or (d) license, sell, rent, lease, transfer, assign, distribute, display, host, outsource, disclose, permit timesharing or service bureau use, or otherwise commercially exploit or make the SaaS Services, Tyler Software, or Documentation available to any third party other than as expressly permitted by this Agreement.

5. <u>Software Warranty</u>. We warrant that the Tyler Software will perform without Defects during the term of this Agreement. If the Tyler Software does not perform as warranted, we will use all reasonable efforts, consistent with industry standards, to cure the Defect in accordance with the maintenance and support process set forth in Section C(9), below, the SLA and our then current Support Call Process.

6. <u>SaaS Services</u>.

6.1 Our SaaS Services are audited at least yearly in accordance with the AICPA's Statement on Standards for Attestation Engagements ("SSAE") No. 21. We have attained, and will maintain, SOC 1 and SOC 2 compliance, or its equivalent, for the duration of this Agreement.. The scope of audit coverage varies for some Tyler Software solutions. Upon execution of a mutually agreeable Non-Disclosure Agreement ("NDA"), we will provide you with a summary of our compliance report(s) or its equivalent. Every year thereafter, for so long as the NDA is in effect and in which you make a written request, we will provide that same information. If our SaaS Services are provided using a 3rd party data center, we will provide available compliance reports for that data center.

6.2 You will be hosted on shared hardware in a Tyler data center or in a third-party data center. In either event, databases containing your Data will be dedicated to you and inaccessible to our other customers. Any data center hosting Client's Data will be located in the United States.

6.3 Our Tyler data centers have fully-redundant telecommunications access, electrical power, and the required hardware to provide access to the Tyler Software in the event of a disaster or component failure. In the event of a data center failure, we reserve the right to employ our disaster recovery plan for resumption of the SaaS Services. In that event, we commit to a Recovery Point Objective ("RPO") of 24 hours and a Recovery Time Objective ("RTO") of 24 hours. RPO represents the maximum duration of time between the most recent recoverable copy of your hosted Data and subsequent data center failure. RTO represents the maximum duration of time following data center failure within which your access to the Tyler Software must be restored.

6.4 We conduct annual penetration testing of either the production network and/or web application to be performed. We will maintain industry standard intrusion detection and prevention systems to monitor malicious activity in the network and to log and block any such activity. We will provide you with a written or electronic record of the actions taken by us in the event that any unauthorized access to your database(s) is detected as a result of our security protocols. We will undertake an additional security audit, on terms and timing to be mutually agreed to by the parties, at your written request. You may not attempt to bypass or subvert security restrictions in the SaaS Services or environments related to the Tyler Software. Unauthorized attempts to access files, passwords or other confidential information, and unauthorized vulnerability and penetration test scanning of our network and systems (hosted or otherwise) is prohibited without the prior written approval of our IT Security Officer.

6.5 We test our disaster recovery plan on an annual basis. Our standard test is not client-specific.

6.5.1 In the event the Client conducts testing of its disaster recovery process as required by Client policy or in coordination with other regional and/or state government agencies in preparation for hurricane season and other risk events facing the Client, Tyler will support the Client's efforts to run the Client's disaster recovery testing, as appropriate and necessary, with thirty (30) days advance notice up to two (2) times per year at no additional cost.

6.6 We will be responsible for importing back-up and verifying that you can log-in. You will be responsible for running reports and testing critical processes to verify the returned Data.

6.7 We provide secure Data transmission paths between each of your workstations and our servers.

6.8 Tyler data centers are accessible only by authorized personnel with a unique key entry. All other visitors to Tyler data centers must be signed in and accompanied by authorized personnel. Entry attempts to the data center are regularly audited by internal staff and external auditors to ensure no unauthorized access.

6.9 Where applicable with respect to our applications that take or process card payment data, we are responsible for the security of cardholder data that we possess, including functions relating to storing, processing, and transmitting of the cardholder data and affirm that, as of the Effective Date, we comply with applicable requirements to be considered PCI DSS compliant and have performed the necessary steps to validate compliance with the PCI DSS. We agree to supply the current status of our PCI DSS compliance program in the form of an official Attestation of Compliance, which can be found at https://www.tylertech.com/about-

us/compliance, and in the event of any change in our status, will comply with applicable notice requirements.

SECTION C – PROFESSIONAL SERVICES

1. <u>Professional Services</u>. We will provide you the various implementation-related services itemized in the Investment Summary and described in the Statement of Work.

2. <u>Professional Services Fees</u>. You agree to pay us the professional services fees in the amounts set forth in the Investment Summary. Those amounts are payable in accordance with our Invoicing and Payment Policy. You acknowledge that the fees stated in the Investment Summary are good-faith estimates of the amount of time and materials required for your implementation. We will bill you the actual fees incurred based on the in-scope services provided to you. Any discrepancies in the total values set forth in the Investment Summary will be resolved by multiplying the applicable hourly rate by the quoted hours.

3. <u>Additional Services</u>. The Investment Summary contains, and the Statement of Work describes, the scope of services and related costs (including programming and/or interface estimates) required for the project based on our understanding of the specifications you supplied. If additional work is required, or if you use or request additional services, we will provide you with an addendum or change order, as applicable, outlining the costs for the additional work. The price quotes in the addendum or change order will be valid for thirty (30) days from the date of the quote. For avoidance of doubt, no services beyond those listed in the Investment Summary will be added to the Agreement without mutual written consent of the parties.

4. <u>Cancellation</u>. If you cancel services less than four (4) weeks in advance (other than for Force Majeure or breach by us), you will be liable for all (a) daily fees associated with cancelled professional services if we are unable to reassign our personnel and (b) any non-refundable travel expenses already incurred by us on your behalf. For the avoidance of doubt, if Tyler receives credits for expenses paid, and Client pays for those expenses pursuant to this provision, Tyler will apply those credits to the Client's project. We will make all reasonable efforts to reassign personnel, including pursuing options for remote work, in the event you cancel within four (4) weeks of scheduled commitments.

5. <u>Services Warranty</u>. We warrant that we will (a) perform the services in a professional, workmanlike manner, consistent with industry standards, (b) perform the services in a manner that complies with all applicable State and Federal laws and regulations (c) staff the project with a sufficient number of resources with skills and resources to perform services in accordance with the requirements of this Agreement; and (d) comply with applicable functional requirements in the Statement of Work or other plans or specifications approved by Tyler and the Client in any approved Deliverables. In the event we provide services that do not conform to this warranty, we will re-perform such services at no additional cost to you.

6. <u>Site Access and Requirements</u>. At no cost to us, you agree to provide us with necessary access to your personnel, facilities, and equipment as may be reasonably necessary for us to provide implementation services, subject to any reasonable security protocols or other written policies provided to us as of the Effective Date, and thereafter as mutually agreed to by you and us.

7. <u>Background Checks</u>. For at least the past twelve (12) years, all of our employees have undergone criminal background checks prior to hire. All employees sign our confidentiality agreement and security policies.

8. <u>Client Assistance</u>. You acknowledge that the implementation of the Tyler Software is a cooperative process requiring the time and resources of your personnel. You agree to use all reasonable efforts to cooperate with and assist us as may be reasonably required to meet the agreed upon project deadlines and other milestones for implementation. This cooperation includes at least working with us to schedule the implementation-related services outlined in this Agreement. We will not be liable for failure to meet any deadlines and milestones when such failure is due to Force Majeure or to the failure by your personnel to provide such cooperation and assistance (either through action or omission).

9. <u>Maintenance and Support</u>. For so long as you timely pay your SaaS Fees according to the Invoicing and Payment Policy, then in addition to the terms set forth in the SLA and the Support Call Process, we will:

    9.1 perform our maintenance and support obligations in a professional, good, and workmanlike manner, consistent with industry standards, to resolve Defects in the Tyler Software (subject to any applicable release life cycle policy);

    9.2 provide support during our established support hours;

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

    9.4 make available to you all releases to the Tyler Software (including updates and enhancements) that we make generally available without additional charge to customers who have a maintenance and support agreement in effect; and

    9.5 provide non-Defect resolution support of prior releases of the Tyler Software in accordance with any applicable release life cycle policy.

We will use all reasonable efforts to perform support services remotely. Currently, we use a third-party secure unattended connectivity tool called Bomgar, as well as GotoAssist by Citrix. Therefore, you agree to maintain a high-speed internet connection capable of connecting us to your PCs and server(s). You agree to provide us with a login account and local administrative privileges as we may reasonably require to perform remote services. We will, at our option, use the secure connection to assist with proper diagnosis and resolution, subject to any reasonably applicable security protocols. If we cannot resolve a support issue remotely, we may be required to provide onsite services. In such event, we will be responsible for our travel expenses, unless it is determined that the reason onsite support was required was a reason outside our control. All travel expenses incurred pursuant to this Agreement will follow the Business Travel Policy. Either way, you agree to provide us with full and free access to the Tyler Software, working space, adequate facilities within a reasonable distance from the equipment, and use of machines, attachments, features, or other equipment reasonably necessary for us to provide the maintenance and support services, all at no charge to us. We strongly recommend that you also maintain your VPN for backup connectivity purposes.

For the avoidance of doubt, SaaS Fees do not include the following services: (a) onsite support (unless Tyler cannot remotely correct a Defect in the Tyler Software, as set forth above); (b) application design; (c) other consulting services; or (d) support outside our normal business hours as listed in our then-current Support Call Process. Requested services such as those outlined in this section will be billed to you on a time and materials basis at our then current rates. You must request those services with at least one (1) week's advance notice. For avoidance of doubt, no services beyond those listed in the Investment Summary will be added to the Agreement without mutual written consent of the parties.

10. Assignment and Removal of Personnel. After the Effective Date, and in coordination with the project kick-off activities identified in the Statement of Work, we will make our project staffing assignments. Upon request, Tyler will provide the County with project resumes, demonstrating relevant past project experience and make resources available for interviews for project team members that are identified to serve as "key personnel" roles on the project as defined by the Statement of Work. You agree that those resumes are for your information and planning purposes only. All interviews will be conducted remotely unless the parties otherwise agree. The Client will be responsible for all travel expenses associated with any in-person interviews, which will be billed separately and in accordance with Tyler's Business Travel Policy.

Once the Tyler project team is assembled and your counterparts have been identified, both parties agree that, except for reasons outside of their control, they will not remove key personnel from their assigned project roles without reasonable advance notice and good cause, and that they will work together to mitigate project impacts after any such removal. The parties shall work together to minimize the project impact resulting from the temporary unavailability of project staff from either party. We agree to use commercially reasonable efforts to maintain consistency of project personnel and commit to replacement resources having sufficient project knowledge, without additional cost to you, in order to render services in accordance with contractual requirements.

In the event our personnel is/are not providing services consistent with our services warranty or are otherwise negatively impacting the project, you will notify us of that deficiency and give us a reasonable opportunity to correct it. If the deficiency persists, we will replace that project member, upon written request and demonstration of good cause. Replacement staff will be assigned following the same processes set forth above. The foregoing notwithstanding, if the replacement personnel is providing services onsite, you shall remain liable for travel expenses incurred by such personnel, to be invoiced in accordance with the Business Travel Policy.

11. Tyler Software Acceptance. The Client will use the following acceptance process for each Phase, as defined in the SOW: Client will have a maximum of a thirty (30) calendar day "Test Period" to test the System in a live production environment for and report documented Defects. If there are no Defects reported during the Test Period the Client shall issue "Acceptance." Upon Acceptance of the last Phase of the project, Client shall also grant "Project Closure." If Client reports a documented Defect during the Test Period, Client will notify Tyler in writing. Tyler will correct the Defect(s) or provide a mutually agreeable plan for future resolution of any Defect(s) at no additional cost to the Client. A dispute with respect to the plan shall be addressed pursuant to the Dispute Resolution Process of this Agreement. Upon resolution of a Defect during the Test Period, Client may re-perform testing for a maximum of fifteen (15) calendar days. This procedure shall repeat until all Defects have either been resolved or the Client and Tyler, reasonably cooperating, have developed a

mutually agreeable schedule for Defect resolution, at which point the Client shall issue Project Closure.

SECTION D – THIRD PARTY PRODUCTS

1. Third Party Hardware. We will sell, deliver, and install onsite the Third Party Hardware, if you have purchased any, for the price set forth in the Investment Summary. Those amounts are payable in accordance with our Invoicing and Payment Policy.

2. Third Party Software. As part of the SaaS Services, you will receive access to the Third Party Software and related documentation for internal business purposes only. Your rights to the Third Party Software will be governed by the Third Party Terms.

3. Third Party Products Warranties.

    3.1 We are authorized by each Developer to grant access to the Third Party Software.

    3.2 The Third Party Hardware will be new and unused, and upon payment in full, you will receive free and clear title to the Third Party Hardware.

    3.3 You acknowledge that we are not the manufacturer of the Third Party Products. We do not warrant or guarantee the performance of the Third Party Products. However, we grant and pass through to you any warranty that we may receive from the Developer or supplier of the Third Party Products.

4. Third Party Services. If you have purchased Third Party Services, those services will be provided independent of Tyler by such third-party at the rates set forth in the Investment Summary and in accordance with our Invoicing and Payment Policy.

SECTION E - INVOICING AND PAYMENT; INVOICE DISPUTES

1. Invoicing and Payment. We will invoice you the SaaS Fees and fees for other professional services in the Investment Summary per our Invoicing and Payment Policy, subject to Section E(2).

2. Invoice Disputes. If you believe any delivered software or service does not conform to the warranties in this Agreement, you will provide us with written notice within thirty (30) days of your receipt of the applicable invoice. The written notice must contain reasonable detail of the issues you contend are in dispute so that we can confirm the issue and respond to your notice with either a justification of the invoice, an adjustment to the invoice, or a proposal addressing the issues presented in your notice. We will work with you as may be necessary to develop an action plan that outlines reasonable steps to be taken by each of us to resolve any issues presented in your notice. You may withhold payment of the amount(s) actually in dispute, and only those amounts, until we complete the action items outlined in the plan. If we are unable to complete the action items outlined in the action plan because of your failure to complete the items agreed to be done by you, then you will remit full payment of the invoice. We reserve the right to suspend delivery of all SaaS Services, including maintenance and support services, if you fail to pay an invoice not disputed as described above within fifteen (15) days of notice of our intent to do so.

SECTION F – TERM AND TERMINATION

1. <u>Term</u>. The initial term of this Agreement is equal to five (5) years, commencing on the first day of the first month following the Effective Date, unless earlier terminated as set forth below. Upon expiration of the initial term, this Agreement will renew automatically for additional one (1) year renewal terms at our then-current SaaS Fees unless terminated in writing by either party at least sixty (60) days prior to the end of the then-current renewal term. Your right to access or use the Tyler Software and the SaaS Services will terminate at the end of this Agreement.

2. <u>Termination</u>. This Agreement may be terminated as set forth below. In the event of termination, you will pay us for all undisputed fees and expenses related to the software, products, and/or services you have received, or we have incurred or delivered, prior to the effective date of termination. Disputed fees and expenses in all terminations other than your termination for cause must have been submitted as invoice disputes in accordance with Section E(2).

   2.1 <u>Failure to Pay SaaS Fees</u>. You acknowledge that continued access to the SaaS Services is contingent upon your timely payment of SaaS Fees. If you fail to timely pay the SaaS Fees, we may discontinue the SaaS Services and deny your access to the Tyler Software. We may also terminate this Agreement if you don't cure such failure to pay within forty-five (45) days of receiving written notice of our intent to terminate.

   2.2 <u>For Cause</u>. If you believe we have materially breached this Agreement, you will invoke the Dispute Resolution clause set forth in Section H(3). You may terminate this Agreement for cause in the event we do not cure, or create a mutually agreeable action plan to address, a material breach of this Agreement within the thirty (30) day window set forth in Section H(3).

   2.3 <u>Force Majeure</u>. Either party has the right to terminate this Agreement if a Force Majeure event suspends performance of the SaaS Services for a period of forty-five (45) days or more.

   2.4 <u>For Convenience</u>. Client may elect to terminate for convenience without payment of early termination fees if Actual Attainment, as defined in the SLA, is below 98.5% in three (3) or more months in any six (6) month period.

   2.5 <u>Lack of Appropriations</u>. If you should not appropriate or otherwise make available funds sufficient to utilize the SaaS Services, you may unilaterally terminate this Agreement upon thirty (30) days written notice to us. You will not be entitled to a refund or offset of previously paid, but unused SaaS Fees. You agree not to use termination for lack of appropriations as a substitute for termination for convenience.

   2.6 <u>Return of Data</u>. In the event of termination of the Agreement for any reason, and upon reasonable advance notice, Tyler shall promptly make all Data available to Client in the format of the database or other such format as may be mutually agreed upon, provided through Tyler's FTP server or such other secure method reasonably selected by Tyler. Such Data will be provided at no additional cost.

SECTION G – INDEMNIFICATION, LIMITATION OF LIABILITY AND INSURANCE

1. <u>Intellectual Property Infringement Indemnification</u>.

   1.1 We will defend you against any third party claim(s) if the Tyler Software or Documentation infringes that third party's patent, copyright, or trademark, or misappropriates its trade secrets, and will pay the amount of any resulting adverse final judgment (or settlement to which we consent). You must notify us promptly in writing of the claim and give us sole control over its defense or settlement. You agree to provide us with reasonable assistance, cooperation, and information in defending the claim at our expense.

   1.2 Our obligations under this Section G(1) will not apply to the extent the claim or adverse final judgment is based on your use of the Tyler Software in contradiction of this Agreement, including with non-licensed third parties, or your willful infringement.

   1.3 If we receive information concerning an infringement or misappropriation claim related to the Tyler Software, we may, at our expense and without obligation to do so, either: (a) procure for you the right to continue its use; (b) modify it to make it non-infringing; or (c) replace it with a functional equivalent, in which case you will stop running the allegedly infringing Tyler Software immediately. Alternatively, we may decide to litigate the claim to judgment, in which case you may continue to use the Tyler Software consistent with the terms of this Agreement.

   1.4 If an infringement or misappropriation claim is fully litigated and your use of the Tyler Software is enjoined by a court of competent jurisdiction, in addition to paying any adverse final judgment (or settlement to which we consent), we will, at our option, either: (a) procure the right to continue its use; (b) modify it to make it non-infringing; or (c) replace it with a functional equivalent. This section provides your exclusive remedy for third party copyright, patent, or trademark infringement and trade secret misappropriation claims.

2. <u>General Indemnification</u>.

   2.1 We will indemnify and hold harmless you and your agents, officials, and employees from and against any and all third-party claims, losses, liabilities, damages, costs, and expenses (including reasonable attorney's fees and costs) for (a) personal injury or property damage to the extent caused by our negligence or willful misconduct; or (b) our violation of PCI-DSS requirements or a law applicable to our performance under this Agreement. You must notify us promptly in writing of the claim and give us sole control over its defense or settlement. You agree to provide us with reasonable assistance, cooperation, and information in defending the claim at our expense.

   2.2 To the extent permitted by applicable law, you will indemnify and hold harmless us and our agents, officials, and employees from and against any and all third-party claims, losses, liabilities, damages, costs, and expenses (including reasonable attorney's fees and costs) for (a) personal injury or property damage to the extent caused by your negligence or willful misconduct; or (b) your violation of a law applicable to your performance under this Agreement. We will notify you promptly in writing of the claim and will give you sole control over its defense or settlement. We agree to provide you with reasonable assistance, cooperation, and information in defending the claim at your expense.

3. **DISCLAIMER. EXCEPT FOR THE EXPRESS WARRANTIES PROVIDED IN THIS AGREEMENT AND TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, WE HEREBY DISCLAIM ALL OTHER WARRANTIES AND CONDITIONS, WHETHER EXPRESS, IMPLIED, OR STATUTORY, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTIES, DUTIES, OR CONDITIONS OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. CLIENT UNDERSTANDS AND AGREES THAT TYLER DISCLAIMS ANY LIABILITY FOR ERRORS THAT RELATE TO USER ERROR.**

4. **LIMITATION OF LIABILITY. EXCEPT AS OTHERWISE EXPRESSLY SET FORTH IN THIS AGREEMENT, OUR LIABILITY FOR DAMAGES ARISING OUT OF THIS AGREEMENT, WHETHER BASED ON A THEORY OF CONTRACT OR TORT, INCLUDING NEGLIGENCE AND STRICT LIABILITY, SHALL BE LIMITED TO YOUR ACTUAL DIRECT DAMAGES, NOT TO EXCEED (A) DURING THE INITIAL TERM, AS SET FORTH IN SECTION F(1), TOTAL FEES PAID AS OF THE TIME OF THE CLAIM; OR (B) DURING ANY RENEWAL TERM, THE THEN-CURRENT ANNUAL SAAS FEES PAYABLE IN THAT RENEWAL TERM. THE PARTIES ACKNOWLEDGE AND AGREE THAT THE PRICES SET FORTH IN THIS AGREEMENT ARE SET IN RELIANCE UPON THIS LIMITATION OF LIABILITY AND TO THE MAXIMUM EXTENT ALLOWED UNDER APPLICABLE LAW, THE EXCLUSION OF CERTAIN DAMAGES, AND EACH SHALL APPLY REGARDLESS OF THE FAILURE OF AN ESSENTIAL PURPOSE OF ANY REMEDY. THE FOREGOING LIMITATION OF LIABILITY SHALL NOT APPLY TO CLAIMS THAT ARE SUBJECT TO SECTIONS G(1) AND G(2).**

5. **EXCLUSION OF CERTAIN DAMAGES. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT SHALL WE BE LIABLE FOR ANY SPECIAL, INCIDENTAL, PUNITIVE, INDIRECT, OR CONSEQUENTIAL DAMAGES WHATSOEVER, EVEN IF WE HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.**

6. Insurance. During the course of performing services under this Agreement, we agree to maintain the following levels of insurance: (a) Commercial General Liability of at least $1,000,000; (b) Automobile Liability of at least $1,000,000; (c) Professional Liability of at least $1,000,000; (d) Workers Compensation complying with applicable statutory requirements; and (e) Excess/Umbrella Liability of at least $5,000,000. We will add you as an additional insured to our Commercial General Liability and Automobile Liability policies, which will automatically add you as an additional insured to our Excess/Umbrella Liability policy as well. We will provide you with copies of certificates of insurance upon your written request.

SECTION H – GENERAL TERMS AND CONDITIONS

1. Additional Products and Services. You may purchase additional products and services at the rates set forth in the Investment Summary for twelve (12) months from the Effective Date by executing a mutually agreed addendum. If no rate is provided in the Investment Summary, or those twelve (12) months have expired, you may purchase additional products and services at our then-current list price, also by executing a mutually agreed addendum. The terms of this Agreement will control any such additional purchase(s), unless otherwise specifically provided in the addendum.

2. Optional Items. Pricing for any listed optional products and services in the Investment Summary will be valid for twelve (12) months from the Effective Date.

3. Dispute Resolution. You agree to provide us with written notice within thirty (30) days of becoming aware of a dispute. You agree to cooperate with us in trying to reasonably resolve all disputes,

including, if requested by either party, appointing a senior representative to meet and engage in good faith negotiations with our appointed senior representative. Senior representatives will convene within thirty (30) days of the written dispute notice, unless otherwise agreed. All meetings and discussions between senior representatives will be deemed confidential settlement discussions not subject to disclosure under Federal Rule of Evidence 408 or any similar applicable state rule. If we fail to resolve the dispute, then the parties shall participate in non-binding mediation in an effort to resolve the dispute. If the dispute remains unresolved after mediation, then either of us may assert our respective rights and remedies in a court of competent jurisdiction. Nothing in this section shall prevent you or us from seeking necessary injunctive relief during the dispute resolution procedures.

During the pendency of a dispute between the parties pursuant to either Section E(2) or H(3) of this Agreement, Tyler will not interrupt or suspend or terminate the provision of Services to the Client or perform any action that prevents, impedes, or reduces in any way the provision of Services or the Client's ability to conduct its activities, unless authority to do so is granted by the Client or conferred by a court of competent jurisdiction or the nature of the dispute makes progress of the Services infeasible. Client will also continue to perform under this Agreement during the pendency of a dispute between the parties pursuant to either Section E(2) or H(3) of this Agreement unless the nature of the dispute makes performance infeasible.

4. <u>Taxes</u>. The fees in the Investment Summary do not include any taxes, including, without limitation, sales, use, or excise tax. If you are a tax-exempt entity, you agree to provide us with a tax-exempt certificate. Otherwise, we will pay all applicable taxes to the proper authorities and you will reimburse us for such taxes. If you have a valid direct-pay permit, you agree to provide us with a copy. For clarity, we are responsible for paying our income taxes, both federal and state, as applicable, arising from our performance of this Agreement.

5. <u>Nondiscrimination</u>. We will not discriminate against any person employed or applying for employment concerning the performance of our responsibilities under this Agreement. This discrimination prohibition will apply to all matters of initial employment, tenure, and terms of employment, or otherwise with respect to any matter directly or indirectly relating to employment concerning race, color, religion, national origin, age, sex, sexual orientation, ancestry, disability that is unrelated to the individual's ability to perform the duties of a particular job or position, height, weight, marital status, or political affiliation. We will post, where appropriate, all notices related to nondiscrimination as may be required by applicable law.

6. <u>E-Verify</u>. We have complied, and will comply, with the E-Verify procedures administered by the U.S. Citizenship and Immigration Services Verification Division for all of our employees assigned to your project.

7. <u>Subcontractors</u>. We will not subcontract any services under this Agreement without your prior written consent, not to be unreasonably withheld.

8. <u>Binding Effect; No Assignment</u>. This Agreement shall be binding on, and shall be for the benefit of, either your or our successor(s) or permitted assign(s). Neither party may assign this Agreement without the prior written consent of the other party; provided, however, your consent is not required for an assignment by us as a result of a corporate reorganization, merger, acquisition, or purchase of substantially all of our assets.

9. <u>Force Majeure</u>. Except for your payment obligations, neither party will be liable for delays in performing its obligations under this Agreement to the extent that the delay is caused by Force Majeure; provided, however, that within ten (10) business days of the Force Majeure event, the party whose performance is delayed provides the other party with written notice explaining the cause and extent thereof, as well as a request for a reasonable time extension equal to the estimated duration of the Force Majeure event.

10. <u>No Intended Third-Party Beneficiaries</u>. This Agreement is entered into solely for the benefit of you and us. No third party will be deemed a beneficiary of this Agreement, and no third party will have the right to make any claim or assert any right under this Agreement. This provision does not affect the rights of third parties under any Third Party Terms.

11. <u>Entire Agreement; Amendment</u>. This Agreement represents the entire agreement between you and us with respect to the subject matter hereof, and supersedes any prior agreements, understandings, and representations, whether written, oral, expressed, implied, or statutory. Purchase orders submitted by you, if any, are for your internal administrative purposes only, and the terms and conditions contained in those purchase orders will have no force or effect. This Agreement may only be modified by a written amendment signed by an authorized representative of each party.

12. <u>Severability</u>. If any term or provision of this Agreement is held invalid or unenforceable, the remainder of this Agreement will be considered valid and enforceable to the fullest extent permitted by law.

13. <u>No Waiver</u>. In the event that the terms and conditions of this Agreement are not strictly enforced by either party, such non-enforcement will not act as or be deemed to act as a waiver or modification of this Agreement, nor will such non-enforcement prevent such party from enforcing each and every term of this Agreement thereafter.

14. <u>Independent Contractor</u>. We are an independent contractor for all purposes under this Agreement.

15. <u>Notices</u>. All notices or communications required or permitted as a part of this Agreement, such as notice of an alleged material breach, for a termination for cause or a dispute that must be submitted to dispute resolution, must be in writing and will be deemed delivered upon the earlier of the following: (a) actual receipt by the receiving party; (b) upon receipt by sender of a certified mail, return receipt signed by an employee or agent of the receiving party; (c) upon receipt by sender of proof of email delivery; or (d) if not actually received, five (5) days after deposit with the United States Postal Service authorized mail center with proper postage (certified mail, return receipt requested) affixed and addressed to the other party at the address set forth on the signature page hereto or such other address as the party may have designated by proper notice. The consequences for the failure to receive a notice due to improper notification by the intended receiving party of a change in address will be borne by the intended receiving party.

16. <u>Client Lists</u>. You agree that we may identify you by name in client lists, marketing presentations, and promotional materials.

17. <u>Confidentiality</u>. Both parties agree and acknowledge that this Agreement is subject to the Florida Public Records Act as set forth in Chapter 119, Florida Statutes. Therefore, Chapter 119, Florida

Statutes, shall govern as to what information is deemed confidential and/or as trade secrets and subject to disclosure. Both parties recognize that their respective employees and agents, in the course of performance of this Agreement, may be exposed to confidential information and that disclosure of such information could violate rights to private individuals and entities, including the parties. Confidential information is nonpublic information that a reasonable person would believe to be confidential and includes, without limitation, personal identifying information (*e.g.*, social security numbers) and trade secrets, each as defined by applicable state law and any information, passcodes, or electronic keys necessary to access City facilities or systems or their security policies or processes. Subject to applicable law, each party agrees that it will not disclose any confidential information of any party, including any private individuals and entities, and further agrees to take all reasonable and appropriate action to prevent such disclosure by its employees or agents. Both parties will make reasonable efforts to identify confidential information with a label indicating that the information is confidential.   The confidentiality covenants contained herein will survive the termination or cancellation of this Agreement. This obligation of confidentiality will not apply to information that:

    (a) is in the public domain, either at the time of disclosure or afterwards, except by breach of this Agreement by a party or its employees or agents;

    (b) a party can establish by reasonable proof was in that party's possession at the time of initial disclosure;

    (c) a party receives from a third party who has a right to disclose it to the receiving party; or

    (d) is the subject of a legitimate disclosure request under the open records laws or similar applicable public disclosure laws governing this Agreement; provided, however, that in the event Client receives an open records or other similar applicable request, Client will give Tyler prompt notice and otherwise perform the functions required by applicable law.

18. <u>Quarantining of Client Data</u>. Some services provided by Tyler require us to be in possession of your Data. In the event we detect malware or other conditions associated with your Data that are reasonably suspected of putting Tyler resources or other Tyler clients' data at risk, we reserve the absolute right to move your Data from its location within a multi-tenancy Tyler hosted environment to an isolated "quarantined" environment without advance notice. Your Data will remain in such quarantine for a period of at least six (6) months during which time we will review the Data, and all traffic associated with the Data, for signs of malware or other similar issues.   If no issues are detected through such reviews during the six (6) month period of quarantine, we will coordinate with you the restoration of your Data to a non-quarantined environment. In the event your Data must remain in quarantine beyond this six (6) month period through no fault of Tyler's, we reserve the right to require payment of additional fees for the extended duration of quarantine. We will provide an estimate of what those costs will be upon your request.

19. <u>Business License</u>. In the event a local business license is required for us to perform services hereunder, you will promptly notify us and provide us with the necessary paperwork and/or contact information so that we may timely obtain such license.

20. <u>Governing Law</u>. This Agreement will be governed by and construed in accordance with the laws of your state of domicile, without regard to its rules on conflicts of law.

21. <u>Multiple Originals and Authorized Signatures</u>. This Agreement may be executed in multiple originals, any of which will be independently treated as an original document. Any electronic, faxed, scanned, photocopied, or similarly reproduced signature on this Agreement or any amendment hereto will be deemed an original signature and will be fully enforceable as if an original signature.

Each party represents to the other that the signatory set forth below is duly authorized to bind that party to this Agreement.

22. <u>Data & Insights Solution Terms</u>. Your use of certain Tyler solutions includes Tyler's Data & Insights data platform. Your rights, and the rights of any of your end users, to use Tyler's Data & Insights data platform is subject to the Data & Insights SaaS Services Terms of Service, available at https://www.tylertech.com/terms/data-insights-saas-services-terms-of-service. By signing a Tyler Agreement or Order Form, or accessing, installing, or using any of the Tyler solutions listed at the linked terms, you certify that you have reviewed, understand, and agree to said terms.

23. <u>Contract Documents</u>. This Agreement includes the following exhibits:

Exhibit A	Investment Summary
Exhibit B	Invoicing and Payment Policy
	Schedule 1: Business Travel Policy
Exhibit C	Service Level Agreement
	Schedule 1: Support Call Process
Exhibit D	Third Party Terms
Exhibit E	Statement of Work
Exhibit F	Functional Requirements
Exhibit G	Interface List

24. <u>Sovereign Immunity</u>. The Client is a political subdivision of the State of Florida as defined in Section 768.28, Florida Statutes. Nothing herein is intended, nor shall it be interpreted or construed, to serve as a waiver of sovereign immunity by the Client.

<u>Public Records</u>.

A.   Public Records: Tyler shall comply with The Florida Public Records Act. Specifically, if and to the extent Chapter 119 is applicable to Tyler's performance pursuant to this Agreement, Tyler shall:

1.   Keep and maintain public records that ordinarily and necessarily would be required by Client in order to perform the service.

2.   Upon request by Client's records custodian, provide Client with a copy of the requested records or allow the records to be inspected or copied within a reasonable time at a cost that does not exceed the cost provided in Chapter 119, Florida Statutes, or as otherwise provided by law.

3.   Ensure that public records that are exempt or confidential and exempt from public records disclosure requirements are not disclosed except as authorized by law for the duration of this Agreement.

4.   Upon completion of this Agreement or in the event of termination of this Agreement by either party, any and all public records relating to this Agreement in the possession of Tyler shall be delivered by Tyler to Client, at no cost to Client, within seven business days. All records stored electronically by Tyler shall be delivered to Client in a format that is compatible with Client's information

technology systems. Once the public records have been delivered to Client upon completion or termination of this Agreement, Tyler shall destroy any and all duplicate public records that are exempt or confidential and exempt from public record disclosure requirements.

5.   Tyler's failure or refusal to comply with the provisions of this Section may result in the immediate termination of this Agreement by the Client.

IF TYLER HAS QUESTIONS REGARDING THE APPLICATION OF CHAPTER 119, FLORIDA STATUTES, TO TYLER'S DUTY TO PROVIDE PUBLIC RECORDS RELATING TO THIS AGREEMENT, CONTACT THE CUSTODIAN OF PUBLIC RECORDS AT PHONE (352) 754-5875, EMAIL ADDRESS PUBLICINFORMATION@HERNANDOCOUNTY.US OR MAILING ADDRESS 15470 FLIGHT PATH DR., BROOKSVILLE, FL 34604

IN WITNESS WHEREOF, a duly authorized representative of each party has executed this Agreement as of the date(s) set forth below.

Tyler Technologies, Inc.	Hernando County, Florida
By: _Tina Mize_	By: _[signature]_ SEAL
Name: Tina Mize	Name: Brian Hawkins
Title: Group General Counsel	Title: Chairman
Date: Nov. 19, 2024	Date: December 3, 2024

Address for Notices:
Tyler Technologies, Inc.
One Tyler Drive
Yarmouth, ME 04096
Attention: Chief Legal Officer

Address for Notices:
Hernando County
County Government Center
20 N. Main Street
Brooksville, Florida 34601
Attention: _____

APPROVED AS TO FORM AND
LEGAL SUFFICIENCY:

By: _Melissa Tartaglia_
County Attorney's Office

tyler
technologies

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Exhibit A
Investment Summary

The following Investment Summary details the software and services to be delivered by us to you under the Agreement. This Investment Summary is effective as of the Effective Date, despite any expiration date in the Investment Summary that may have lapsed as of the Effective Date.

REMAINDER OF PAGE INTENTIONALLY LEFT BLANK

Quoted By:	Phil Sharp
Quote Expiration:	11/22/24
Quote Name:	Hernando County-ERP-Munis
Quote Description:	Hernando County - ERP/EPL Combined Procurement
Saas Term	5.00

Sales Quotation For: **Shipping Address:**

Hernando County
County Government Center
Brooksville FL 34601

Tyler SaaS and Related Services

Description	Qty	Imp. Hours	Annual Fee
Financial Management			
Accounting	1	256	$ 102,467.00
Accounts Payable	1	88	$ 28,475.00
Assets Mobile	1	24	$ 5,333.00
Bid Management	1	72	$ 12,577.00
Budgeting	1	112	$ 28,475.00
Capital Assets	1	128	$ 25,154.00
Cash Management	1	88	$ 20,009.00
Contract Management	1	72	$ 12,577.00
eProcurement (Vendor Access and Punch-Out)	1	80	$ 19,320.00
Inventory	1	128	$ 25,154.00
Inventory Mobile	1	24	$ 5,333.00
Project & Grant Accounting	1	104	$ 17,151.00
Purchasing	1	280	$ 46,878.00
Human Resources Management			

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Advanced Scheduling w Mobile Access - Up to 250 Employees	1	80	$ 12,351.00
Employee Expense Reimbursement	1	88	$ 10,290.00
Human Resources & Talent Management	1	144	$ 22,053.00
Payroll with Employee Access	1	240	$ 30,583.00
Recruiting	1	32	$ 5,228.00
Risk Management	1	32	$ 5,942.00
Time & Attendance w Mobile Access - Up to 1500 Employees	1	216	$ 21,696.00
Revenue Management			
Accounts Receivable	1	192	$ 22,051.00
Cashiering	1	96	$ 32,667.00
General Billing	1	112	$ 11,842.00
Resident Access	1	96	$ 22,080.00
Civic Services			
Business Management Suite	1	376	$ 19,000.00
Community Development Suite	1	816	$ 19,000.00
Decision Engine	1	8	$ 15,000.00
Enterprise Permitting & Licensing Foundation	1	152	$ 23,000.00
Enterprise Permitting & Licensing User	65	40	$ 149,500.00
Enterprise Service Requests	1	80	$ 13,942.00
eReviews	1	120	$ 29,000.00
My Civic	1	96	$ 18,400.00
Enterprise Asset Management			
Asset Maintenance & Performance - Per User	25	488	$ 40,125.00
Internal Requests License	1	0	$ 3,774.00
Content Management			
Content Manager Core includes Onboarding	1	88	$ 40,834.00
Data Insights			
Enterprise Analytics and Reporting w Executive Insights	1	128	$ 46,630.00
Additional			
ACFR Statement Builder	1	40	$ 13,611.00
Enterprise Forms Processing Software (including Common Form Set)	1	0	$ 14,950.00
GIS	25	16	$ 7,400.00
Integrations			

API Toolkit Bundle	1	48	$ 37,177.00

Sub-Total:			$ 1,037,029.00
Less Discount:			$ 217,771.00
TOTAL		5280	**$ 819,258.00**

Professional Services

Description	Quantity	Unit Price	Ext Discount	Extended Price	Maintenance
50% Dedicated Community Development Project Management	15	$ 14,800.00	$ 0.00	$ 222,000.00	$ 0.00
50% Dedicated EAM Project Management	8	$ 14,800.00	$ 0.00	$ 118,400.00	$ 0.00
50% Dedicated FINS & HCM Project Management	17	$ 14,800.00	$ 0.00	$ 251,600.00	$ 0.00
Advanced Scheduling - Project Management	32	$ 200.00	$ 0.00	$ 6,400.00	$ 0.00
Business Management Enterprise Forms Library (6 Enterprise Forms)	1	$ 10,200.00	$ 0.00	$ 10,200.00	$ 0.00
Community Development Enterprise Forms Library (5 Enterprise Forms)	1	$ 8,925.00	$ 0.00	$ 8,925.00	$ 0.00
Cross Project Post Go Live Support	288	$ 225.00	$ 0.00	$ 64,800.00	$ 0.00
Enterprise Change Management Consulting	1	$ 75,000.00	$ 0.00	$ 75,000.00	$ 0.00
Executive Insights Implementation	1	$ 10,500.00	$ 0.00	$ 10,500.00	$ 0.00
Integration Assistance (monthly)	12	$ 7,650.00	$ 0.00	$ 91,800.00	$ 0.00
Conversions – See Detailed Breakdown Below				$ 128,650.00	$ 0.00
Onsite Implementation	2168	$ 225.00	$ 0.00	$ 487,800.00	$ 0.00
Remote Implementation	3112	$ 200.00	$ 0.00	$ 622,400.00	$ 0.00
TOTAL				**$ 2,098,475.00**	**$ 0.00**

3rd Party Hardware, Software and Services

Description	Qty	Unit Price	Unit Discount	Total Price	Unit Maint/SaaS	Unit Maint/SaaS Discount	Total Maint/SaaS

Description	Qty	Unit Price	Unit Discount	Extended Price			
Barcode Printer Kit	1	$ 1,445.00	$ 0.00	$ 1,445.00	$ 145.00	$ 0.00	$ 145.00
Barcode Scanner - NX6 Rugged Mobile Scanning Device	1	$ 1,695.00	$ 0.00	$ 1,695.00	$ 170.00	$ 0.00	$ 170.00
Cash Drawer	1	$ 260.00	$ 0.00	$ 260.00	$ 0.00	$ 0.00	$ 0.00
Hand Held Scanner Stand	1	$ 30.00	$ 0.00	$ 30.00	$ 0.00	$ 0.00	$ 0.00
Koa Hills - Data Conversion Assistance - Finance	1	$ 47,562.00	$ 0.00	$ 47,562.00	$ 0.00	$ 0.00	$ 0.00
Koa Hills - Data Conversion Assistance - HCM	1	$ 51,625.00	$ 0.00	$ 51,625.00	$ 0.00	$ 0.00	$ 0.00
Printer (TM-S9000II)	1	$ 1,623.00	$ 0.00	$ 1,623.00	$ 0.00	$ 0.00	$ 0.00
TOTAL				$ 104,240.00			$ 315.00

Summary	One Time Fees	Recurring Fees
Total Tyler License Fees	$ 0.00	$ 0.00
Total SaaS	$ 0.00	$ 819,258.00
Total Tyler Services	$ 2,098,475.00	$ 0.00
Total Third-Party Hardware, Software, Services	$ 104,240.00	$ 315.00
Summary Total	**$ 2,202,715.00**	**$ 819,573.00**
Contract Total	**$ 6,299,320.00**	
Estimated Travel Expenses excl in Contract Total	**$ 143,550.00**	

Unless otherwise indicated in the contract or amendment thereto, pricing for optional items will be held
For six (6) months from the Quote date or the Effective Date of the Contract, whichever is later.

Customer Approval: _____   Date: _____

Print Name: _____   P.O.#: _____

All Primary values quoted in US Dollars

Detailed Breakdown of Conversions (Included in Summary Total)

Description	Qty	Unit Price	Unit Discount	Extended Price
Accounting				

AC - Actuals up to 3 years	1	$ 3,000.00	$ 0.00	$ 3,000.00
AC - Budgets up to 3 years	1	$ 3,000.00	$ 0.00	$ 3,000.00
AC Standard COA	1	$ 3,500.00	$ 0.00	$ 3,500.00
Accounts Payable				
AP - Checks up to 5 years	1	$ 5,200.00	$ 0.00	$ 5,200.00
AP - Invoice up to 5 years	1	$ 6,500.00	$ 0.00	$ 6,500.00
AP Standard Master	1	$ 3,000.00	$ 0.00	$ 3,000.00
Capital Assets				
CA - History	1	$ 3,000.00	$ 0.00	$ 3,000.00
CA Std Master	1	$ 4,500.00	$ 0.00	$ 4,500.00
Contract Management				
Contracts	1	$ 6,000.00	$ 0.00	$ 6,000.00
Conversions				
Business Management	1	$ 14,100.00	$ 0.00	$ 14,100.00
Community Development	1	$ 30,550.00	$ 0.00	$ 30,550.00
General Billing				
GB Std CID	1	$ 2,500.00	$ 0.00	$ 2,500.00
Inventory				
IN Std Master	1	$ 4,500.00	$ 0.00	$ 4,500.00
Payroll				
HR Human Resources - Certifications	1	$ 2,000.00	$ 0.00	$ 2,000.00
HR Human Resources - Education	1	$ 2,000.00	$ 0.00	$ 2,000.00
HR Human Resources - PM Action History up to 5 years	1	$ 2,000.00	$ 0.00	$ 2,000.00
HR Human Resources - Position Control	1	$ 2,000.00	$ 0.00	$ 2,000.00
HR Human Resources - Recruiting	1	$ 2,000.00	$ 0.00	$ 2,000.00
PR Payroll - Accrual Balances	1	$ 2,500.00	$ 0.00	$ 2,500.00
PR Payroll - Accumulators up to 5 years	1	$ 2,000.00	$ 0.00	$ 2,000.00
PR Payroll - Check History up to 5 years	1	$ 2,000.00	$ 0.00	$ 2,000.00
PR Payroll - Deductions	1	$ 2,800.00	$ 0.00	$ 2,800.00
PR Payroll - Earning/Deduction Hist up to 5 years	1	$ 3,500.00	$ 0.00	$ 3,500.00
PR Payroll - Standard	1	$ 3,000.00	$ 0.00	$ 3,000.00
Project & Grant Accounting				
PG - Actuals up to 3 years	1	$ 3,000.00	$ 0.00	$ 3,000.00

PG - Budgets up to 3 years	1	$ 3,000.00	$ 0.00	$ 3,000.00
PGA Standard	1	$ 3,500.00	$ 0.00	$ 3,500.00
Purchasing				
Purchase Orders - Standard	1	$ 4,000.00	$ 0.00	$ 4,000.00

TOTAL   **$ 128,650.00**

Optional Tyler SaaS and Related Services

Description	Qty	Imp. Hours	Annual Fee
Additional			
Notify Additional Block of 12,000 Messages Per Year	1	0	$ 300.00
Notify includes 150,000 Msgs and 5,000 Mins per year	1	16	$ 27,600.00
TOTAL:		**16**	**$ 27,900.00**

Optional Professional Services

Description	Quantity	Unit Price	Ext. Discount	Extended Price	Maintenance
Conversion – See Detailed Breakdown Below				$ 27,500.00	$ 0.00
Onsite Implementation	8	$ 225.00	$ 0.00	$ 1,800.00	$ 0.00
Remote Implementation	8	$ 200.00	$ 0.00	$ 1,600.00	$ 0.00
TOTAL				**$ 30,900.00**	**$ 0.00**

Optional Transaction Fees

Description
Enterprise ERP Payments
Enterprise Permitting & Licensing Payments

Optional 3rd Party Hardware, Software and Services

Description	Qty	Unit Price	Unit Discount	Total Price	Unit Maint/SaaS	Unit Maint/SaaS Discount	Total Maint/SaaS
Koa Hills - Historical Archive Database Module - Financials - Annual Hosting (SaaS)	1	$ 0.00	$ 0.00	$ 24,115.00	$ 24,115.00	$ 0.00	$ 0.00
Koa Hills - Historical Archive Database Module - HRM - Annual Hosting (SaaS)	1	$ 0.00	$ 0.00	$ 18,070.00	$ 18,070.00	$ 0.00	$ 0.00
Pattern Stream Automated Document System	1	$ 38,000.00	$ 0.00	$ 38,000.00	$ 7,600.00	$ 0.00	$ 7,600.00
Pattern Stream Automated Document System - Implementation	80	$ 185.00	$ 0.00	$ 14,800.00	$ 0.00	$ 0.00	$ 0.00
Pattern Stream Automated Document System - SaaS	1	$ 0.00	$ 0.00	$ 27,360.00	$ 27,360.00	$ 0.00	$ 0.00
Payments Lane 7000 Terminal Purchase	1	$ 529.00	$ 0.00	$ 529.00	$ 0.00	$ 0.00	$ 0.00
Payments PCI Service Fee (Per Device)	1	$ 0.00	$ 0.00	$ 180.00	$ 180.00	$ 0.00	$ 0.00
Touchscreen 10: Biometric and Prox Reader	1	$ 3,175.00	$ 0.00	$ 3,175.00	$ 318.00	$ 0.00	$ 318.00
TOTAL				**$ 56,504.00**			**$ 77,643.00**

Optional Conversion Details (Prices Reflected Above)

Description	Quantity	Unit Price	Discount	Total
Enterprise Asset Management				
AM - Closed WO History No Cost Data	1	$ 7,500.00	$ 0.00	$ 7,500.00
AM - WO History With Cost Data	1	$ 7,500.00	$ 0.00	$ 7,500.00
General Billing				
GB - Bills up to 5 years	1	$ 5,500.00	$ 0.00	$ 5,500.00
GB - Recurring Invoices	1	$ 4,500.00	$ 0.00	$ 4,500.00
Inventory				
IN - Commodity Codes	1	$ 2,500.00	$ 0.00	$ 2,500.00
TOTAL				**$ 27,500.00**

Tyler Annual Discount Detail (Excludes Optional Products)

Description	Annual Fee	Annual Fee Discount	Annual Fee Net
Financial Management			
Accounting	$ 102,467.00	$ 21,518.00	$ 80,949.00
Accounts Payable	$ 28,475.00	$ 5,980.00	$ 22,495.00
Assets Mobile	$ 5,333.00	$ 1,120.00	$ 4,213.00
Bid Management	$ 12,577.00	$ 2,641.00	$ 9,936.00
Budgeting	$ 28,475.00	$ 5,980.00	$ 22,495.00
Capital Assets	$ 25,154.00	$ 5,282.00	$ 19,872.00
Cash Management	$ 20,009.00	$ 4,202.00	$ 15,807.00
Contract Management	$ 12,577.00	$ 2,641.00	$ 9,936.00
eProcurement (Vendor Access and Punch-Out)	$ 19,320.00	$ 4,057.00	$ 15,263.00
Inventory	$ 25,154.00	$ 5,282.00	$ 19,872.00
Inventory Mobile	$ 5,333.00	$ 1,120.00	$ 4,213.00
Project & Grant Accounting	$ 17,151.00	$ 3,602.00	$ 13,549.00
Purchasing	$ 46,878.00	$ 9,844.00	$ 37,034.00
Human Resources Management			
Advanced Scheduling w Mobile Access - Up to 250 Employees	$ 12,351.00	$ 2,594.00	$ 9,757.00
Employee Expense Reimbursement	$ 10,290.00	$ 2,161.00	$ 8,129.00
Human Resources & Talent Management	$ 22,053.00	$ 4,631.00	$ 17,422.00
Payroll with Employee Access	$ 30,583.00	$ 6,422.00	$ 24,161.00
Recruiting	$ 5,228.00	$ 1,098.00	$ 4,130.00
Risk Management	$ 5,942.00	$ 1,248.00	$ 4,694.00
Time & Attendance w Mobile Access - Up to 1500 Employees	$ 21,696.00	$ 4,556.00	$ 17,140.00
Revenue Management			
Accounts Receivable	$ 22,051.00	$ 4,631.00	$ 17,420.00
Cashiering	$ 32,667.00	$ 6,860.00	$ 25,807.00
General Billing	$ 11,842.00	$ 2,487.00	$ 9,355.00
Resident Access	$ 22,080.00	$ 4,637.00	$ 17,443.00
Civic Services			
Business Management Suite	$ 19,000.00	$ 3,990.00	$ 15,010.00
Community Development Suite	$ 19,000.00	$ 3,990.00	$ 15,010.00

Decision Engine	$ 15,000.00	$ 3,150.00	$ 11,850.00
Enterprise Permitting & Licensing Foundation	$ 23,000.00	$ 4,830.00	$ 18,170.00
Enterprise Permitting & Licensing User	$ 149,500.00	$ 31,395.00	$ 118,105.00
Enterprise Service Requests	$ 13,942.00	$ 2,928.00	$ 11,014.00
eReviews	$ 29,000.00	$ 6,090.00	$ 22,910.00
My Civic	$ 18,400.00	$ 3,864.00	$ 14,536.00
Enterprise Asset Management			
Asset Maintenance & Performance - Per User	$ 40,125.00	$ 8,425.00	$ 31,700.00
Internal Requests License	$ 3,774.00	$ 793.00	$ 2,981.00
Content Management			
Content Manager Core includes Onboarding	$ 40,834.00	$ 8,575.00	$ 32,259.00
Data Insights			
Enterprise Analytics and Reporting w Executive Insights	$ 46,630.00	$ 9,792.00	$ 36,838.00
Additional			
ACFR Statement Builder	$ 13,611.00	$ 2,858.00	$ 10,753.00
Enterprise Forms Processing Software (including Common Form Set)	$ 14,950.00	$ 3,140.00	$ 11,810.00
GIS	$ 7,400.00	$ 1,550.00	$ 5,850.00
Integrations			
API Toolkit Bundle	$ 37,177.00	$ 7,807.00	$ 29,370.00
TOTAL	**$ 1,037,029.00**	**$ 217,771.00**	**$ 819,258.00**

Comments

Tyler's quote contains estimates of the amount of services needed, based on our preliminary understanding of the scope, level of engagement, and timeline as defined in the Statement of Work (SOW) for your project. The actual amount of services required may vary, based on these factors.

Tyler's pricing is based on the scope of proposed products and services contracted from Tyler. Should portions of the scope of products or services be altered by the Client, Tyler reserves the right to adjust prices for the remaining scope accordingly.

Unless otherwise noted, prices submitted in the quote do not include travel expenses incurred in accordance with Tyler's then-current Business Travel Policy.

Tyler's prices do not include applicable local, city or federal sales, use excise, personal property or other similar taxes or duties, which you are responsible for determining and remitting. Installations are completed remotely but can be done onsite upon request at an additional cost.

In the event Client cancels services less than four (4) weeks in advance, Client is liable to Tyler for (i) all non-refundable expenses incurred by Tyler on Client's behalf; and (ii) daily fees associated with the cancelled services if Tyler is unable to re-assign its personnel.

The Implementation Hours included in this quote assume a work split effort of 70% Client and 30% Tyler.

Implementation Hours are scheduled and delivered in four (4) or eight (8) hour increments.

Tyler provides onsite training for a maximum of 12 people per class. In the event that more than 12 users wish to participate in a training class or more than one occurrence of a class is needed, Tyler will either provide additional days at then-current rates for training or Tyler will utilize a Train-the-Trainer approach whereby the client designated attendees of the initial training can thereafter train the remaining users.

As a new Tyler client, you are entitled to a 14-day or a 30-day trial of the Managed Detection and Response cybersecurity service. Please reference https://www.tylertech.com/services/tyler-detect for more information on the service and contact CybersecuritySales@tylertech.com to initiate the trial.

Tyler currently supports the following identity providers (IdP's) for use with Tyler back-office solutions: Microsoft Active Directory through Azure AD, ADFS or Okta AD agent, Google Cloud Identity, Okta, and Identity Automation Rapid Identity. Any requirement by you to use an IdP not supported by Tyler will require additional costs, available upon request.

Business Management: Tyler leads and owns the "Assess and Define" and "Configuration" of 11 unique business transactions, 11 template business transactions, 5 geo-rules and 5 automation events. Configuration elements beyond this will be owned by the client.

Community Development: Tyler leads and owns the "Assess and Define" and "Configuration" 15 unique business transactions, 15 template business transactions, 10 geo-rules and 10 automation events. Configuration elements beyond this will be owned by the client.

Content Manager Core includes up to 1TB of storage. Should additional storage be needed it may be purchased as needed at an annual fee of $5,000 per TB.

The SaaS fees for product that are not named users are based on 200 concurrent users. Should the number of concurrent users be exceeded, Tyler reserves the right to re-negotiate the SaaS fees based upon any resulting changes in the pricing categories.

Business Management Forms Library Includes: 1 Licensing - Business License, 1 Licensing - Business License Renewal, 1 Licensing - Business License Delinquent, 1 Licensing - Profession License, 1 Licensing - Profession License Renewal, 1 Licensing Profession License Delinquent.

Community Development Forms Library Includes: standard Permits - Building, standard Permits - Trade, standard Planning - Certificate, standard Permits - Occupancy/Completion, standard Code - Violation Notice.

Enterprise Permitting & Licensing Foundation includes GIS for EPL Users, Core Foundation Bundle, Advanced Automation Bundle, Data & Reporting Access, Report Toolkit, EPL API Toolkit and 1 TB of Storage

Business Management Suite includes Civic Access for Business Management and Business Management Executive Insights

Community Development Suite includes Civic Access for Community Development and Community Development Executive Insights

Enterprise Permitting & Licensing User includes back-office and EP&L Mobile access

Your use of Payments and any related items included on this order is subject to the terms found at: https://www.tylertech.com/terms/payment-card-processing-agreement. By signing this order or the agreement in which it is included, you agree you have read, understand, and agree to such terms. Please see attached Payments fee schedule.

Each API Toolkit or Connector comes with 8 free hours of API Development Consulting hours. Each API Bundle comes with 16 free API Development Consulting hours. Additional hours can be purchased beyond this standard offering.

Fees for year one of hardware maintenance will be invoiced as of the first day of the calendar month following the date the hardware is delivered and may be prorated to end coterminous with the Annual Support Maintenance term. Subsequent annual hardware maintenance fees shall be invoiced together with the Annual Support Maintenance term in accordance with the terms of the Agreement.

Financial library includes: standard A/P check, standard EFT/ACH, standard Purchase order, standard Contract, 1099M, 1099INT, 1099S, 1099NEC and 1099G.

General Billing library includes: standard invoice, standard statement, standard general billing receipt and standard miscellaneous receipt.

Personnel Actions Forms Library includes: standard Personnel Action form - New and standard Personnel Action Form - Change.

Your rights, and the rights of any of your end users, to use Tyler's Data & Insights SaaS Services, or certain Tyler solutions which include Tyler's Data & Insights data platform, are subject to the Terms of Services, available at https://www.tylertech.com/terms/data-insights-saas-services-terms-of-service. By signing this sales quotation, or accessing, installing, or using any of the Tyler solutions listed at the linked terms, you certify that you have reviewed, understand, and agree to said terms.

In the event Client acquires from Tyler any edition of Content Manager software other than Enterprise Edition, the license for Content Manager is restricted to use with Tyler applications only. If Client wishes to use Content Manager software with non-Tyler applications, Client must purchase or upgrade to Content Manager Enterprise Edition.

Payroll library includes: standard PR check, standard direct deposit, standard vendor from payroll check, standard vendor from payroll direct deposit, W2, W2c, ACA 1095B, ACA 1095C and 1099 R.

Your payment of the annual subscription or SaaS fee for Tyler Notify will include an identified amount of messages and/or minutes annually. Additional messages and/or minutes may be purchased from Tyler in defined packages at our then-current rates. Tyler Notify will not restrict use of messages and/or minutes that exceed the allotted messages but reserves the right to invoice you for documented overages occurring during the annual term. Any unused messages or minutes remaining at the end of your annual subscription term expire.

Your acquisition of clocks and/or clock maintenance is subject to the following terms: https://www.tylertech.com/terms/executime-clock-terms.

All hardware related to Assets Mobile and Inventory Mobile will be under a standard maintenance plan which starts when they are shipped. This includes replacement of your current hardware if it cannot be fixed through the standard helpdesk process.

Exhibit B
Invoicing and Payment Policy

We will provide you with the software and services set forth in the Investment Summary of the Agreement. Capitalized terms not otherwise defined will have the meaning assigned to such terms in the Agreement.

Invoicing: We will invoice you for the applicable software and services in the Investment Summary as set forth below. Your rights to dispute any invoice are set forth in the Agreement.

1. <u>SaaS Fees</u>. SaaS Fees are invoiced on an annual basis, beginning on the commencement of the initial term as set forth in Section F (1) of this Agreement. Your annual SaaS fees for the initial term are set forth in the Investment Summary. Upon expiration of the initial term, your annual SaaS fees will be at our then-current rates.

2. <u>Other Tyler Software and Services</u>.
   2.1 *Implementation and Other Professional Services (including training)*: Implementation and other professional services (including training) are billed and invoiced as delivered, at the rates set forth in the Investment Summary.
   2.2 *Consulting Services*: If you have purchased any Business Process Consulting services, if they have been quoted as fixed-fee services, they will be invoiced 50% upon your acceptance of the Best Practice Recommendations, by module, and 50% upon your acceptance of custom desktop procedures, by module. If you have purchased any Business Process Consulting services and they are quoted as an estimate, then we will bill you the actual services delivered on a time and materials basis.
   2.3 *Conversions*: Fixed-fee conversions are invoiced 50% upon initial delivery of the converted Data, by conversion option, and 50% upon Client acceptance to load the converted Data into Live/Production environment, by conversion option. Where conversions are quoted as estimated, we will bill you the actual services delivered on a time and materials basis.
   2.4 *Requested Modifications to the Tyler Software*: Requested modifications to the Tyler Software are invoiced 50% upon delivery of specifications and 50% upon delivery of the applicable modification. You must report any failure of the modification to conform to the specifications within thirty (30) days of delivery; otherwise, the modification will be deemed to be in compliance with the specifications after the 30-day window has passed. You may still report Defects to us as set forth in this Agreement.
   2.5 *Other Fixed Price Services*: Other fixed price services are invoiced as delivered, at the rates set forth in the Investment Summary. For the avoidance of doubt, where "Project Planning Services" are provided, payment will be due upon delivery of the Implementation Planning document. Dedicated Project Management services, if any, will be billed monthly in arrears, beginning on the first day of the month immediately following initiation of project planning.
   2.6 Web Services: Annual fees for web services are payable in advance, commencing upon the availability of the service. Your annual fees for the initial term are set forth in the

Investment Summary. Upon expiration of the initial term, your annual fees will be at our then-current rates.

2.7 *Annual Services*: Unless otherwise indicated in this Exhibit B, fees for annual services are due annually, in advance, commencing on the availability of the service. Your annual fees for the initial term are set forth in the Investment Summary. Upon expiration of the initial term, your annual fees will be at our then-current rates.

3. Third Party Products and Hardware.

3.1 *Third Party Software License Fees*: License fees for Third Party Software, if any, are invoiced when we make it available to you for downloading.

3.2 *Third Party Software Maintenance*: The first year maintenance fee for the Third Party Software is invoiced when we make it available to you for downloading. Subsequent annual maintenance fees for Third Party Software are invoiced annually, in advance, at then-current rates, upon each anniversary thereof.

3.3 *Hardware*: Third Party Hardware costs, if any, are invoiced upon delivery.

3.4 *Hardware Maintenance*: The first year maintenance fee for Hardware is invoiced upon delivery of the hardware. Subsequent annual maintenance fees for hardware are invoiced annually, in advance, at then-current rates, upon each anniversary thereof.

3.5 *Third Party Services:* Fees for Third Party Services, if any, are invoiced as delivered, along with applicable expenses, at the rates set forth in the Investment Summary.

3.6 *Third Party SaaS*: Third Party SaaS Services fees, if any, are invoiced annually, in advance, commencing with availability of the respective Third Party SaaS Services. Pricing for the first year of Third Party SaaS Services is indicated in the Investment Summary. Pricing for subsequent years will be at the respective third party's then-current rates.

4. Transaction Fees. Unless paid directly by an end user at the time of transaction, per transaction (call, message, etc.) fees are invoiced on a quarterly basis. Fees are indicated in the Investment Summary and may be increased by Tyler upon notice of no less than thirty (30) days.

5. Expenses. The service rates in the Investment Summary do not include travel expenses. Expenses for Tyler delivered services will be billed as incurred and only in accordance with our then-current Business Travel Policy, plus a 10% travel agency processing fee. Our current Business Travel Policy is attached to this Exhibit B as Schedule 1. Copies of receipts will be provided upon request; we reserve the right to charge you an administrative fee depending on the extent of your requests. Receipts for miscellaneous items less than twenty-five dollars and mileage logs are not available.

Payment. Payment for undisputed invoices is due within forty-five (45) days of the invoice date. We prefer to receive payments electronically. Our electronic payment information is available by contacting AR@tylertech.com.

**Exhibit B
Schedule 1
Business Travel Policy**

1. Air Travel

   A. Reservations & Tickets

   The Travel Management Company (TMC) used by Tyler will provide an employee with a direct flight within two hours before or after the requested departure time, assuming that flight does not add more than three hours to the employee's total trip duration and the fare is within $100 (each way) of the lowest logical fare. If a net savings of $200 or more (each way) is possible through a connecting flight that is within two hours before or after the requested departure time and that does not add more than three hours to the employee's total trip duration, the connecting flight should be accepted.

   Employees are encouraged to make advanced reservations to take full advantage of discount opportunities. Employees should use all reasonable efforts to make travel arrangements at least two (2) weeks in advance of commitments. A seven (7) day advance booking requirement is mandatory. When booking less than seven (7) days in advance, management approval will be required.

   Except in the case of international travel where a segment of continuous air travel is six (6) or more consecutive hours in length, only economy or coach class seating is reimbursable. Employees shall not be reimbursed for "Basic Economy Fares" because these fares are non-refundable and have many restrictions that outweigh the cost-savings.

   B. Baggage Fees

   Reimbursement of personal baggage charges are based on trip duration as follows:

   - Up to five (5) days = one (1) checked bag
   - Six (6) or more days = two (2) checked bags

   Baggage fees for sports equipment are not reimbursable.

2. Ground Transportation

   A. Private Automobile

   Mileage Allowance – Business use of an employee's private automobile will be reimbursed at the current IRS allowable rate, plus out of pocket costs for tolls and parking. Mileage will be calculated by using the employee's office as the starting and ending point, in compliance with IRS regulations. Employees who have been designated a home office should calculate miles from their home.

   B. Rental Car

   Employees are authorized to rent cars only in conjunction with air travel when cost, convenience, and the specific situation reasonably require their use. When renting a car for Tyler business, employees should select a "mid-size" or "intermediate" car. "Full" size cars may be rented when three or more employees are traveling together. Tyler carries leased vehicle coverage for business car rentals; except for employees traveling to Alaska and internationally (excluding Canada), additional insurance on the rental agreement should be declined.

   C. Public Transportation

   Taxi or airport limousine services may be considered when traveling in and around cities or to and from airports when less expensive means of transportation are unavailable or impractical. The actual fare plus a reasonable tip (15-18%) are reimbursable. In the case of a free hotel shuttle to the airport, tips are included in the per diem rates and will not be reimbursed separately.

   D. Parking & Tolls

   When parking at the airport, employees must use longer term parking areas that are measured in days as opposed to hours. Park and fly options located near some airports may also be used. For extended trips that would result in excessive parking charges, public transportation to/from the airport should be considered. Tolls will be reimbursed when receipts are presented.

3. Lodging

   Tyler's TMC will select hotel chains that are well established, reasonable in price, and conveniently located in relation to the traveler's work assignment. Typical hotel chains include Courtyard, Fairfield Inn, Hampton Inn, and Holiday Inn Express. If the employee has a discount rate with a local hotel, the hotel reservation should note that discount and the employee should confirm the lower rate with the hotel upon arrival. Employee memberships in travel clubs such as AAA should be noted in their travel profiles so that the employee can take advantage of any lower club rates.

   "No shows" or cancellation fees are not reimbursable if the employee does not comply with the hotel's cancellation policy.

   Tips for maids and other hotel staff are included in the per diem rate and are not reimbursed separately.

Employees are not authorized to reserve non-traditional short-term lodging, such as Airbnb, VRBO, and HomeAway. Employees who elect to make such reservations shall not be reimbursed.

4. Meals and Incidental Expenses

Employee meals and incidental expenses while on travel status within the continental U.S. are in accordance with the federal per diem rates published by the General Services Administration. Incidental expenses include tips to maids, hotel staff, and shuttle drivers and other minor travel expenses. Per diem rates are available at www.gsa.gov/perdiem.

Per diem for Alaska, Hawaii, U.S. protectorates and international destinations are provided separately by the Department of State and will be determined as required.

A. Overnight Travel

For each full day of travel, all three meals are reimbursable. Per diems on the first and last day of a trip are governed as set forth below.

Departure Day

Depart before 12:00 noon	Lunch and dinner
Depart after 12:00 noon	Dinner

Return Day

Return before 12:00 noon	Breakfast
Return between 12:00 noon & 7:00 p.m.	Breakfast and lunch
Return after 7:00 p.m.*	Breakfast, lunch and dinner

*7:00 p.m. is defined as direct travel time and does not include time taken to stop for dinner.

The reimbursement rates for individual meals are calculated as a percentage of the full day per diem as follows:

Breakfast	15%
Lunch	25%
Dinner	60%

B. Same Day Travel

Employees traveling at least 100 miles to a site and returning in the same day are eligible to claim lunch on an expense report. Employees on same day travel status are eligible to claim dinner in the event they return home after 7:00 p.m.*

*7:00 p.m. is defined as direct travel time and does not include time taken to stop for dinner.

5. Internet Access – Hotels and Airports

    Employees who travel may need to access their e-mail at night. Many hotels provide free high speed internet access and Tyler employees are encouraged to use such hotels whenever possible. If an employee's hotel charges for internet access it is reimbursable up to $10.00 per day. Charges for internet access at airports are not reimbursable.

6. International Travel

    All international flights with the exception of flights between the U.S. and Canada should be reserved through TMC using the "lowest practical coach fare" with the exception of flights that are six (6) or more consecutive hours in length. In such event, the next available seating class above coach shall be reimbursed.

    When required to travel internationally for business, employees shall be reimbursed for photo fees, application fees, and execution fees when obtaining a new passport book, but fees related to passport renewals are not reimbursable. Visa application and legal fees, entry taxes and departure taxes are reimbursable.

    The cost of vaccinations that are either required for travel to specific countries or suggested by the U.S. Department of Health & Human Services for travel to specific countries, is reimbursable.

    Section 4, Meals & Incidental Expenses, and Section 2.b., Rental Car, shall apply to this section.

Exhibit C

Exhibit C
SERVICE LEVEL AGREEMENT

I.   Agreement Overview

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

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

Actual Attainment: The percentage of time the Tyler Software is available during a calendar month, calculated as follows: (Service Availability – Downtime) ÷ Service Availability.

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

Downtime: Those minutes during Service Availability, as defined below, when all users cannot launch, login, search or save primary data in the Tyler Software. Downtime does not include those instances in which only a Defect is present.

Emergency Maintenance Window: (1) maintenance that is required to patch a critical security vulnerability; (2) maintenance that is required to prevent an imminent outage of Service Availability; or (3) maintenance that is mutually agreed upon in writing by Tyler and the Client.

Planned Downtime: Downtime that occurs during a Standard or Emergency Maintenance window.

Service Availability: The total number of minutes in a calendar month that the Tyler Software is capable of receiving, processing, and responding to requests, excluding Planned Downtime, Client Error Incidents, denial of service attacks and Force Majeure. Service Availability only applies to Tyler Software being used in the live production environment.

Standard Maintenance: Routine maintenance to the Tyler Software and infrastructure.   Standard Maintenance is limited to five (5) hours per week.

III.   Service Availability

a.   Your Responsibilities

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

Exhibit C

b. Our Responsibilities

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

c. Client Relief

Our targeted Attainment Goal is 100%. You may be entitled to credits as indicated in the Client Relief Schedule found below. Your relief credit is calculated as a percentage of the SaaS Fees paid for the calendar month.

In order to receive relief credits, you must submit a request through one of the channels listed in our Support Call Process within fifteen (15) days of the end of the applicable month. We will respond to your relief request within thirty (30) days of receipt.

The total credits confirmed by us will be applied to the SaaS Fee for the next billing cycle. Issuing of such credit does not relieve us of our obligations under the Agreement to correct the problem which created the service interruption.

Credits are only payable when Actual Attainment results in eligibility for credits in consecutive months and only for such consecutive months.

Client Relief Schedule	
Actual Attainment	**Client Relief**
99.99% - 99.70%	Remedial action will be taken
99.69% - 98.50%	2% of SaaS Fees paid for applicable month
98.49% - 97.50%	4% of SaaS Fees paid for applicable month
97.49% - 96.50%	6% of SaaS Fees paid for applicable month
96.49% - 95.50%	8% of SaaS Fees paid for applicable month
Below 95.50%	10% of SaaS Fees paid for applicable month

* Notwithstanding language in the Agreement to the contrary, Recovery Point Objective is one (1) hour.

IV. Maintenance Notifications

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

Not all maintenance activities will cause application unavailability. However, if Tyler anticipates that activities during a Standard or Emergency Maintenance window may make the Tyler Software unavailable, we will provide advance notice, as reasonably practicable, that the Tyler Software will be unavailable during the maintenance window.

Exhibit C
Schedule 1

**Exhibit C
Schedule 1
Support Call Process**

Support Channels

Tyler Technologies, Inc. provides the following channels of software support for authorized users*:
(1) On-line submission (portal) – for less urgent and functionality-based questions, users may create support incidents through the Tyler Customer Portal available at the Tyler Technologies website. A built-in Answer Panel provides users with resolutions to most "how-to" and configuration-based questions through a simplified search interface with machine learning, potentially eliminating the need to submit the support case.
(2) Email – for less urgent situations, users may submit emails directly to the software support group.
(3) Telephone – for urgent or complex questions, users receive toll-free, telephone software support.
Channel availability may be limited for certain applications.

Support Resources

A number of additional resources are available to provide a comprehensive and complete support experience:
(1) Tyler Website – www.tylertech.com – for accessing client tools, documentation, and other information including support contact information.
(2) Tyler Search -a knowledge based search engine that lets you search multiple sources simultaneously to find the answers you need, 24x7.
(3) Tyler Community –provides a venue for all Tyler clients with current maintenance agreements to collaborate with one another, share best practices and resources, and access documentation.
(4) Tyler University – online training courses on Tyler products.

Support Availability

Tyler Technologies support is available during the local business hours of 8 AM to 5 PM (Monday – Friday) across four US time zones (Pacific, Mountain, Central and Eastern). Tyler's holiday schedule is outlined below. There will be no support coverage on these days.

New Year's Day	Labor Day
Martin Luther King, Jr. Day	Thanksgiving Day
Memorial Day	Day after Thanksgiving
Independence Day	Christmas Day

For support teams that provide after-hours service, we will provide you with procedures for contacting support staff after normal business hours for reporting Priority Level 1 Defects only. Upon receipt of

Exhibit C
Schedule 1

such a Defect notification, we will use commercially reasonable efforts to meet the resolution targets set forth below.

We will also make commercially reasonable efforts to be available for one pre-scheduled Saturday of each month to assist your IT staff with applying patches and release upgrades, as well as consulting with them on server maintenance and configuration of the Tyler Software environment.

Incident Handling

Incident Tracking

Every support incident is logged into Tyler's Customer Relationship Management System and given a unique case number. This system tracks the history of each incident. The case number is used to track and reference open issues when clients contact support. Clients may track incidents, using the case number, through Tyler's Customer Portal or by calling software support directly.

Incident Priority

Each incident is assigned a priority level, which corresponds to the Client's needs. Tyler and the Client will reasonably set the priority of the incident per the chart below. This chart is not intended to address every type of support incident, and certain "characteristics" may or may not apply depending on whether the Tyler software has been deployed on customer infrastructure or the Tyler cloud. The goal is to help guide the Client towards clearly understanding and communicating the importance of the issue and to describe generally expected response and resolution targets in the production environment only.

References to a "confirmed support incident" mean that Tyler and the Client have successfully validated the reported Defect/support incident.

Priority Level	Characteristics of Support Incident	Resolution Targets[*]
1 Critical	Support incident that causes (a) complete application failure or application unavailability; (b) application failure or unavailability in one or more of the client's remote location; or (c) systemic loss of multiple essential system functions.	Tyler shall provide an initial response to Priority Level 1 incidents within one (1) business hour of receipt of the incident. Once the incident has been confirmed, Tyler shall use commercially reasonable efforts to resolve such support incidents or provide a circumvention procedure within one (1) business day. For non-hosted customers, Tyler's responsibility for lost or corrupted data is limited to assisting the Client in restoring its last available database.

Exhibit C
Schedule 1

Priority Level	Characteristics of Support Incident	Resolution Targets*
2 High	Support incident that causes (a) repeated, consistent failure of essential functionality affecting more than one user or (b) loss or corruption of data.	Tyler shall provide an initial response to Priority Level 2 incidents within four (4) business hours of receipt of the incident. Once the incident has been confirmed, Tyler shall use commercially reasonable efforts to resolve such support incidents or provide a circumvention procedure within ten (10) business days. For non-hosted customers, Tyler's responsibility for loss or corrupted data is limited to assisting the Client in restoring its last available database.
3 Medium	Priority Level 1 incident with an existing circumvention procedure, or a Priority Level 2 incident that affects only one user or for which there is an existing circumvention procedure.	Tyler shall provide an initial response to Priority Level 3 incidents within one (1) business day of receipt of the incident. Once the incident has been confirmed, Tyler shall use commercially reasonable efforts to resolve such support incidents without the need for a circumvention procedure with the next published maintenance update or service pack, which shall occur at least quarterly. For non-hosted customers, Tyler's responsibility for lost or corrupted data is limited to assisting the Client in restoring its last available database.
4 Non-critical	Support incident that causes failure of non-essential functionality or a cosmetic or other issue that does not qualify as any other Priority Level.	Tyler shall provide an initial response to Priority Level 4 incidents within two (2) business days of receipt of the incident. Once the incident has been confirmed, Tyler shall use commercially reasonable efforts to resolve such support incidents, as well as cosmetic issues, with a future version release.

Response and Resolution Targets may differ by product or business need

Incident Escalation

If Tyler is unable to resolve any priority level 1 or 2 defect as listed above or the priority of an issue has elevated since initiation, you may escalate the incident to the appropriate resource, as outlined by each product support team. The corresponding resource will meet with you and any Tyler staff to establish a mutually agreeable plan for addressing the defect.

Remote Support Tool

Some support calls may require further analysis of the Client's database, processes or setup to diagnose a problem or to assist with a question. Tyler will, at its discretion, use an industry-standard remote support tool. Tyler's support team must have the ability to quickly connect to the Client's system and view the site's setup, diagnose problems, or assist with screen navigation. More information about the remote support tool Tyler uses is available upon request.

Exhibit D
Third Party Terms

DocOrigin Terms. Your use of Tyler Forms software and forms is subject to the DocOrigin End User License Agreement available for download here: https://eclipsecorp.us/eula/. By signing a Tyler Agreement or Order Form including Tyler forms software or forms, or accessing, installing, or using Tyler Forms software or forms, you agree that you have read, understood, and agree to such terms.

ThinPrint Terms. Your use of Tyler Forms software and forms is subject to the End User License Agreement terms for ThinPrint Engine, ThinPrint License Server, and Connected Gateway found here: https://www.thinprint.com/en/legal-notes/eula/. By signing a Tyler Agreement or Order Form, or accessing, installing, or using Tyler Forms software or forms, you agree that you have read, understood, and agree to such terms.

**Exhibit E
Statement of Work**

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Hernando County, FL

SOW from Tyler Technologies, Inc.

11/07/2024

Presented to:
Hernando County, FL
County Government Center
Brooksville, FL 34601

Contact:
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Director, Implementation
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1 Tyler Drive
Yarmouth, Maine 04096

Table of Contents

Part 1: Executive Summary

1. Project Overview

1.1 Introduction

Tyler Technologies ("Tyler") is the largest and most established provider of integrated software and technology services focused solely on the public sector. Tyler's end-to-end solutions empower public sector entities including local, state, provincial and federal government, to operate more efficiently and connect more transparently with their constituents and with each other. By connecting data and processes across disparate systems, Tyler's solutions transform how clients gain actionable insights that solve problems in their communities.

1.2 Project Goals

This Statement of Work ("SOW") documents the methodology, implementation stages, activities, and roles and responsibilities, and project scope listed in the Investment Summary of the Agreement between Tyler and the County (collectively the "Project").

The overall goals of the project are to:

- Successfully implement the contracted scope on time and on budget
- Increase operational efficiencies and empower users to be more productive
- Improve accessibility and responsiveness to external and internal customer needs
- Overcome current challenges and meet future goals
- Streamlining business processes through automation, integration, and workflows
- Provide a user-friendly user interface to promote system use and productivity
- Eliminate redundant data entry

1.3 Methodology

This is accomplished by the County and Tyler working as a partnership and Tyler utilizing its depth of implementation experience. While each Project is unique, all will follow Tyler's six-stage methodology. Each of the six stages is comprised of multiple work packages, and each work package includes a narrative description, objectives, tasks, inputs, outputs/deliverables, assumptions, and a responsibility matrix.

Tailored specifically for Tyler's public sector clients, the project methodology contains Stage Acceptance Control Points throughout each Phase to ensure adherence to scope, budget, timeline controls, effective communications, and quality standards. Clearly defined, the project methodology repeats consistently across Phases and is scaled to meet the County's complexity and organizational needs.

Tyler's Six Stage Project Methodology
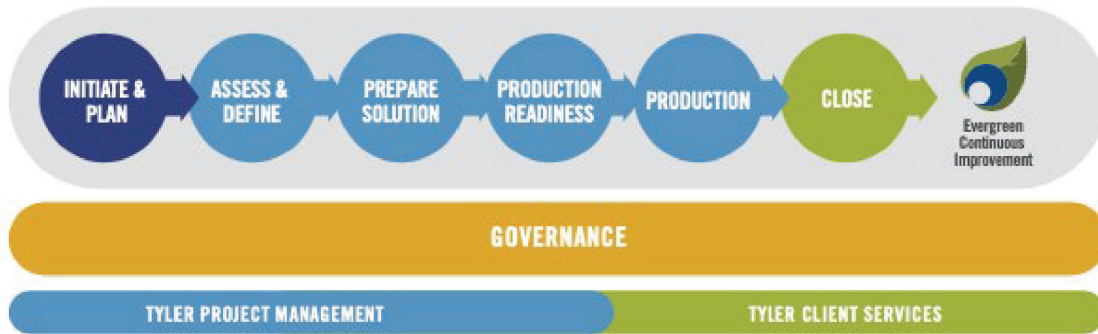
The methodology adapts to both single-phase and multiple-phase projects.

To achieve Project success, it is imperative that both the County and Tyler commit to including the necessary leadership and governance. During each stage of the Project, it is expected that the County and Tyler Project teams work collaboratively to complete tasks, by doing a weekly call with Tyler and Hernando project management team. An underlying principle of Tyler's Implementation process is to employ an iterative model where the County's business processes are assessed, configured, validated, and refined cyclically in line with the project budget. This approach is used in multiple stages and work packages as illustrated in the graphic below.

Iterative Project Model
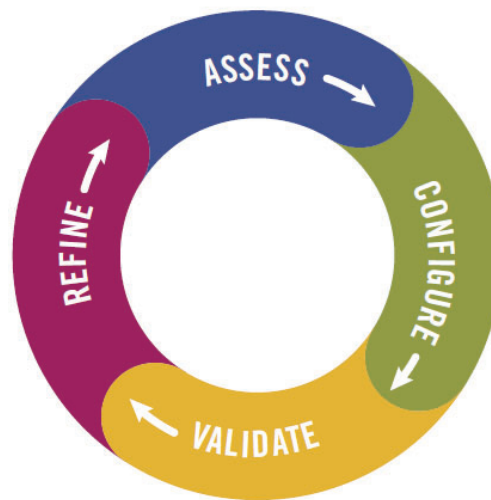
The delivery approach is systematic, which reduces variability and mitigates risks to ensure Project success. As illustrated, some stages, along with work packages and tasks, are intended to be overlapping by nature to complete the Project efficiently and effectively.

Part 2: Project Foundation

2. Project Governance

Project governance is the management framework within which Project decisions are made. The role of Project governance is to provide a decision-making approach that is logical, robust, and repeatable. This allows organizations to have a structured approach for conducting its daily business in addition to project related activities.

This section outlines the resources required to meet the business needs, objectives, and priorities for the Project, communicate the goals to other Project participants, and provide support and guidance to accomplish these goals. Project governance defines the structure for escalation of issues and risks, Change Control review and authority, and Organizational Change Management activities. Throughout the Statement of Work Tyler has provided RACI Matrices for activities to be completed throughout the implementation which will further outline responsibilities of different roles in each stage. Further refinement of the governance structure, related processes, and specific roles and responsibilities occurs during the Initiate & Plan Stage.

The chart below illustrates an overall team perspective where Tyler and the County collaborate to resolve Project challenges according to defined escalation paths. If project managers do not possess authority to determine a solution, resolve an issue, or mitigate a risk, Tyler implementation management and the County Steering Committee become the escalation points to triage responses prior to escalation to the County and Tyler executive sponsors. As part of the escalation process, each Project governance tier presents recommendations and supporting information to facilitate knowledge transfer and issue resolution. The County and Tyler executive sponsors serve as the final escalation point.

Project Governance Relationships

CLIENT LEADERSHIP	TYLER LEADERSHIP
EXECUTIVE SPONSOR Champions the project, secures buy-in, provides oversight and ultimate decision-making	**EXECUTIVE SPONSOR** Provides oversight and ultimate decision-making
STEERING COMMITTEE Monitors progress, goals and objectives	**IMPLEMENTATION MANAGER** Monitors progress
PROJECT MANAGER Oversees project schedule and tasks	**PROJECT MANAGER** Oversees project schedule and tasks

3. Project Scope Control

3.1 Managing Scope and Project Change

Project Management governance principles contend that there are three connected constraints on a Project: budget, timeline, and scope. These constraints, known as the "triple constraints" or project management triangle, define budget in terms of financial cost, labor costs, and other resource costs. Scope is defined as the work performed to deliver a product, service or result with the specified features and functions, while time is simply defined as the schedule. The Triple Constraint theory states that if you change one side of the triangle, the other two sides must be correspondingly adjusted. For example, if the scope of the Project is increased, cost and time to complete will also need to increase. The Project and executive teams will need to remain cognizant of these constraints when making impactful decisions to the Project. A simple illustration of this triangle is included here, showing the connection of each item and their relational impact to the overall Scope.

A pillar of any successful project is the ability to properly manage scope while allowing the appropriate level of flexibility to incorporate approved changes. Scope and changes within the project will be managed using the change control process outlined in the following section.

3.2 Change Control

It may become necessary to change the scope of this Project due to unforeseeable circumstances (e.g., new constraints or opportunities are discovered). This Project is being undertaken with the understanding that Project scope, schedule, and/or cost may need to change to produce optimal results for stakeholders. Changes to contractual requirements will follow the change control process specified in the final contract, and as described below.

3.3 Change Request Management

Should the need for a change to Project scope, schedule, and/or cost be identified during the Project, the change will be brought to the attention of the Steering Committee and an assessment of the change will occur. While such changes may result in additional costs and delays relative to the schedule, some changes may result in less cost to the County; for example, the County may decide it no longer needs a deliverable originally defined in the Project. The Change Request will include the following information:

- The nature of the change.
- A good faith estimate of the additional cost or associated savings to the County, if any.
- The timetable for implementing the change.
- The effect on and/or risk to the schedule, resource needs or resource responsibilities.

The County will use its good faith efforts to either approve or disapprove any Change Request within ten (10) Business Days (or other period as mutually agreeable between Tyler and the County). Tyler understands that official decision on Change Request may require approval by the County Steering Committee and/or Board of Commissioners and be subject to dates for scheduled meetings. Any changes to the Project scope, budget, or timeline must be documented and approved in writing using a Change Request form. These changes constitute a formal amendment to the Statement of Work and will ~~supersede any conflicting term in the Statement of Work~~ amend the Statement of Work.

Change Request Process

NEED	SCOPE	DETAILS	REQUEST	CHANGES	SCHEDULE
CLIENT IDENTIFIES NEED/ DESIRE FOR CHANGE	TYLER ASSESSES / DETERMINES OUT OF SCOPE	CLIENT DETAILS NEED IN CHANGE REQUEST FORM	IF TYLER AGREES WITH THE REQUEST	CLIENT AUTHORIZES OR DECLINES THE CHANGE	SCHEDULE ADJUSTED TO ACCOMMODATE THE CHANGE IF NECESSARY
			If Tyler Agrees with Request, Estimate provided to client, otherwise reason for denial provided		Including addition of new tasks that result from the change

4. Acceptance Process

The implementation of a Project involves many decisions to be made throughout its lifecycle. Decisions will vary from higher level strategy decisions to smaller, detailed Project level decisions. It is critical to the success of the Project that each County office or department designates specific individuals for making decisions on behalf of their offices or departments.

Both Tyler and the County will identify representative project managers. These individuals will represent the interests of all stakeholders and serve as the primary contacts between the two organizations.

The coordination of gaining County feedback and approval on Project deliverables will be critical to the success of the Project. The County project manager will strive to gain deliverable and decision approvals from all authorized County representatives. Given that the designated decision-maker for each department may not always be available, there must be a designated proxy for each decision point in the Project. Assignment of each proxy will be the responsibility of the leadership from each County department. The proxies will be named individuals that have the authorization to make decisions on behalf of their department.

The following process will be used for accepting Deliverables and Control Points:

- The County shall have twenty-five (25) business days from the date of delivery, or as otherwise mutually agreed upon by the parties in writing, to accept, reject, or otherwise acknowledge each Deliverable or Control Point. If the County does not provide acceptance, rejection, or acknowledgement within twenty-five (25) business days, or the otherwise agreed upon timeframe, not to be unreasonably withheld, Tyler deems the Deliverable or Control Point as accepted and notify the County that work requiring acceptance of that deliverable will begin in twenty-five (25) business days.
- If the County does not agree the Deliverable or Control Point meets requirements, the County shall notify Tyler project manager(s), in writing, with reasoning within twenty-five (25) business days, or the otherwise agreed-upon timeframe, not to be unreasonably withheld, of receipt of the Deliverable.
- Tyler shall address any deficiencies and redeliver the Deliverable or Control Point. The County shall then have Twenty-five (25) business days from receipt of the redelivered Deliverable or Control Point to accept or again submit written notification of reasons for rejecting the milestone. If the County does not provide acceptance within twenty-five (25) business days, or the otherwise agreed upon timeframe, not to be unreasonably withheld, Tyler deems the Deliverable or Control Point as accepted and notify the County that work requiring acceptance of that deliverable will begin in twenty-five (25) business days.

5. Roles and Responsibilities

The following defines the roles and responsibilities of each Project resource for the County and Tyler. Roles and responsibilities may not follow the organizational chart or position descriptions at the County, but are roles defined within the Project. It is common for individual resources on both the Tyler and County project teams to fill multiple roles. Similarly, it is common for some roles to be filled by multiple people.

5.1 Tyler Roles & Responsibilities

Tyler assigns a project manager prior to the start of each Phase of the Project (some Projects may only be one Phase in duration). Additional Tyler resources are assigned as the schedule develops and as needs arise.

5.1.1 Tyler Executive Manager

Tyler executive management has indirect involvement with the Project and is part of the Tyler escalation process. This team member offers additional support to the Project team and collaborates with other Tyler department managers as needed to escalate and facilitate implementation Project tasks and decisions.

- Provides clear direction for Tyler staff on executing on the Project Deliverables to align with satisfying the County 's overall organizational strategy.
- Authorizes required Project resources.
- Resolves all decisions and/or issues not resolved at the implementation management level as part of the escalation process.
- Acts as the counterpart to the County 's executive sponsor.

5.1.2 Tyler Implementation Manager

- Tyler implementation management has indirect involvement with the Project and is part of the Tyler escalation process. The Tyler project managers consult implementation management on issues and outstanding decisions critical to the Project. Implementation management works toward a solution with the Tyler Project Manager or with County management as appropriate. Tyler executive management is the escalation point for any issues not resolved at this level.
- Assigns Tyler Project personnel.
- Provides support for the Project team.
- Provides management support for the Project to ensure it is staffed appropriately and staff have necessary resources.
- Monitors Project progress including progress towards agreed upon goals and objectives.

5.1.3 Tyler Project Manager

- The Tyler project manager(s) provides oversight of the Project, coordination of Tyler resources between departments, management of the Project budget and schedule, effective risk, and issue management, and is the primary point of contact for all Project related items. As requested by the County, the Tyler Project Manager provides regular updates to the County Steering Committee and other Tyler governance members. Tyler Project Manager's role includes responsibilities in the following areas:

5.1.3.1 Contract Management

- Validates contract compliance throughout the Project.
- Ensures Deliverables meet contract requirements.
- Acts as primary point of contact for all contract and invoicing questions.
- Prepares and presents contract milestone signoffs for acceptance by the County project manager(s).
- Coordinates Change Requests, if needed, to ensure proper Scope and budgetary compliance.

5.1.3.2 Planning

- Delivers project planning documents.
- Defines Project tasks and resource requirements.
- Develops initial Project schedule and Project Management Plan.
- Collaborates with the County project manager(s) to plan and schedule Project timelines to achieve on-time implementation.

5.1.3.3 Implementation Management

- Tightly manages Scope and budget of Project to ensure Scope changes and budget planned versus actual are transparent and handled effectively and efficiently.
- Establishes and manages a schedule and Tyler resources that properly support the Project Schedule and are also in balance with Scope/budget.
- Establishes risk/issue tracking/reporting process between the County and Tyler and takes all necessary steps to proactively mitigate these items or communicate with transparency to the County any items that may impact the outcomes of the Project.
- Collaborates with the County 's project manager(s) to establish key business drivers and success indicators that will help to govern Project activities and key decisions to ensure a quality outcome of the project.
- Collaborates with the County 's project manager(s) to set a routine communication plan that will aide all Project team members, of both the County and Tyler, in understanding the goals, objectives, status, and health of the Project.

5.1.3.4 Resource Management

- Acts as liaison between Project team and Tyler manager(s).
- Identifies and coordinates all Tyler resources across all applications, Phases, and activities including development, forms, installation, reports, implementation, and billing.
- Provides direction and support to Project team.
- Manages the appropriate assignment and timely completion of tasks as defined in the Project Schedule, task list, and Go-Live Checklist.
- Assesses team performance and adjusts, as necessary.
- Consulted on in Scope 3rd party providers to align activities with ongoing Project tasks.

5.1.4 Tyler Implementation Consultant

- Completes tasks as assigned by the Tyler project manager(s).
- Documents activities for services performed by Tyler.
- Guides the County through software validation process following configuration.
- Assists during Go-Live process and provides support until the County transitions to Client Services.
- Facilitates training sessions and discussions with the County and Tyler staff to ensure adequate discussion of the appropriate agenda topics during the allotted time.
- May provide conversion review and error resolution assistance.

5.1.5 Tyler Sales

- Supports Sales to Implementation knowledge transfer during Initiate & Plan.
- Provides historical information, as needed, throughout implementation.
- Participates in pricing activities if additional licensing and/or services are needed.

5.1.6 Tyler Technical Services

- Maintains Tyler infrastructure requirements and design document(s).
- Involved in system infrastructure planning/review(s).
- Provides first installation of licensed software with initial database on servers.
- Supports and assists the project team with technical/environmental issues/needs.
- Deploys Tyler products.

- Conducts GIS Planning.
- Reviews GIS data and provides feedback to the County.
- Loads County provided GIS data into the system.

5.1.7 Tyler API Services

- Provides training in the use of the API Toolkit.
- Provides consulting services in the use of the API Toolkit to the County, as the County builds interfaces.

5.1.8 Tyler Cloud Operations

- Sets up Tyler-hosted servers.
- Provides maintenance of hosted infrastructure.
- Provides IT-related services for server environment.
- Provides remote technical assistance and tracks issues.
- Provides system management and disaster recovery services within hosting services.

5.2 County Roles & Responsibilities

County resources will be assigned prior to the start of each Phase of the Project. One person may be assigned to multiple Project roles.

5.2.1 County Executive Sponsor

The County executive sponsor provides support to the Project by providing strategic direction and communicating key issues about the Project and its overall importance to the organization. When called upon, the executive sponsor also acts as the final authority on all escalated Project issues. The executive sponsor engages in the Project, as needed, to provide necessary support, oversight, guidance, and escalation, but does not participate in day-to-day Project activities. The executive sponsor empowers the County steering committee, project manager(s), and functional leads to make critical business decisions for the County.

- Champions the project at the executive level to secure buy-in.
- Authorizes required project resources.
- Actively participates in organizational change communications.

5.2.2 County Steering Committee

The County steering committee understands and supports the cultural change necessary for the Project and fosters an appreciation for the Project's value throughout the organization. The steering committee oversees the County project manager and Project through participation in regular internal meetings. The County steering committee remains updated on all Project progress, Project decisions, and achievement of Project milestones. The County steering committee also serves as primary level of issue resolution for the Project.

- Works to resolve all decisions and/or issues not resolved at the project manager level as part of the escalation process.
- Attends all scheduled steering committee meetings.
- Provides support for the project team.

- Assists with communicating key project messages throughout the organization.
- Prioritizes the project within the organization.
- Ensures the project staffed appropriately and that staff have necessary resources.
- Monitors project progress including progress towards agreed upon goals and objectives.
- Has the authority to approve or deny changes impacting the following areas:
  - Cost
  - Scope
  - Schedule
  - Project Goals
  - County Policies
  - Needs of other client projects

5.2.3 County Project Manager

The County shall assign project manager(s) prior to the start of this project with overall responsibility and authority to make decisions related to Project Scope, scheduling, and task assignment. The County Project Manager should communicate decisions and commitments to the Tyler project manager(s) in a timely and efficient manner. When the County project manager(s) do not have the knowledge or authority to make decisions, he or she engages the necessary resources to participate in discussions and make decisions in a timely fashion to avoid Project delays. The County project manager(s) are responsible for reporting to the County steering committee and determining appropriate escalation points.

5.2.3.1 Contract Management

- Validates contract compliance throughout the project.
- Ensures that invoicing and Deliverables meet contract requirements.
- Acts as primary point of contact for all contract and invoicing questions. Collaborates on and approves Change Requests, if needed, to ensure proper scope and budgetary compliance.

5.2.3.2 Planning

- Reviews and accepts project planning documents.
- Defines project tasks and resource requirements for the County project team.
- Collaborates in the development and approval of the project schedule.
- Collaborates with Tyler project manager(s) to plan and schedule project timelines to achieve on-time implementation.

5.2.3.3 Implementation Management

- Tightly manages project budget and scope.
- Collaborates with Tyler project manager(s) to establish a process and approval matrix to ensure that scope changes and budget (planned versus actual) are transparent and handled effectively and efficiently.
- Collaborates with Tyler project manager to establish and manage a schedule and resource plan that properly supports the project schedule as a whole and is also in balance with scope and budget.
- Collaborates with Tyler project manager(s) to establish risk and issue tracking and reporting process between the County and Tyler and takes all necessary steps to proactively mitigate these items or communicate with transparency to Tyler any items that may impact the outcomes of the project.
- Collaborates with Tyler project manager(s) to establish key business drivers and success indicators that will help to govern project activities and key decisions to ensure a quality outcome of the project.

- Routinely communicates with both the County staff and Tyler, aiding in the understanding of goals, objectives, current status, and health of the project by all team members.
- Manages the requirements gathering process and ensure timely and quality business requirements are being provided to Tyler.

5.2.3.4 Resource Management

- Acts as liaison between project team and stakeholders.
- Identifies and coordinates all County resources across all modules, phases, and activities including data conversions, forms design, hardware and software installation, reports building, and satisfying invoices.
- Provides direction and support to project team.
- Builds partnerships among the various stakeholders, negotiating authority to move the project forward.
- Manages the appropriate assignment and timely completion of tasks as defined.
- Assesses team performance and takes corrective action, if needed.
- Provides guidance to County technical teams to ensure appropriate response and collaboration with Tyler Technical Support Teams to ensure timely response and appropriate resolution.
- Owns the relationship with in-Scope 3rd party providers and aligns activities with ongoing project tasks.
- Ensures that users have appropriate access to Tyler project toolsets as required.
- Conducts training on proper use of toolsets.
- Validates completion of required assignments using toolsets.

5.2.4 County Functional Leads

- Makes business process change decisions under time sensitive conditions.
- Communicates existing business processes and procedures to Tyler consultants.
- Assists in identifying business process changes that may require escalation.
- Contributes business process expertise for Current & Future State Analysis.
- Identifies and includes additional subject matter experts to participate in Current & Future State Analysis.
- Validates that necessary skills have been retained by end users.
- Provides End Users with dedicated time to complete required homework tasks.
- Acts as an ambassador/champion of change for the new process and provide business process change support.
- Identifies and communicates any additional training needs or scheduling conflicts to the County project manager.
- Actively participates in all aspects of the implementation, including, but not limited to, the following key activities:
    - o Task completion
    - o Stakeholder Meeting
    - o Project Management Plan development
    - o Schedule development
    - o Maintenance and monitoring of risk register
    - o Escalation of issues
    - o Communication with Tyler project team
    - o Coordination of County resources
    - o Attendance at scheduled sessions
    - o Change management activities

- o Modification specification, demonstrations, testing and approval assistance
- o Data analysis assistance
- o Decentralized end user training
- o Process testing
- o Solution Validation

5.2.5 County Power Users

- Participate in project activities as required by the project team and project manager(s).
- Provide subject matter expertise on the County business processes and requirements.
- Act as subject matter experts and attend Current & Future State Analysis sessions as needed.
- Attend all scheduled training sessions.
- Participate in all required post-training processes as needed throughout project.
- Test all application configuration to ensure it satisfies business process requirements.
- Become application experts.
- Participate in Solution Validation.
- Adopt and support changed procedures.
- Complete all deliverables by the due dates defined in the project schedule.
- Demonstrate competency with Tyler products processing prior to Go-live.
- Provide knowledge transfer to the County staff during and after implementation.
- Participate in conversion review and validation.

5.2.6 County End Users

- Attend all scheduled training sessions.
- Become proficient in application functions related to job duties.
- Adopt and utilize changed procedures.
- Complete all deliverables by the due dates defined in the project schedule.
- Utilize software to perform job functions at and beyond Go-live.

5.2.7 County Technical Lead

- Coordinates updates and releases with Tyler as needed.
- Coordinates the copying of source databases to training/testing databases as needed for training days.
- Coordinates and adds new users, printers and other peripherals as needed.
- Validates that all users understand log-on process and have necessary permission for all training sessions.
- Coordinates interface development for County third party interfaces.
- Develops or assists in creating reports as needed.
- Ensures on-site system meets specifications provided by Tyler.
- Assists with software installation as needed.
- Extracts and transmits conversion data and control reports from the County's legacy system per the conversion schedule set forth in the project schedule.

5.2.7.1 County GIS

- Participates in GIS planning activities.
- Responsible for management and maintenance of County GIS infrastructure and data.
- Ensures GIS data/service endpoints are in alignment with Tyler software requirements.

- Provides Tyler implementation team with GIS data/service access information.

5.2.7.2 County Upgrade Coordination

- Becomes familiar with the software upgrade process and required steps.
- Becomes familiar with Tyler's releases and updates.
- Utilizes Tyler resources to stay abreast of the latest Tyler releases and updates, as well as the latest helpful tools to manage the County's software upgrade process.
- Assists with the software upgrade process during implementation.
- Manages software upgrade activities post-implementation.
- Manages software upgrade plan activities.
- Coordinates software upgrade plan activities with County and Tyler resources.
- Communicates changes affecting users and department stakeholders.
- Obtains department stakeholder acceptance to upgrade production environment.

5.2.8 County Change Management Lead

- Validates that users receive timely and thorough communication regarding process changes.
- Provides coaching to supervisors to prepare them to support users through the project changes.
- Identifies the impact areas resulting from project activities and develops a plan to address them proactively.
- Identifies areas of resistance and develops a plan to reinforce the change.
- Monitors post-production performance and new process adherence.

Part 3: Project Plan

6.   Project Stages

Work Breakdown Structure

The Work Breakdown Structure (WBS) is a hierarchical representation of a Project or Phase broken down into smaller, more manageable components. The top-level components are called "Stages," and the second level components are called "Work Packages." The work packages, shown below each stage, contain the high-level work to be done. The detailed Project Schedule, developed during Project/Phase Planning and finalized during subsequent stages, lists the tasks to be completed within each work package. Each stage ends with a "Control Point," confirming the work performed during that stage of the Project has been accepted by the County.

Work Breakdown Structure (WBS)

1. Initiate & Plan	2. Assess & Define	3. Prepare Solution	4. Production Readiness	5. Production	6. Close
1.1 Initial Coordination	2.1 Solution Orientation	3.1 Initial System Deployment	4.1 Solution Validation	5.1 Go Live	6.1 Phase Close Out
1.2 Project/Phase Planning	2.2 Current & Future State Analysis	3.2 Configuration	4.2 Go Live Readiness	5.2 Transition to Client Services	6.2 Project Close Out
1.3 GIS Planning*	2.3 Modification Analysis	3.3 Process Refinement	4.3 End User Training	5.3 Post Go Live Activities	
1.4 Infrastructure Planning	2.4 Conversion Assessment	3.4 Conversion Delivery			
1.5 Stakeholder Meeting	2.5 Data Assessment	3.5 Data Delivery			
		3.6 Modifications*			

Items noted with an asterisk in the graphic above relate to specific products and services. If those products and services are not included in the scope of the contract, these specific work packages will be noted as "This work package is not applicable" in Section 6 of the Statement of Work.

6.1 Initiate and Plan

The Initiate and Plan stage involves Project initiation, infrastructure, and planning. This stage creates a foundation for the Project by identifying and establishing sequence and timing for each Phase as well as verifying scope for the Project. This stage will be conducted at the onset of the Project, with a few unique items being repeated for the additional Phases as needed.

6.1.1 Initial Coordination

Prior to Project commencement, Tyler management assigns project manager(s). Additional Project resources will be assigned later in the Project as a Project schedule is developed. Tyler provides the County with initial Project documents used to gather names of key personnel, their functional role as it pertains to the Project, as well as any blackout dates to consider for future planning. the County gathers the information requested by the provided deadline ensuring preliminary planning and scheduling can be conducted moving the Project forward in a timely fashion. Internally, the Tyler Project Manager(s) coordinate with sales to ensure transfer of vital information from the sales process prior to scheduling a Project Planning Meeting with the County's team. During this step, Tyler will work with the County to establish the date(s) for the Project and Phase Planning session.

Objectives:

- Formally launch the project.
- Establish project governance.
- Define and communicate governance for Tyler.
- Identify County project team.

STAGE 1	Initial Coordination																
	Tyler								County								
RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power Users)	Department Heads	End Users	Technical Leads
Tyler project team is assigned	A	R	C	I	I	I	I		I		I						
County project team is assigned									A	I	R	I	I	I			
Provide initial project documents to the County		A	R	C			C		I		I						
Gather preliminary information requested			I						A		R	C		C		C	C
Sales to implementation knowledge transfer		A	R	I	I	I	I				I						
Create Project Portal to store project artifacts and facilitate communication		A	R								I						

Inputs	Contract documents
	Statement of Work

Outputs/Deliverables	Working initial project documents
	Project portal

Work package assumptions:

- Project activities begin after the agreement has been fully executed.

6.1.2 Project/Phase Planning

Project and Phase planning provides an opportunity to review the contract, software, data conversions and services purchased, identify applications to implement in each Phase (if applicable), and discuss implementation timeframes.

During this work package Tyler will work with the County to coordinate and plan a formal Project planning meeting(s). This meeting signifies the start of the Project and should be attended by all County Project team members and the Tyler Project Manager. The meeting provides an opportunity for Tyler to introduce its implementation methodology, terminology, and Project management best practices to the County's Project Team. This will also present an opportunity for project managers and Project sponsors to begin to discuss Project communication, metrics, status reporting and tools to be used to measure Project progress and manage change.

Tyler will work with the County Project Team to prepare and deliver the Project Management Plan as an output of the planning meeting. This plan will continue to evolve and grow as the Project progresses and will describe how the project will be executed, monitored, and controlled.

During project planning, Tyler will introduce the tools that will be used throughout the implementation. Tyler will familiarize the County with these tools during project planning and make them available for review and maintenance as applicable throughout the project. Some examples are Solution validation plan, issue log, and go-live checklist.

STAGE 1	Project/Phase Planning															
	Tyler								County							
RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power	Department Heads	End Users	Technical Leads
Schedule and conduct planning session(s)		A	R						I		C	C	I			

	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts	Department Heads	End Users	Technical Leads
Develop Project Management Plan	A	R							I		C	C	I				
Develop initial project schedule	A	R	I	I	I	I			I	I	C	C	I	I	C		I

Inputs	Contract documents
	Statement of Work
	Guide to Starting Your Project

Outputs / Deliverables		Acceptance Criteria [only] for Deliverables
	Project Management Plan	Delivery of document
	Project Operational Plan	Delivery of document
	Initial Project Schedule	County provides acceptance of schedule based on resource availability, project budget, and goals.

Work package assumptions:

- County has reviewed and completed the Guide to Starting Your Project document.

6.1.3 GIS Planning

GIS data is a core part of many Tyler applications. Other County offices/products may also use this data and have different GIS requirements. A key focus of this preparation will be the process for developing the GIS data for use with Tyler applications. This can be an iterative process, so it is important to begin preparation early.

Objectives:

- Identify all County GIS data sources and formats.
- Tyler to understand the County's GIS needs and practices.
- Ensure the County's GIS data meets Tyler product requirements.

STAGE 1	GIS Preparation																
	Tyler								County								
RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power	Department Heads	End Users	Technical Leads
Initial GIS Planning Meeting		A	R				C				C						C

	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts	Department Heads	End Users	Technical Leads
Determine all GIS Data Sources				I				I	A		R						C
Provide Source GIS Data				I				I	A		R						C
Review GIS Data and Provide Feedback			A	R				C			I						C

Inputs	GIS Requirements Document

Outputs / Deliverables		Acceptance Criteria [only] for Deliverables
	Production Ready Map Data	Meets Tyler GIS Requirements.

Work package assumptions:

- GIS data provided to Tyler is accurate and complete.
- GIS data provided to Tyler is current.
- County is responsible for maintaining the GIS data.

6.1.4 Infrastructure Planning

Procuring required hardware and setting it up properly is a critical part of a successful implementation. Tyler will be responsible for building the environments for a hosted/SaaS deployment, unless otherwise identified in the Agreement. The County is responsible for the installation, setup, and maintenance of all peripheral devices.

Objectives:

- Ensure the County's infrastructure meets Tyler's application requirements.
- Ensure the County's infrastructure is scheduled to be in place and available for use on time.

STAGE 1	Infrastructure Planning																
	Tyler								County								
RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts	Department Heads	End Users	Technical Leads
Initial Infrastructure Communication		A	R		C		C				C						C
Schedule Environment Availability		A	R				C				I						

Inputs	Initial Infrastructure Requirements

Outputs / Deliverables		Acceptance Criteria [only] for Deliverables
	Completed Infrastructure Requirements	Delivery of Requirements

6.1.5 Stakeholder Meeting

Communication of the Project planning outcomes to the County Project team, executives and other key stakeholders is vital to Project success. The Stakeholder meeting is a strategic activity to inform, engage, gain commitment, and instill confidence in the County team. During the meeting, the goals and objectives of the Project will be reviewed along with detail on Project scope, implementation methodology, roles and responsibilities, Project timeline and schedule, and keys to Project success.

Objectives:

- Formally present and communicate the project activities and timeline.
- Communicate project expectations.

STAGE 1	Stakeholder Meeting																
	Tyler								County								
RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power	Department Heads	End Users	Technical Leads
Create Stakeholder Meeting Presentation	I	A	R	I	I				I	I	C		I				
Review Stakeholder Meeting Presentation		I	C						A		R		C				
Perform Stakeholder Meeting Presentation	I	A	R	I	I				I	I	C	I	I	I	I	I	I

Inputs	Agreement
	SOW
	Project Management Plan

Outputs / Deliverables		Acceptance Criteria [only] for Deliverables
	Stakeholder Meeting Presentation	

Work package assumptions:

- None

6.1.6 Control Point 1: Initiate & Plan Stage Acceptance

Acceptance criteria for this stage includes completion of all criteria listed below.

Note: Advancement to the Assess & Define stage is not dependent upon Tyler's receipt of this stage acceptance.

Initiate & Plan Stage Deliverables:

- Project Management Plan
- Project Operational Plan
- Initial Project Schedule

Initiate & Plan stage acceptance criteria:

- All stage deliverables accepted based on acceptance criteria previously defined
- Project governance defined
- Project portal made available to the County
- Stakeholder meeting complete
- GIS Data Production Ready
- Completed Infrastructure Requirements and Design Document
- System Passes Infrastructure Audit (as applicable)

6.2 Assess & Define

The Assess & Define stage will provide an opportunity to gather information related to current County business processes. This information will be used to identify and define business processes utilized with Tyler software. The County collaborates with Tyler providing complete and accurate information to Tyler staff and assisting in analysis, understanding current workflows and business processes.

6.2.1 Solution Orientation

The Solution Orientation provides the Project stakeholders a high-level understanding of the solution functionality prior to beginning the current and future state analysis. The primary goal is to establish a foundation for upcoming conversations regarding the design and configuration of the solution.

Tyler utilizes a variety of tools for the Solution Orientation, focusing on County team knowledge transfer such as: eLearning, documentation, or walkthroughs. The County team will gain a better understanding of the major processes and focus on data flow, the connection between configuration options and outcome, integration, and terminology that may be unique to Tyler's solution.

Objectives:

- Provide a basic understanding of system functionality.
- Prepare the County for current and future state analysis.

STAGE 2	Solution Orientation	
	Tyler	County

RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power	Department Heads	End Users	Technical Leads
Provide pre-requisites			A	R							I	I		I	I		I
Complete pre-requisites											A	R		C			C
Conduct orientation			A	R							I	I		I	I		I

Inputs	Solution orientation materials
	Training Plan

6.2.2 Current & Future State Analysis

The Current & Future State Analysis provides the Project stakeholders and Tyler an understanding of process changes that will be achieved with the new system.

The County and Tyler will evaluate current state processes, options within the new software, pros, and cons of each based on current or desired state and make decisions about the future state configuration and processing. This may occur before or within the same timeframe as the configuration work package. ~~The options within the new software will be limited to the scope of this implementation and will make use of standard Tyler functionality.~~ Any additional out of scope items will be evaluated and approved collaboratively by both parties to determine impact to project timeline and budget.

~~The County will adopt the existing Tyler solution wherever possible to avoid project schedule and quality risk from over customization of Tyler products.~~ It is the County's responsibility to verify that in-scope requirements are being met throughout the implementation if functional requirements are defined as part of the contract. The following guidelines will be followed when evaluating if a modification to the product is required:

- A reasonable business process change is available.
- Functionality exists which satisfies the requirement.
- Configuration of the application satisfies the requirement.
- An in-scope modification satisfies the requirement.

Requirements that are not met will follow the agreed upon change control process and can have impacts on the project schedule, scope, budget, and resource availability.

STAGE 2	Current & Future State Analysis
	Tyler		County

RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power	Department Heads	End Users	Technical Leads
Current State process review			A	R	I	I	I				C	C	C	C			C
Discuss future-state options			A	R	C	C	C				C	C	C	C			C
Make future-state decisions (non-COTS)			C	C	C	C	C				A	R	I	C			C
Document anticipated configuration options required to support future state			A	R	C	C	C				I	I	I	I			I

Inputs	County current state documentation
	Solution Orientation completion

Outputs / Deliverables		**Acceptance Criteria [only] for Deliverables**
	Documentation that describes future-state decisions and configuration options to support future-state decisions.	Delivery of document

Work package assumptions:

- County attendees possess sufficient knowledge and authority to make future state decisions.
- The County is responsible for any documentation of current state business processes.
- The County can effectively communicate current state processes.

6.2.3 Data Assessment

Given the completion of the Current & Future State Analysis, the Data Assessment will provide the implementation team the design for data delivery prior to configuration. The data Assessment will also allow the Tyler and the County teams to identify the data that will be configured within the Tyler System. The team will develop and map out dataset structures to ensure that data is structured in a way that allows maximum utility.

The teams will review any existing data publish and metadata standards for the County's current data program to determine any necessary adjustments or configuration needs. Finally, the implementation team develops data workflows to map data from the source system(s) into the Tyler system, discussing any additional data requirements as needed.

Objectives:

- Communicate a common understanding of the project goals with respect to data.
- Ensure complete and accurate source data is available for review/transfer.
- Map the data from the source to the Tyler system.
- Document the data conversion/loading approach.

STAGE 2	Data Conversion Assessment																
	Tyler								County								
RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power	Department Heads	End Users	Technical Leads
Extract Data from Source Systems			I		C						A						R
Complete Data Analysis/Mapping	A	R	C	C							I	C		C			I
Review and Scrub Source Data			I	I	I						A	R		C			I
Build/Update Data Conversion Plan			R	C	C						C	I	I	I			I

Inputs	County Source data
	County Source data Documentation (if available)

Outputs / Deliverables		Acceptance Criteria [only] for Deliverables
	Data Conversion Plan built/updated (if applicable}	County Acceptance of Data Conversion Plan, if Applicable
		County acceptance of Solution Design Document

Work package assumptions:

- Tyler will be provided with data from the Legacy system(s) in a mutually agreed upon format.
- Tyler will work with the County representatives to identify business rules before writing the conversion.
- County subject matter experts and resources most familiar with the current data will be involved in the data conversion planning effort.

6.2.4 Conversion Assessment

Data Conversions are a major effort in any software implementation. Tyler's conversion tools facilitate the predictable, repeatable conversion process that is necessary to support a successful transition to the Tyler system. The first step in this process is to perform an assessment of the existing ("legacy") system(s), to better understand the source data, risks, and options available. Once the data has been analyzed, the plan for data conversion is completed and communicated to the appropriate stakeholders.

Objectives:

- Communicate a common understanding of the project goals with respect to data.
- Ensure complete and accurate source data is available for review/transfer.
- Map the data from the source to the Tyler system.
- Document the data conversion/loading approach.

STAGE 2	Data Conversion Assessment																
	Tyler								County								
RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power	Department Heads	End Users	Technical Leads
Extract Data from Source Systems			I		C						A						R
Review and Scrub Source Data			I	I	I						A	R		C			I
Build/Update Data Conversion Plan			R	C	C						C	I	I	I			I

Inputs	County Source data
	County Source data Documentation (if available)

Outputs / Deliverables		Acceptance Criteria [only] for Deliverables
	Data Conversion Plan built/updated	County Acceptance of Data Conversion Plan, if Applicable

Work package assumptions:

- Tyler will be provided with data from the Legacy system(s) in a mutually agreed upon format.
- Tyler will work with the County representatives to identify business rules before writing the conversion.

- County subject matter experts and resources most familiar with the current data will be involved in the data conversion planning effort.

6.2.5 Control Point 2: Assess & Define Stage Acceptance

Acceptance criteria for this Stage includes completion of all criteria listed below.

Note: Advancement to the Prepare Solution Stage is dependent upon Tyler's receipt of the Stage Acceptance.

Assess & Define Stage Deliverables:

- Documentation of future state decisions and configuration options to support future state decisions.
- Modification specification document.
- Assess & Define Stage Acceptance Criteria:
- All stage deliverables accepted based on criteria previously defined.
- Solution Orientation is delivered.
- Conversion data extracts are received by Tyler.
- Data conversion plan built.

6.3 Prepare Solution

During the Prepare Solution stage, information gathered during the Initiate & Plan and Assess & Define stages will be used to install and configure the Tyler software solution. Software configuration will be validated by the County against future state decisions defined in previous stages and processes refined as needed to ensure business requirements are met.

6.3.1 Initial System Deployment

The timely availability of the Tyler Solution is important to a successful Project implementation. The success and timeliness of subsequent work packages are contingent upon the initial system deployment of Tyler Licensed Software on an approved network and infrastructure. Delays in executing this work package can affect the project schedule.

Objectives:

- All licensed software is installed and operational.
- The County can access the software.

STAGE 3	Initial System Deployment (Hosted/SaaS) *	
	Tyler	County

RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power	Department Heads	End Users	Technical Leads
Prepare hosted environment			A				R				I						C
Install Licensed Software for Included Environments			A				R				I						C
Install Licensed Software on County Devices (if applicable)			I				C				A						R
Tyler System Administration Training (if applicable)			A				R				I						C

Outputs / Deliverables		Acceptance Criteria [only] for Deliverables
	Licensed Software is Installed on the Server(s)	Software is accessible
	Licensed Software is Installed on County Devices (if applicable)	Software is accessible
	Installation Checklist/System Document	

Work package assumptions:

- The most current available version of the Tyler Licensed Software will be installed.
- The County will provide network access for Tyler modules, printers, and Internet access to all applicable County and Tyler Project staff.

6.3.2 Configuration

The purpose of Configuration is to prepare the software product for validation.

Tyler staff collaborates with the County to complete software configuration based on the outputs of the future state analysis performed during the Assess and Define Stage. The County collaborates with Tyler staff iteratively to validate software configuration.

Objectives:

- Software is ready for validation.
- Educate the County Power User how to configure and maintain software.

- Prepare standard interfaces for process validation (if applicable).

STAGE 3	Configuration																
	Tyler								County								
RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power	Department Heads	End Users	Technical Leads
Conduct configuration training			A	R							I	C		C			
Complete Tyler configuration tasks (where applicable)			A	R							I	I		I			
Complete County configuration tasks (where applicable)			I	C							A	R		C			
Standard interfaces configuration and training (if applicable)			A	R			C				I	C		C			C
Updates to Solution Validation testing plan			C	C							A	R		C			C

Inputs	Documentation that describes future state decisions and configuration options to support future state decisions.

Outputs / Deliverables		Acceptance Criteria [only] for Deliverables
	Configured System	

Work package assumptions:

- Tyler provides guidance for configuration options available within the Tyler software. The County is responsible for making decisions when multiple options are available.

6.3.3 Process Refinement

Tyler will educate the County users on how to execute processes in the system to prepare them for the validation of the software. The County collaborates with Tyler staff iteratively to validate software configuration options to support future state.

Objectives:

- Ensure that the County understands future state processes and how to execute the processes in the software.

- Refine each process to meet the business requirements.
- Validate standard interfaces, where applicable.
- Validate forms and reports, where applicable.

STAGE 3	Process Refinement																
	Tyler								County								
RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power	Department Heads	End Users	Technical Leads
Conduct process training			A	R							I	C	I	C			
Confirm process decisions			I	C					A		R	C	I	C			
Test configuration			I	C							A	R		C			
Refine configuration (County Responsible)			I	C							A	R		C			
Refine configuration (Tyler Responsible)			A	R							I	I		I			
Validate interface process and results			I	C			C				A	R		C			C
Update County-specific process documentation (if applicable)			I	C							A	R		C			
Updates to Solution Validation testing plan			C	C							A	R		C			C

Inputs	Initial Configuration
	Documentation that describes future state decisions and configuration options to support future state decisions.
	Solution validation test plan

Outputs / Deliverables		Acceptance Criteria [only] for Deliverables
	Updated solution validation test plan	
	Completed County-specific process documentation (completed by County)	

Work package assumptions:

- None

6.3.4 Conversion Delivery

The purpose of this task is to transition the County's data from their source ("legacy") system(s) to the Tyler system(s). The data will need to be mapped from the legacy system into the new Tyler system format. A well-executed data conversion is key to a successful cutover to the new system(s).

With guidance from Tyler, the County will review specific data elements within the system and identify / report discrepancies. Iteratively, Tyler will collaborate with the County to address conversion discrepancies. This process will allow for clean, reconciled data to transfer from the source system(s) to the Tyler system(s). Reference Conversion Appendix for additional detail.

Objectives:

- Data is ready for production (Conversion).

STAGE 3	Data Delivery & Conversion																
	Tyler								County								
RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power Users)	Department Heads	End Users	Technical Leads
Provide data crosswalks/code mapping tool			A	C	R						I	I		I			
Populate data crosswalks/code mapping tool			I	C	C						A	R		C			

Task															
Iterations: Conversion Development			A	C	R					I					I
Iterations: Deliver converted data		A		R		I				I					I
Iterations: Proof/Review data and reconcile to source system			C	C	C					A	R		C		C

Inputs	
	Data Conversion Plan
	Configuration

Outputs / Deliverables		Acceptance Criteria [only] for Deliverables
	Code Mapping Complete / Validated	
	Conversion Iterations / Reviews Complete	Conversion complete, verified, and ready for final pass

Work package assumptions:

- The County will provide a single file layout per source system as identified in the investment summary.
- The County subject matter experts and resources most familiar with the current data will be involved in the data conversion effort.
- The County project team will be responsible for completing the code mapping activity, with assistance from Tyler.

6.3.5 Control Point 3: Prepare Solution Stage Acceptance

Acceptance criteria for this Stage includes all criteria listed below in each Work Package.

Note: Advancement to the Production Readiness Stage is dependent upon Tyler's receipt of the Stage Acceptance.

Prepare Solution Stage Deliverables:

- Licensed software is installed.
- Installation checklist/system document.
- Conversion iterations and reviews complete.

Prepare Solution Stage Acceptance Criteria:

- All stage deliverables accepted based on criteria previously defined.
- Software is configured.
- Solution validation test plan has been reviewed and updated if needed.

6.4 Production Readiness

Activities in the Production Readiness stage will prepare the County team for go-live through solution validation, the development of a detailed go-live plan and end user training. A readiness assessment will be conducted with the County to review the status of the project and the organizations readiness for go-live.

6.4.1 Solution Validation

Solution Validation is the end-to-end software testing activity to ensure that the County verifies all aspects of the Project (hardware, configuration, business processes, etc.) are functioning properly, and validates that all features and functions per the contract have been deployed for system use.

Objectives:

- Validate that the solution performs as indicated in the solution validation plan.
- Ensure the County organization is ready to move forward with go-live and training (if applicable).

STAGE 4	Solution Validation																
	Tyler								County								
RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power	Department Heads	End Users	Technical Leads
Update Solution Validation plan			A	R	C						C	C		C			
Update test scripts (as applicable)			C	C	C						A	R		C			
Perform testing			C	C	C						A	R		C			
Document issues from testing			C	C	C						A	R		C			
Perform required follow-up on issues			A	R	C						C	C		C			

Inputs	Solution Validation plan
	Completed work product from prior stages (configuration, business process, etc.)

Outputs / Deliverables		**Acceptance Criteria [only] for Deliverables**
	Solution Validation Report	County updates report with testing results

Work package assumptions:

- Designated testing environment has been established.

- Testing includes current phase activities or deliverables only.

6.4.2 Go-Live Readiness

Tyler and the County will ensure that all requirements defined in Project planning have been completed and the Go-Live event can occur, as planned. A go-live readiness assessment will be completed identifying risks or actions items to be addressed to ensure the County has considered its ability to successfully Go-Live. Issues and concerns will be discussed, and mitigation options documented. Tyler and the County will jointly agree to move forward with transition to production. Expectations for final preparation and critical dates for the weeks leading into and during the Go-Live week will be planned in detail and communicated to Project teams.

Objectives:

- Action plan for go-live established.
- Assess go-live readiness.
- Stakeholders informed of go-live activities.

STAGE 4	Go-Live Readiness																
	Tyler								County								
RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power	Department Heads	End Users	Technical Leads
Perform Readiness Assessment	I	A	R	C	C	I	C	I	I	I	I		I				I
Conduct Go-Live planning session		A	R	C							C	C	C	C	C		C
Order peripheral hardware (if applicable)			I							A	R						C
Confirm procedures for Go-Live issue reporting & resolution		A	R	I	I	I	I				C	C	I	I	I	I	I
Develop Go-Live checklist		A	R	C	C						C	C	I	C			C
Final system infrastructure review (where applicable)			A				R				C						C

Inputs	Future state decisions
	Go-live checklist

Outputs / Deliverables		Acceptance Criteria [only] for Deliverables
	Updated go-live checklist	Updated Action plan and Checklist for go-live delivered to the County

Work package assumptions:

- None

6.4.3 End User Training

End User Training is a critical part of any successful software implementation. Using a training plan previously reviewed and approved, the Project team will organize and initiate the training activities.

Train the Trainer: Tyler provides one occurrence of each scheduled training or implementation topic. County users who attended the Tyler sessions may train additional users. Additional Tyler led sessions may be contracted at the applicable rates for training.

Tyler will provide standard application documentation for the general use of the software. It is not Tyler's responsibility to develop County specific business process documentation. County-led training labs using County specific business process documentation if created by the County can be added to the regular training curriculum, enhancing the training experiences of the end users.

Objectives:

- End users are trained on how to use the software prior to go-live.
- The County is prepared for on-going training and support of the application.

STAGE 4	End User Training																
	Tyler								County								
RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power	Department Heads	End Users	Technical Leads
Update training plan		A	R	C							C		I		C		
End User training (Tyler-led)		A	R	C							C	C	I	C	C	C	
Train-the-trainer		A	R	C							C	C	I	C			
End User training (County-led)			C	C							A	R	I	C	C	C	

Inputs	Training Plan
	List of End Users and their Roles / Job Duties
	Configured Tyler System

Outputs / Deliverables		Acceptance Criteria [only] for Deliverables
	End User Training	County signoff that training was delivered

Work package assumptions:

- The County project team will work with Tyler to jointly develop a training curriculum that identifies the size, makeup, and subject-area of each of the training classes.
- Tyler will work with the County as much as possible to provide end-user training in a manner that minimizes the impact to the daily operations of County departments.
- The County will be responsible for training new users after go-live (exception—previously planned or regular training offerings by Tyler).

6.4.4 Control Point 4: Production Readiness Stage Acceptance

Acceptance criteria for this stage includes all criteria listed below. Advancement to the Production stage is dependent upon Tyler's receipt of the stage acceptance.

Production Readiness stage deliverables:

- Solution Validation Report.
- Update go-live action plan and/or checklist.
- End user training.

Production Readiness stage acceptance criteria:

- All stage deliverables accepted based on criteria previously defined.
- Go-Live planning session conducted.

6.5   Production

Following end user training the production system will be fully enabled and made ready for daily operational use as of the scheduled date. Tyler and the County will follow the comprehensive action plan laid out during Go-Live Readiness to support go-live activities and minimize risk to the Project during go-live. Following go-live, Tyler will work with the County to verify that implementation work is concluded, post go-live activities are scheduled, and the transition to Client Services is complete for long-term operations and maintenance of the Tyler software.

6.5.1 Go-Live

Following the action plan for Go-Live, defined in the Production Readiness stage, the County and Tyler will complete work assigned to prepare for Go-Live.

The County provides final data extract and Reports from the Legacy System for data conversion and Tyler executes final conversion iteration, if applicable. If defined in the action plan, the County manually enters any data added to the Legacy System after final data extract into the Tyler system.

Tyler staff collaborates with the County during Go-Live activities. The County transitions to Tyler software for day-to day business processing.

Some training topics are better addressed following Go-Live when additional data is available in the system or based on timing of applicable business processes and will be scheduled following Go-Live per the Project Schedule.

Objectives:

- Execute day to day processing in Tyler software.
- County data available in Production environment.

STAGE 5	Go-Live															
	Tyler								County								
RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power	Department Heads	End Users	Technical Leads
Provide final source data extract, if applicable			C		C						A						R
Final source data pushed into production environment, if applicable		A	C	R							I	C		C			C
Proof final converted data, if applicable			C	C	C						A	R		C			
Complete Go-Live activities as defined in the Go-Live action plan			C	C	C					A	R	C	I	C			
Provide Go-Live assistance		A	R	C	C			I			C	C	I	C		I	C

Inputs	Comprehensive Action Plan for Go-Live
	Final source data (if applicable)

Outputs / Deliverables		**Acceptance Criteria [only] for Deliverables**
	Data is available in production environment	County confirms data is available in production environment

Work package assumptions:

- The County will complete activities documented in the action plan for Go-Live as scheduled.
- External stakeholders will be available to assist in supporting the interfaces associated with the Go-Live live process.
- The County business processes required for Go-Live are fully documented and tested.
- The County Project team and subject matter experts are the primary point of contact for the end users when reporting issues during Go-Live.
- The County Project Team and Power User's provide business process context to the end users during Go-Live.

6.5.2 Transition to Client Services

This work package signals the conclusion of implementation activities for the Phase or Project with the exception of agreed-upon post Go-Live activities. The Tyler project manager(s) schedules a formal transition of the County onto the Tyler Client Services team, who provides the County with assistance following Go-Live, officially transitioning the County to operations and maintenance.

Objectives:

- Ensure no critical issues remain for the project teams to resolve.
- Confirm proper knowledge transfer to the County teams for key processes and subject areas.

STAGE 5	Transition to Client Services																
	Tyler								County								
RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power	Department Heads	End Users	Technical Leads
Transfer County to Client Services and review issue reporting and resolution processes	I	I	A	I	I			R	I	I	C	C		C			
Review long term maintenance and continuous improvement			A					R			C	C		C			

Inputs	Open item/issues List

Outputs / Deliverables		Acceptance Criteria [only] for Deliverables
	Client Services Support Document	

Work package assumptions:

- No material project issues remain without assignment and plan.

6.5.3 Post Go-Live Activities

Some implementation activities are provided post-production due to the timing of business processes, the requirement of actual production data to complete the activities, or the requirement of the system being used in a live production state.

Objectives:

- Schedule activities that are planned for after Go-Live.
- Ensure issues have been resolved or are planned for resolution before phase or project close.

STAGE 5	Post Go-Live Activities																
	Tyler								County								
RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power	Department Heads	End Users	Technical Leads
Schedule contracted activities that are planned for delivery after go-live	A	R	C	C	C	C		I			C	C	I	C			C
Determine resolution plan in preparation for phase or project close out	A	R	C	C	C			I			C	C	I	C			

Inputs	List of post Go-Live activities

Outputs / Deliverables		**Acceptance Criteria [only] for Deliverables**
	Updated issues log	

Work package assumptions:

- System is being used in a live production state.

6.5.4 Control Point 5: Production Stage Acceptance

Acceptance criteria for this Stage includes completion of all criteria listed below:

- Advancement to the Close stage is not dependent upon Tyler's receipt of this Stage Acceptance.
- Converted data is available in production environment.

Production Stage Acceptance Criteria:

- All stage deliverables accepted based on criteria previously defined.
- Go-Live activities defined in the Go-Live action plan completed.
- Client services support document is provided.

6.6 Close

The Close stage signifies full implementation of all products purchased and encompassed in the Phase or Project. The County transitions to the next cycle of their relationship with Tyler (next Phase of implementation or long-term relationship with Tyler Client Services).

6.6.1 Phase Closeout

This work package represents Phase completion and signals the conclusion of implementation activities for the Phase. The Tyler Client Services team will assume ongoing support of the County for systems implemented in the Phase.

Objectives:

- Agreement from Tyler and the County teams that activities within this phase are complete.

STAGE 6	Phase Close Out																
	Tyler								County								
RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power	Department Heads	End Users	Technical Leads
Reconcile project budget and status of contract Deliverables	I	A	R						I	I	C						
Hold post phase review meeting		A	R	C	C	C	C				C	C	C	C			C
Release phase-dependent Tyler project resources	A	R	I								I						

Participants	Tyler	County
	Project Leadership	Project Manager
	Project Manager	Project Sponsor(s)
	Implementation Consultants	Functional Leads, Power Users, Technical Leads
	Technical Consultants (Conversion, Deployment, Development)	
	Client Services	

Inputs	Contract
	Statement of Work
	Project artifacts

Outputs / Deliverables		Acceptance Criteria [only] for Deliverables
	Final action plan (for outstanding items)	
	Reconciliation Report	
	Post Phase Review	

Work package assumptions:

- Tyler deliverables for the phase have been completed.

6.6.2 Project Closeout

Completion of this work package signifies final acceptance and formal closing of the Project.

For "pre-live testing" the County shall have a minimum of thirty (30) calendar days to test the System in a non-production environment for any defects. If there are no defects identified during pre-live testing, County shall notify Tyler that "Conditional Acceptance" has been achieved. In the event that County identifies any defects, County shall notify Tyler in writing. County will correct the defect(s) or provide a mutually agreeable plan for future resolution of any defect(s)

Once the System has been moved and County begins using the System in a production environment, County will begin "post-live testing." County will have a minimum of sixty (60) calendar days to test the System in in a live production environment for any defects and to verify that all Services have been completed and that the System conforms to the Functional Requirements and any approved Deliverables (the Project Requirements). If there are no defects identified during post-live testing or any outstanding Project Requirements, County shall issue "Final Acceptance." If County determines that there is a defect or outstanding Project Requirement, County will notify Tyler in writing. VENDOR will correct the defect(s) and resolve outstanding issues or provide a mutually agreeable plan for future resolution of any Defect(s) or Project Requirement. Upon resolution, County may repeat the post-live testing for a mutually agreeable time period, not to exceed fifteen (15) days. This procedure shall repeat until all defects have been resolved and Project Requirements satisfied or County and Tyler in their reasonable discretion mutually agree to an alternative schedule for issue resolution and modification of milestone pricing and the County issues Final Acceptance.

At this time, the County may choose to begin working with Client Services to look at continuous improvement Projects, building on the completed solution.

Objectives:

- Confirm no critical issues remain for the project teams to resolve.
- Determine proper knowledge transfer to the County teams for key processes and subject areas has occurred.
- Verify all deliverables included in the Agreement are delivered.

STAGE 6	Project Close Out	
	Tyler	County

RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power	Department Heads	End Users	Technical Leads
Conduct post project review	A	R	C	C	C	C					C	C	C	C			C
Deliver post project report to County and Tyler leadership	I	A	R						I	I	C						
Release Tyler project resources	A	R	I								I						

Inputs	Contract
	Statement of Work

Outputs / Deliverables		Acceptance Criteria [only] for Deliverables
	Post Project Report	County acceptance: Completed report indicating all project Deliverables and milestones have been completed

Work package assumptions:

- All project implementation activities have been completed and approved.
- No critical project issues remain that have not been documented and assigned.
- Final project budget has been reconciled and invoiced.
- All Tyler deliverables have been completed.

6.6.3 Control Point 6: Close Stage Acceptance

Acceptance criteria for this Stage includes completion of all criteria listed below.

Close Stage Deliverables:

- Post Project Report.

Close Stage Acceptance Criteria:

- Completed report indicating all Project deliverables and milestones have been completed.

7. Additional Project Requirements

Tyler and the County will use this SOW as a guide for managing the implementation of the Tyler Project as provided and described in the Agreement. Additional requirements related to specific work packages are

documented throughout the SOW. Included here are general project requirements which should be considered throughout the overall implementation process.

7.1 Project

- Project activities will begin after the Agreement has been fully executed.
- The County and Tyler Project Team will complete their necessary assignments in a mutually agreed upon timeframe to meet the scheduled go-live date, as outlined in the Project Schedule.
- Sessions will be scheduled and conducted at a mutually agreeable time.
- Additional services, software modules and modifications not described in the SOW or Agreement will be considered a change to this Project and will require a Change Request Form as previously referenced in the definition of the Change Control Process. Tyler shall not deliver any out-of-scope services without an agreed upon Change Request.
- Tyler will provide a written agenda and notice of any prerequisites to the County project manager(s) ten (10) business days or as otherwise mutually agreed upon time frame prior to any scheduled on-site or remote sessions, as applicable.
- Tyler will provide written or recorded trainings as guides for configuration and processing options available within the Tyler software. If multiple options are presented by Tyler, the County is responsible for making decisions based on the options available.
- Implementation of new software may require changes to existing processes, both business and technical, requiring the County to make process changes.
- The County is responsible for defining, documenting, and implementing their policies that result from any business process changes.

7.2 Organizational Change Management

Unless otherwise contracted by Tyler or defined in this SOW, County is responsible for managing Organizational Change. Impacted County resources will need consistent coaching and reassurance from their leadership team to embrace and accept the changes being imposed by the move to new software. An important part of change is ensuring that impacted County resources understand the value of the change, and why they are being asked to change.

7.3 Resources and Scheduling

- County resources will participate in scheduled activities as assigned in the Project Schedule.
- The County team will complete prerequisites prior to applicable scheduled activities. Failure to do so may affect the schedule.
- Tyler and the County will provide resources to support the efforts to complete the Project as scheduled and within the constraints of the Project budget.
- Abbreviated timelines and overlapped Phases require sufficient resources to complete all required work as scheduled.
- Changes to the Project Schedule, availability of resources or changes in Scope will be requested through a Change Request. Impacts to the triple constraints (scope, budget, and schedule) will be assessed and documented as part of the change control process.
- The County will ensure assigned resources will follow the change control process and possess the required business knowledge to complete their assigned tasks successfully. Should there be a change in resources, the replacement resource should have a comparable level of availability, change control process buy-in, and knowledge.

- The County makes timely Project related decisions to achieve scheduled due dates on tasks and prepare for subsequent training sessions. Failure to do so may affect the schedule, as each analysis and implementation session is dependent on the decisions made in prior sessions.
- The County will respond to information requests in a comprehensive and timely manner, in accordance with the Project Schedule.
- The County will provide adequate meeting space or facilities, including appropriate system connectivity, to the project teams including Tyler team members.
- For on-site visits, Tyler will identify a travel schedule that balances the needs of the project and the employee.

7.4   Data

- Data will be converted as provided and Tyler will not create data that does not exist.
- The County is responsible for the quality of legacy data and for cleaning or scrubbing erroneous legacy data.
- Tyler will work closely with the County representatives to identify business rules before writing the conversion. The County must confirm that all known data mapping from source to target have been identified and documented before Tyler writes the conversion.
- All in-scope source data is in data extract(s).
- Each legacy system data file submitted for conversion includes all associated records in a single approved file layout.
- The County will provide the legacy system data extract in the same format for each iteration unless changes are mutually agreed upon in advance. If not, negative impacts to the schedule, budget and resource availability may occur and/or data in the new system may be incorrect.
- The County Project Team is responsible for reviewing the converted data and reporting issues during each iteration, with assistance from Tyler.
- The County is responsible for providing or entering test data (e.g., data for training, testing interfaces, etc.)

7.5   Facilities

- The County will provide dedicated space for Tyler staff to work with County resources for both on-site and remote sessions. If Phases overlap, County will provide multiple training facilities to allow for independent sessions scheduling without conflict.
- The County will provide staff with a location to practice what they have learned without distraction.

8. Glossary

Word or Term	Definition
Acceptance	Confirming that the output or deliverable is suitable and conforms to the agreed upon criteria.
Accountable	The one who ultimately ensures a task or deliverable is completed; the one who ensures the prerequisites of the task are met and who delegates the work to those responsible. [Also see RACI]
Application	A computer program designed to perform a group of coordinated functions, tasks, or activities for the benefit of the user.
Application Programming Interface (API)	A defined set of tools/methods to pass data to and received data from Tyler software products
Agreement	This executed legal contract that defines the products and services to be implemented or performed.
Business Process	The practices, policy, procedure, guidelines, or functionality that the client uses to complete a specific job function.
Business Requirements Document	A specification document used to describe Client requirements for contracted software modifications.
Change Request	A form used as part of the Change Control process whereby changes in the scope of work, timeline, resources, and/or budget are documented and agreed upon by participating parties.
Change Management	Guides how we prepare, equip and support individuals to successfully adopt change in order to drive organizational success & outcomes
Code Mapping [where applicable]	An activity that occurs during the data conversion process whereby users equate data (field level) values from the old system to the values available in the new system. These may be one to one or many to one. Example: Old System [Field = eye color] [values = BL, Blu, Blue] maps to New Tyler System [Field = Eye Color] [value = Blue].
Consulted	Those whose opinions are sought, typically subject matter experts, and with whom there is two-way communication. [Also see RACI]
Control Point	This activity occurs at the end of each stage and serves as a formal and intentional opportunity to review stage deliverables and required acceptance criteria for the stage have been met.
Data Mapping [where applicable]	The activity determining and documenting where data from the legacy system will be placed in the new system; this typically involves prior data analysis to understand how the data is currently used in the legacy system and how it will be used in the new system.
Deliverable	A verifiable document or service produced as part of the Project, as defined in the work packages.
Go-Live	The point in time when the Client is using the Tyler software to conduct daily operations in Production.
Informed	Those who are kept up to date on progress, often only on completion of the task or deliverable, and with whom there is just one-way communication. [Also see RACI]

Infrastructure	The composite hardware, network resources and services required for the existence, operation, and management of the Tyler software.
Interface	A connection to and potential exchange of data with an external system or application. Interfaces may be one way, with data leaving the Tyler system to another system or data entering Tyler from another system, or they may be bi-directional with data both leaving and entering Tyler and another system.
Integration	A standard exchange or sharing of common data within the Tyler system or between Tyler applications
Legacy System	The software from which a client is converting.
Modification	Custom enhancement of Tyler's existing software to provide features or functions to meet individual client requirements documented within the scope of the Agreement.
On-site	Indicates the work location is at one or more of the client's physical office or work environments.
Organizational Change	The process of changing an organization's strategies, processes, procedures, technologies, and culture, as well as the effect of such changes on the organization.
Output	A product, result or service generated by a process.
Peripheral devices	An auxiliary device that connects to and works with the computer in some way. Some examples: scanner, digital camera, printer.
Phase	A portion of the Project in which specific set of related applications are typically implemented. Phases each have an independent start, Go-Live and closure dates but use the same Implementation Plans as other Phases of the Project. Phases may overlap or be sequential and may have different Tyler resources assigned.
Project	The delivery of the software and services per the agreement and the Statement of Work. A Project may be broken down into multiple Phases.
RACI	A matrix describing the level of participation by various roles in completing tasks or Deliverables for a Project or process. Individuals or groups are assigned one and only one of the following roles for a given task: Responsible (R), Accountable (A), Consulted (C), or Informed (I).
Remote	Indicates the work location is at one or more of Tyler's physical offices or work environments.
Responsible	Those who ensure a task is completed, either by themselves or delegating to another resource. [Also see RACI]
Scope	Products and services that are included in the Agreement.

Solution	The implementation of the contracted software product(s) resulting in the connected system allowing users to meet Project goals and gain anticipated efficiencies.
Stage	The top-level components of the WBS. Each Stage is repeated for individual Phases of the Project.
Standard	Software functionality that is included in the base software (off-the-shelf) package; is not customized or modified.
Statement of Work (SOW)	Document which will provide supporting detail to the Agreement defining Project-specific activities, services, and Deliverables.
System	The collective group of software and hardware that is used by the organization to conduct business.
Test Scripts	The steps or sequence of steps that will be used to validate or confirm a piece of functionality, configuration, enhancement, or Use Case Scenario.
Training Plan	Document(s) that indicate how and when users of the system will be trained relevant to their role in the implementation or use of the system.
Validation (or to validate)	The process of testing and approving that a specific Deliverable, process, program, or product is working as expected.
Work Breakdown Structure (WBS)	A hierarchical representation of a Project or Phase broken down into smaller, more manageable components.
Work Package	A group of related tasks within a project.

Part 4: Appendices

9.   Conversion

9.1   Enterprise Permitting & Licensing Conversion Summary

9.1.1 Business Management

- Up to 10 years of business master information, license information, contacts linked to licenses. We will convert fees and payments linked to licenses.
  - Business Entity (Only for Business Licensing)
  - License Master basic information
  - License Contacts
  - Unique (keyed) contacts converted to global contacts
  - Non-keyed contacts converted to a Memo Custom Field or standard note
  - Reviews and Approvals – Converted to Activity
  - Fees
  - Bonds and Escrow
  - Activities and Actions
  - Conditions
  - Notes
  - Holds
  - Workflow based on configured Enterprise Permitting & Licensing template customized only by inclusion/exclusion based on status, type or class of the associated license, code case, etc.
  - Contractors
  - Business Types and NAICS Codes
  - Payment and Fee History
  - Code Case Master basic information
  - Code Requests
  - Code Case Contacts and Properties
  - Unique (keyed) contacts converted to global contacts
  - Non-keyed contacts converted to a Memo Custom Field or standard note
  - Parcels and Addresses
  - Meetings and Hearings
  - Violations
  - Fees
  - Payments
  - Notes

9.1.2 Community Development

- Up to 10 years of permit and plan master information with contact information. Contractor information, inspections, parcel information along with fees and payments linked to permits.
  - Permit Master basic information
  - Plan Master basic information

- o Plan & Permit Contacts
- o Unique (keyed) contacts converted to global contacts
- o Non-keyed contacts converted to a Memo Custom Field or standard note
- o Sub-permit Associations – Visible in Workflow and Attached Records
- o Reviews and Approvals
- o Projects
- o Permit Renewals
- o Bonds and Escrow
- o Contractors
- o Workflow based on configured Enterprise Permitting & Licensing template customized only by inclusion/exclusion based on status, type or class of the associated permit, plan, etc.
- o Inspections and Inspection Cases
- o Meetings and Hearings
- o Activities and Actions
- o Conditions
- o Fees
- o Holds
- o Notes
- o Parcels and Addresses
- o Payments and Fee History
- o Zones
- o Code Case Master basic information
- o Code Requests
- o Code Case Contacts and Properties
- o Unique (keyed) contacts converted to global contacts
- o Non-keyed contacts converted to a Memo Custom Field or standard note
- o Violations
- o Fees
- o Payments
- o Notes

9.1.3 Enterprise ERP & EPL – Conversion Activity Roles & Responsibilities

Conversion Activity	Tyler	Client
Conversion Analysis	Leads	Participates
Crosswalk Development	Participates	Participates
Provide Data Conversion	Participates	Leads
Provide File Layouts/Data Maps	None	Leads
Proof Data Provided	Assists	Leads
Analysis of Data to be Converted	Leads	Assists
Developing & Testing Conversions	Leads	Assists
Review & Correct Errors	Shares	Shares
Load Converted Data*	Participates	Participates
Confirmation of Converted Data	Assists	Leads
Approval/Sign-Off in Train DB	None	Lead
Load Converted Data into Live DB	Lead	Participate
Confirmation of Converted Data into Live DB	None	Lead
Approval/Sign-Off of Converted Data into Live DB	None	Lead

9.2 Enterprise ERP

9.2.1 Accounting

9.2.1.1 Accounting - Actuals

- Summary account balances
- Up to 5 years

9.2.2 Accounting - Budgets

- Original budget, budget adjustments, revised budget summaries for accounts
- Up to 5 years

9.2.3 Accounts Payable

- Vendor Master file including names, addresses, SSN/FID, contacts, phone numbers
- Multiple remittance addresses
- Year-to-date 1099 amounts

9.2.4 Accounts Payable - Checks

- Check header data including vendor, warrant, check number, check date, overall check amount, GL cash account and clearing information
- Check detail data including related document and invoice numbers for each check
- Up to 5 years

9.2.5 Accounts Payable - Invoices

- Invoice header data containing general information for the invoice
- Invoice detail data containing line-specific information for the invoice
- Up to 5 years

9.2.6 Contracts

- Contract header detail with many fields available to convert including fiscal year and period, vendor number, department code, description, enforcement method code, dates for award, approval, entry and expiration, retention information, user-defined type and review codes, status code, user id for entry and approver. Additional fields are also available. A balance forward contract amount is converted, if original amount is required there will be an additional charge and contracts, po's and invoices must be converted together.

9.2.7 Capital Assets Master

- Asset description, status, acquisition quantity, date and amount, codes for asset class, subclass, department, custodian, flags for capitalization and depreciation, estimated life, serial number, model, model year, depreciation method, life-to-date depreciation amount, last depreciation date, disposal information (if any), purchase information, if any (vendor, PO, Invoice)

9.2.8 General Billing

- Customer information

9.2.9 Inventory

- General master data includes item, description, commodity code, purchase vendor and date, date received, GL information, hazard code, etc. Location master includes item, location, bin, various quantities (on-hand, last, committed, standard purchase, re-order), lead time; count, count date, and variance; GL information; plus, many accumulator buckets (MTD/YTD/SOY/SOM/LY received /issued

/adjusted /cost /value), etc. FIFO data includes item, location, date, qty-received, unit cost, and quantity on hand.

9.2.10 Project Accounting

- Segments, account strings and fund string allocation table
- Requires the use of a Tyler provided (Chart of Accounts) spreadsheet for design and entry of the data to be converted

9.2.11 Project Grant Accounting - Actuals

- Summary project ledger string balances. If linking to GL, must be converted at the same time.
- Up to 3 years

9.2.12 Project Grant Accounting – Budget

- Original project ledger budget amounts. If linking to GL, must be converted at the same time.
- Up to 3 years

9.2.13 Human Resources Management

- Payroll Employee Master data including data such as name, address, SSN, legacy employee ID, date of birth, hire date, activity status (such as active/inactive), leave/termination code and date, phone(s), e-address, marital status, gender, race, personnel status (such as full-time, part-time, etc.), highest degree, advice-delivery (print/email/both) and check location, plus primary group, job, location, and account information

9.2.14 Payroll – Certifications

- Certification area and certification type codes, certification number and effective date, expiration date, and required-by date, codes for certification level and subjects

9.2.15 Payroll – Education

- Codes, for institution, type of degree, and area(s) of study

9.2.16 Payroll – PM Action History

- A variety of Personnel actions, such as job or salary changes and dates these events occurred.
- Up to 5 years

9.2.17 Payroll – Position Control

- Position, description, status, job code, bargaining group, location, number of employees allowed for each, FTE percentage, GL account, and max/min grade and step

9.2.18 Payroll – Recruiting

- Application requisition applicant master data, plus applicant references, certifications, education, skills, tests, work history, and interviews

9.2.19 Payroll – Accrual Balances

- Employee Accrual Balances including Vacation, Holiday, and other Leave balances
- Start of year balance, earned to date, used to date

9.2.20 Payroll – Accumulators

- YTD, QTD, MTD amounts for employee pay and deductions
- Needed for mid-calendar-year go-live
- May not be needed if converting earnings/deductions history
- Up to 5 years

9.2.21 Payroll - Deductions

- Employee Deductions - including employee ID, deduction codes, tax information, and direct deposit information

9.2.22 Payroll – Check History

- Up to 5 years, additional years must be quoted. We convert amounts for earnings and deductions in employee check history, check number and date.

9.2.23 Payroll – Earning/Deduction Hist.

- Up to 5 years, additional years must be quoted. Earning and deduction history broken down my individual codes (earnings and deduction) and amounts per pay period, the detail of these lines, sums the check history in opt 4.

9.2.24 Purchase Orders

- Open purchase orders header data including vendor, buyer, date, accounting information, etc.
- Open purchase orders detail data including line-item descriptions, quantities, amounts, etc.
- Closed purchase orders header data including vendor, buyer, date, accounting information, etc.
- Closed purchase orders detail data including line-item descriptions, quantities, amounts, etc.

9.3   Koa Hills Conversion Assistance

9.3.1 Finance Data Conversion

Data Conversion Assistance
Scope of Work

Introduction

Data conversion is an important activity to improve data storage and retrieval processes, ensuring that data is converted with minimal effort, in a well-planned and organized manner. It is beneficial to use proven solutions and methods, so that users will be able to make an informed decision on the solution to be implemented for data conversion.

This effort will utilize a defined process to convert data from a legacy system format through flat file extracts to Tyler Technologies' system. Business rule logic will be applied to legacy flat file data as necessary for data conversion.

Modules Included

1. Accounting
   a. AC – Actuals up to 3 years
   b. AC - Budgets up to 3 years
2. Accounts Payable
   a. AP Standard Master
   b. AP Checks - up to 5 years
   c. AP Invoices - up to 5 years
3. Capital Assets
   a. CA Standard Master
   b. CA History
4. Contracts
5. General Billing – GB Standard CID
6. Inventory Standard Master
7. Project & Grant Accounting
   a. PG – Actuals up to 3 years
   b. PG – Budgets up to 3 years
8. Purchasing - Standard

Project Scope

Koa Hills will work in conjunction with Tyler Technologies and the Customer to determine the data conversion plan for the above modules. The plan will outline the conversion of legacy data by extracting the data from the legacy system into the standardized Munis format along with a plan to load data into the Munis system, in a repeatable and verifiable manner using our established data conversion methodology.

The Customer will choose the data window timeframe to convert into the Tyler systems. Converting current data rather than all historical data is recommended, due to potential data format modifications in the legacy system. The timeframe for the data to be converted into the Tyler systems should match the timeframe from the Tyler contract.

Koa Hills will lead the data mapping and will apply business rules to filter or modify data, as necessary. This process will proceed in an iterative manner, so that when new data is created in the legacy system it will flow easily during the conversion process.

Koa Hills will assist the Customer with data validation between systems, as needed once the data has been loaded into Tyler systems.

Conversion Plan

Koa Hills will:

1. Clearly define the scope of the conversion
2. Actively refine the scope through targeted profiling and auditing
3. Minimize the amount of data to be converted
4. Meet with the Customer to understand any data issues which may need special mapping
5. Map legacy data into new Tyler formats, as needed
6. Provide data clean-up services, as needed
7. Define a realistic timeline, based on knowledge of data issues
8. Secure sign-off on each stage from a senior business representative
9. Prioritize modules for conversion with a top-down, target-driven approach
10. Aim to volume-test all data in the scope as early as possible at the unit level
11. Allow time for volume testing and issue resolution
12. Segment the project into manageable, incremental chunks
13. Keep a total focus on the business objectives and cost/benefits throughout

Once a go-live date has been chosen, the data conversion will be broken up into prioritized work groups to facilitate manageable segments of the project. A data conversion tracking document will be created and shared, to facilitate the data conversion team's ability to achieve a successful go-live date.

The Tyler Technologies conversion team will upload the data provided and return modification requests to be applied during the following data load. The expectation is that the converted data per module will improve between iterations, so that 100% of the legacy data will be present in Tyler systems for validation.

As with all data conversions, the integration between the data owners and the technology team is critical for a successful project. Koa Hills will keep the lines of communication open and transparent throughout the process.

Roles and Responsibilities

Conversion task	Responsible Party
Data Conversion planning	Koa Hills, Tyler, Customer

Provide necessary crosswalks	Customer
Data mapping	Koa Hills, Customer
Extract legacy data	Koa Hills, Customer
Run proofing reports in legacy system	Customer
Ensure data is in Tyler format	Koa Hills
Clean up data formatting	Koa Hills
Submit legacy data to Tyler	Koa Hills
Convert legacy data and deliver to client	Tyler, Koa Hills (for data imports)
Load Conversion data and review in Tyler system (test)	Customer, Koa Hills
Refine legacy data and submit to Tyler (final)	Koa Hills
Convert legacy data and deliver to client (final)	Tyler, Koa Hills (for data imports)
Load Conversion data and review in Tyler system (final)	Customer, Koa Hills
Final approval of converted data	Customer
Load data (final)	Customer, Koa Hills

Assumptions

- Legacy system data will be converted from a single source. If there are multiple legacy systems, then additional professional services may be required.
- Koa Hills will have full access to the legacy system data
- Koa Hills will have full access to the legacy system user interface
- Koa Hills will have full access to Munis
- The Customer will provide legacy system database documentation (ex. Data dictionary, schemas, etc.). If no documentation is available, then additional professional services may be required.
- All work will be performed remotely. Travel costs are not included and will be billed as incurred if travel is required.

9.3.2 HRM Data Conversion

Data Conversion Assistance
Scope of Work

Introduction

Data conversion is an important activity to improve data storage and retrieval processes, ensuring that data is converted with minimal effort, in a well-planned and organized manner. It is beneficial to use proven solutions and methods, so that users will be able to make an informed decision on the solution to be implemented for data conversion.

This effort will utilize a defined process to convert data from a legacy system format through flat file extracts to Tyler Technologies' system. Business rule logic will be applied to legacy flat file data as necessary for data conversion.

Modules Included

1. Human Resources
   a. Certifications
   b. Education
   c. PM Action History up to 5 years
   d. Position Control
   e. Recruiting
2. Payroll
   a. Accrual Balances
   b. Accumulators up to 5 years
   c. Check History up to 5 years
   d. Deductions

  e. Earnings/Deduction History up to 5 years

  f. Standard

Project Scope

Koa Hills will work in conjunction with Tyler Technologies and the Customer to determine the data conversion plan, to convert the data for the above modules. The plan will outline the conversion of legacy data by extracting the data from the legacy system into the standardized Munis format along with a plan to load data into the Munis system, in a repeatable and verifiable manner using our established data conversion methodology.

The Customer will choose the data window timeframe to migrate into the Tyler systems. Converting current data, rather than all historical data is recommended, due to potential data format modifications in the legacy system. The timeframe for the data to be converted into the Tyler systems should match the timeframe from the Tyler contract.

Koa Hills will lead the data mapping and will apply business rules to filter or modify data, as necessary. This process will proceed in an iterative manner, so that when new data is created in the legacy system it will flow easily during the conversion process.

Koa Hills will assist the Customer with data validation between systems, as needed once the data has been loaded into Tyler systems.

Project Plan

Koa Hills will:

1. Clearly define the scope of the project
2. Actively refine the scope through targeted profiling and auditing
3. Minimize the amount of data to be converted
4. Meet with the Customer to understand any data issues which may need special mapping
5. Map legacy data into new Tyler formats, as needed
6. Provide data clean-up services, as needed
7. Define a realistic timeline, based on knowledge of data issues
8. Secure sign-off on each stage from a senior business representative
9. Prioritize modules for conversion with a top-down, target-driven approach
10. Aim to volume-test all data in the scope as early as possible at the unit level
11. Allow time for volume testing and issue resolution
12. Segment the project into manageable, incremental chunks
13. Keep a total focus on the business objectives and cost/benefits throughout

Once a go-live date has been chosen, the data conversion will be broken up into prioritized work groups to facilitate manageable segments of the project. A data conversion calendar will be created and shared, to facilitate the data conversion team's ability to achieve a successful go-live date.

The Tyler Technologies conversion team will upload the data provided and return modification requests to be applied during the following data load. The expectation is that the converted data per module will improve between iterations, so that 100% of the legacy data will be present in Tyler systems for validation.

As with all data conversions, the integration between the data owners and the technology team is critical for a successful project. Koa Hills will keep the lines of communication open and transparent throughout the process.

Roles and Responsibilities

Conversion task	Responsible Party
Data conversion planning	Koa Hills, Customer
Provide necessary crosswalks	Customer
Data mapping	Koa Hills, Customer
Extract legacy data	Koa Hills, Customer
Run proofing reports in legacy system	Customer
Ensure data is in Tyler format	Koa Hills
Clean up data formatting	Koa Hills
Submit legacy data to Tyler	Koa Hills
Convert legacy data and deliver to client	Tyler, Koa Hills (for data imports)
Load conversion data and review in Tyler system (test)	Customer, Koa Hills

Refine legacy data and submit to Tyler (final)	Koa Hills
Convert legacy data and deliver to client (final)	Tyler, Koa Hills (for data imports)
Load conversion data and review in Tyler system (final)	Customer, Koa Hills
Final approval of converted data	Customer
Load data (final)	Customer, Koa Hills

Assumptions

- Legacy system data will be converted from a single source. If there are multiple legacy systems, then additional professional services may be required.
- Koa Hills will have full access to the legacy system data
- Koa Hills will have full access to the legacy system user interface
- Koa Hills will have full access to Munis
- The Customer will provide legacy system database documentation (ex. Data dictionary, schemas, etc.). If no documentation is available, then additional professional services may be required.
- All work will be performed remotely. Travel costs are not included and will be billed as incurred if travel is required.

10. Additional Appendices

10.1 Enterprise Permitting & Licensing Definitions

10.1.1 "Template Business Transactions"

- A pre-defined and pre-configured Enterprise Permitting & Licensing business process from Enterprise Permitting & Licensing's "Best Management Template."
- The following modifications to Template Business Transactions are considered within scope:
  - Any changes to required inspections within the workflow
  - Any changes to the required plan reviews within the workflow
  - Adding up to 2 additional actions to the workflow
  - Configuration of fees, allowing creation of up to 3 new fees to accommodate
  - Any changes to custom field layouts that are directly related to fees or included reports
- Customization/Configuration of any of these parameters beyond the scope listed above will require the respective business process to be considered a "Unique Business Transaction," as described below.

Note: All transaction counts are quantified in the comments of the Investment Summary.

10.1.2 "Unique Business Transactions"

- Unique configuration of workflow or business process steps & actions, including output actions
- Unique Fee configuration
- Unique Custom field configuration

10.1.3 "Geo-Rules"

- An automation event that references GIS data. Current geo-rule action types are:

Alert	Displays a pop-up with a custom message to the user, notifying them of certain spatial data (i.e., noise abatement zones; flood zones; etc.).
Block	Places a block on the case and prevents any progress or updates from occurring on the record (i.e., no status changes can be completed, no fees can be paid, the workflow cannot be managed, etc.)
Block with Override	Places a block on the case and prevents any progress or updates from occurring on the record (i.e., no status changes can be completed, no fees can be paid, the workflow cannot be managed, etc.) However, the block can be overridden by end-users who have been given the proper securities.
Fee Date	Populates the CPI vesting date on the record if vesting maps are used by the jurisdiction.
Field Mapping	A custom field or any field inherent in the Enterprise Permitting & Licensing application can automatically populate with information based on spatial data.
Required Action	A workflow action can automatically populate in the workflow details for the particular record (i.e., plan, permit, code case, etc.) that requires the action based on certain spatial data related to the case.
Required Step	A workflow step can automatically populate in the workflow details for the particular record (i.e., plan, permit, code case, etc.) that requires the step based on certain spatial data related to the case.
Zone Mapping	The zone(s) automatically populate on the "Zones" tab of the record (i.e., plan, permit, code case, etc.).

10.1.4 "Automation Events"

10.1.4.1 "Intelligent Objects (IO)"

- Key components for automatically and reactively triggering geo-rules, computing fees, and generating emails, alerts, and other notifications.

10.1.4.2 "Intelligent Automation Agents (IAA)"

- A tool designed to automate task in a proactive manner by setting values and generating emails and other tasks. On a nightly basis, a Windows service sweeps the Enterprise Permitting & Licensing system looking for IAA tasks that need to be run, then the associated actions are performed. The IAA does not generate alerts or errors. Custom SQL queries are not Tyler deliverables.

10.1.5 "Enterprise Permitting & Licensing SDK/API (Toolkits)"

- APIs developed by Tyler Technologies for extending the Enterprise Permitting & Licensing Framework and functionality to external agencies and systems. Full documentation is available for each toolkit upon request.

Note: The Enterprise Permitting & Licensing toolkits and related documentation are simply tools that allow clients to create applications and integrations. The purchase of a toolkit/API does not imply any development related services from Tyler Technologies. The County is responsible for working with their IT staff and VARs to develop any necessary applications and integrations except as otherwise noted in the Investment Summary or for any "in-scope" integrations.

10.2 Change Management Services - Enterprise

10.2.1 General Assumptions

- The Tyler Change Management Lead will assist, coach, and monitor the County Change Management Lead and Change Management activities for Phase 1 of the project only.
- The Project Sponsor will be engaged in Change Management activities throughout the project.
- A County Change Management Lead will be assigned to the project and will develop the expertise and capacity to execute Change Management tasks throughout all phases of the project.
- A County Change Management Team will be formed with representation from all impacted areas of the organization.
- Change Management activities will be integrated with the Project Plan and alignment reviewed and modified regularly, as needed.
- The County will identify all stakeholders impacted by the project at the start of the project.
- The County will put feedback mechanisms in place.
- The County will encourage invited staff to participate in surveys used for assessment and monitoring.
- Lessons Learned sessions will be held at the start of each Stage, beginning with Stage 3.

10.2.2 Roles and Responsibilities

10.2.2.1 Tyler Change Management Lead

- Performs a Change Management Assessment of the County and provides detailed results.
- Collaborates with the County to establish an integrated Change Management Guide and related Communication strategies.
- Delivers Change Management Fundamentals training to County Change Management Lead.
- Delivers Change Management coaching presentations to the Sponsor, Change Management Lead, and Change Management Team.
- Assists, trains, and coaches the County Change Management Lead in setting up and maintaining the Change Management Tracking Templates.
- Provides training on Change Management coaching concepts and methodologies.
- Builds Change Management capacity in the County to sustain Change Management activities in future phases of the project.
- Assists the County with the execution of the Change Management Plan in Phase 1 of the project.

10.2.2.2 County Change Management Lead

- Validates users receive timely and thorough communication regarding process changes.
- Provides coaching to supervisors to prepare them to support users through the project changes.
- Identifies the impact areas resulting from project activities and develops a plan to address them proactively.
- Identifies areas of resistance and develops a plan to reinforce the change.

- Monitors post-production performance and new process adherence.

10.2.3 Change Management

The following Change Management sections follow the same implementation methodology as defined in Section 6: Project Stages. Each deliverable and acceptance criteria outlined in the Change Management section therefore becomes part of the overall Project Acceptance and Acknowledgement process for each Stage.

10.2.3.1 Initiate and Plan (Stage 1)

N/A

10.2.3.2 Assess and Define (Stage 2)

10.2.3.2.1 Organizational Change Readiness Assessment

Tyler Change Management Lead will use survey tools and interviews to gather information and data to understand the scope and organizational readiness for the planned implementation of the project.

RACI MATRIX KEY: **R** = Responsible **A** = Accountable **C** = Consulted **I** = Informed

	Tyler									County										
	Executive Manager	Implementation Manager	Project Manager	Change Management Lead	Implementation Consultant	Data Conversion Experts	Forms & Reports Experts	Modification Programmers	Technical Support	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Lead	Power Users	Department Heads	End Users	Technical Leads	Project Toolset Coordinator	Change Management Team
Prepare CM Capacity Surveys for Analysis			C	R						C		C		A						
Take Surveys			A							R	R	R	R	R	R	R	R	R	R	R
Prepare and Deliver Assessment			A	R						I		I		I						I

10.2.3.2.2 Fundamentals Change Management Introduction

The Tyler Change Management Lead will meet and conduct presentations to the County CM Lead, the County Sponsor, and the County CM Team. The County CM Lead will also attend a change management fundamentals training session provided by the Tyler CM Lead. These presentations and the training will form the foundation and initial Change Management capacity building for the organization.

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Sponsor Meeting			A	R						R		A		I						
CM Lead Meeting			A	R								A		R						
CM Team Meeting			A	R								A		I						R

10.2.3.2.3 Change Management Plan Preparation

The Tyler Change Management Lead will work with the County CM Lead to complete the Change Management Plan and tools templates.

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Change Management Preparation			A	R								A		R						I

10.2.3.2.4 Change Management Plan Alignment

The Tyler Change Management Lead will review the Change Management Section of the Implementation Plan with the County CM Lead to note any changes that have occurred which will impact the Change Management

Plan. Any changes will be captured, and the Change Management and Project Plans will be updated, with any material changes following the Project Change Control process.

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Review Change Management Plan		C	A	R						C	I	A		R						I

10.2.3.2.5   Control Point 2: Assess & Define Stage Acceptance

10.2.3.2.6   Assess & Define Stage Deliverables

Organizational Change Readiness Assessment

- Objective: Determine the organizations preparedness for change activities and determine the ability of the various stakeholders impacted by the change to adopt the change and move toward the future state.
- Scope: Utilize surveys, interviews, and evaluation methodologies to gauge and score the readiness for change, risk of change, and sponsor positioning for the project.
- Acceptance criteria: Added to the control point for the project level Stage 2 acceptance.

Fundamentals Change Management Introduction

- Objective: Begin the process of developing capacity for change within the organization by helping the organization gain an understanding of Change Management concepts and the various roles utilized to assist in successful Change Management
- Scope: Provide three presentations and reference documents to different audiences; 1) Sponsor, CM Lead, and the Change Management Team, as an overview of their specific roles in Change Management.
- Acceptance criteria: Added to the control point for the project level Stage 2 acceptance.

Change Management Plan Preparation

- Objective: Change Management Plan with strategies, tactics, and best practices to address specific areas of Change Management based on the Organizational Change Readiness Assessment.

- Scope: Sponsor Strategy, CM Lead Strategy, Coach Strategy, Team Leads Strategy, Communication Strategy, Resistance Management Strategy, Lessons Learned Strategy, and Project Reinforcement Strategy. Sponsor Guide with a Sponsor Messaging Template. Procedural Change Management Guide with a Process Change Tracking Template. Resistance Management Guide with a Resistance Management Tracking Template. Recognition and Lessons Learned Guide with a Lessons Learned Review Template.
- Acceptance criteria: Added to the control point for the project level Stage 2 acceptance.

Change Management Plan Alignment

- Objective: Ensure the Change Management Plan is in alignment with the Project Plan and that activities and milestones are coordinated with project activities.
- Scope: Modify the Change Management or Project Plan, as required, any material changes follow the project change control process.
- Acceptance criteria: Added to the control point for the project level Stage 2 acceptance.

10.2.3.2.7   Assess & Define Stage Acceptance Criteria

- Sponsor Role Presentation
- Change Management Lead Role Development Presentation
- Change Management Team Coaching Presentation
- Organizational Change Readiness Assessment
- Change Management Plan
- Alignment of the Change Management Plan with the Project Plan

10.2.3.3   Prepare Solution (Stage 3)

10.2.3.3.1   Change Management Stage Reinforcement and Lessons Learned Review from Stage 2

A Lessons Learned Review is a process used by a team to capture the lessons learned from past successes and failures or the preceding stage of the project, with the goal of improving future performance. It is a survey of the project team to examine what worked well and what Specific Actionable Recommendations can be put in place for the next Stage of the project.

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	Tyler									County										
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Recognition of Successes			I	C	I	I				R	A	C	I	C		I		I		I
Take Surveys			A										R	C				R		
Prepare and Deliver Results			A	R						I	I	I		I						I

10.2.3.3.2   Change Management Coach Development

Coach Development supports the current project change; but more importantly builds a capacity for change within the organization for future changes. This is a Train-the-Trainer approach whereas the Tyler Change Management Lead provides training, information, and tools for the County Change Management Lead to facilitate sessions for line Managers and Supervisors to gain an understanding of Change Management for use in the Testing and Training Stage of the project.

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Ensure Participation			R							R	A	R			R					
Facilitate Sessions			A	A	I							A		R						R

10.2.3.3.3 Stage 3 Change Management Program Monitoring Collaboration

The Tyler CM Lead will review the CM Tracking Tools with the County CM Lead to ensure they are up to date and coach the County CM Lead, Sponsor, or CM Team on any tactics, strategies, or best practices that can be utilized to increase the effectiveness of the Change Management Program.

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	Tyler									County										
	Executive Manager	Implementation Manager	Project Manager	Change Management Lead	Implementation Consultant	Data Conversion Experts	Forms & Reports Experts	Modification Programmers	Technical Support	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Lead	Power Users	Department Heads	End Users	Technical Leads	Project Toolset Coordinator	Change Management Team
Manage CM Tracking Tools			A	I								A		R						
Have access to CM Tracking Tools		I	I	I	I					I	I	I		R						I

10.2.3.3.4 Process Change Management Rollout

The current state/future state analysis sessions will drive the information to be captured in the Process Change Tracking tool by functional area (important that Functional Module Leads/SMEs are involved). Major process changes will be captured by the County project team and upon completion of the Process Change Tracking tool by the Project Team, the Tyler CM Lead will coach and help design the process change rollout with County Change Management Lead.

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	Tyler									County										
	Executive Manager	Implementation Manager	Project Manager	Change Management Lead	Implementation Consultant	Data Conversion Experts	Forms & Reports Experts	Modification Programmers	Technical Support	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Lead	Power Users	Department Heads	End Users	Technical Leads	Project Toolset Coordinator	Change Management Team
Develop Process Change Rollout			I	A						I	I	I		R						I
Communicate Process Changes through-out Testing and Training			R	R	R					R	R	R	R	R	R	R		R	R	R

10.2.3.3.5 Control Point 3: Prepare Solution Stage Acceptance

10.2.3.3.6 Build and Validate Stage Deliverables

Stage Reinforcement and Lessons Learned

- Objective: Capture the lessons learned from past successes and failures, with the goal of improving future performance with Specific Actionable Recommendations.
- Scope: Help plan and execute the Lessons Learned session.
- Acceptance Criteria: Added to the control point for the project level Stage 3 acceptance.

Change Management Coach Development

- Objective: Train and coach, the County CM Lead and provide a template presentation for the County CM Lead to build Change Management capacity in the organization, inform, and train line managers and supervisors on Change Management concepts in preparation for the Testing and Training stage of the project.
- Scope: Build additional change capacity in the County CM and the organization for the remainder of the project and future change initiatives.

- Acceptance Criteria: Added to the control point for the project level Stage 3 acceptance.

Change Management Program Monitoring

- Objective: Ensure performance of the change activities by monitoring and coaching delivery of Change Management components.
- Scope: Tyler CM Lead will review the tracking tools on each visit to ensure timely updates and active monitoring is occurring. Coaching and mentoring of Best Practices of the County Change Management Lead will also occur during these visits.
- Acceptance Criteria: Added to the control point for the project level Stage 3 acceptance.

Process Change Management Rollout

- Objective: Capture significant and critical process changes and develop a plan to communicate and prepare end-users for these changes before and during end-user training.
- Scope: All significant and critical process changes brought about by the implementation of the new ERP system.
- Acceptance Criteria: Added to the control point for the project level Stage 3 acceptance.

10.2.3.3.7   Prepare Solution Stage Acceptance Criteria

- Lessons Learned Session with Specific Actionable Recommendations Captured
- Template for the Coach Presentation
- Change management Program Monitoring Collaboration Visit(s)
- Completed Process Change Tracking Tool

10.2.3.4   Production Readiness (Stage 4)

10.2.3.4.1   Change Management Stage Reinforcement and Lessons Learned Review from Stage 3

A Lessons Learned Review is a process used by a team to capture the lessons learned from past successes and failures or the preceding stage of the project, with the goal of improving future performance. It is a survey of the project team to examine what worked well and what Specific Actionable Recommendations can be put in place for the next Stage of the project.

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	Tyler									County										
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Recognition of Successes			I	C	I	I				R	A	C	I	C		I		I		I
Take Surveys			A									R	C					R		
Prepare and Deliver Results			A	R						I		I	I							I

10.2.3.4.2 Stage 4 Change Management Program Monitoring Collaboration

The Tyler CM Lead will review the CM Tracking Tools with the County CM Lead to ensure they are up to date and coach the County CM Lead, Sponsor, or CM Team on any tactics, strategies, or best practices that can be utilized to increase the effectiveness of the Change Management Program.

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	Tyler									County										
	Executive Manager	Implementation Manager	Project Manager	Change Management Lead	Implementation Consultant	Data Conversion Experts	Forms & Reports Experts	Modification Programmers	Technical Support	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Lead	Power Users	Department Heads	End Users	Technical Leads	Project Toolset Coordinator	Change Management Team
Manage CM Tracking Tools			A	I								A		R						
Have access to CM Tracking Tools		I	I	I	I					I	I	I		R						I

10.2.3.4.3 Change Management Go-Live Plan

The Tyler CM Lead will work with the Client CM Lead, CM Team, and Project Team to develop and execute a plan to ensure all affected Departments are made aware of the upcoming go-live and activities following go-live. This will include communications (for example: posters, email blasts, countdown clock, Departmental briefings, etc.…), as well as capturing and funneling feedback to the Project Team for any rapid resistance management response needed, Sponsor messaging, and achievement celebrations.

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	Tyler									County										
	Executive Manager	Implementation Manager	Project Manager	Change Management Lead	Implementation Consultant	Data Conversion Experts	Forms & Reports Experts	Modification Programmers	Technical Support	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Lead	Power Users	Department Heads	End Users	Technical Leads	Project Toolset Coordinator	Change Management Team
Develop Communication Elements			C	R	I					I	I	C	I	R						R
Deliver Communication Elements			C	C	I					R	A	C	I	R	I	I	I	I	I	R
Capture Feedback and Mitigate Resistance		I	C	R	R					I	A	R	R	R	R	I	I	I		R

10.2.3.4.4 Control Point 4: Production Readiness

Production Readiness Stage Deliverables

Stage Reinforcement and Lessons Learned

- Objective: Capture the lessons learned from past successes and failures, with the goal of improving future performance with Specific Actionable Recommendations.
- Scope: Help plan and execute the Lessons Learned session.
- Acceptance Criteria: Added to the control point for the project level Stage 4 acceptance.

Change Management Program Monitoring

- Objective: Ensure performance of the change activities by monitoring and coaching delivery of Change Management components.

- Scope: Tyler CM Lead will review the tracking tools on each visit to ensure timely updates and active monitoring is occurring. Coaching and mentoring of Best Practices of the County Change Management Lead will also occur during these visits.
- Acceptance Criteria: Added to the control point for the project level Stage 4 acceptance.

Change Management Go-Live Process

- Objective: Communicate the schedule of the cutover from the current system and state to the new system and future state, including new processes and mitigation of any resistance.
- Scope: All impacted users.
- Acceptance Criteria: Added to the control point for the project level Stage 4 acceptance.

Production Readiness Stage Acceptance Criteria

- Lessons Learned Session with Specific Actionable Recommendations Captured
- Change management Program Monitoring Collaboration Visit(s)
- Completed Cutover Communications

10.2.3.5 Production (Stage 5)

10.2.3.5.1 Change Management Stage Reinforcement and Lessons Learned Review from Stage 4

A Lessons Learned Review is a process used by a team to capture the lessons learned from past successes and failures or the preceding stage of the project, with the goal of improving future performance. It is a survey of the project team to examine what worked well and what Specific Actionable Recommendations can be put in place for the next Stage of the project.

RACI MATRIX KEY: **R** = Responsible **A** = Accountable **C** = Consulted **I** = Informed

	Tyler									County										
	Executive Manager	Implementation Manager	Project Manager	Change Management Lead	Implementation Consultant	Data Conversion Experts	Forms & Reports Experts	Modification Programmers	Technical Support	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Lead	Power Users	Department Heads	End Users	Technical Leads	Project Toolset Coordinator	Change Management Team
Recognition of Successes			I	C	I	I				R	A	C	I	C		I		I		I
Take Surveys			A										R	C				R		
Prepare and Deliver Results			A	R						I	I	I		I						I

10.2.3.5.2   Stage 5: Change Management Program Reinforcement

The Tyler CM Lead will review the CM Tracking Tools with the County CM Lead to ensure they are up to date and coach the County CM Lead, Sponsor, or CM Team on any tactics, strategies, or best practices that can be utilized to increase the effectiveness of the Change Management Program.

RACI MATRIX KEY: **R** = Responsible **A** = Accountable **C** = Consulted **I** = Informed

	Tyler									County										
	Executive Manager	Implementation Manager	Project Manager	Change Management Lead	Implementation Consultant	Data Conversion Experts	Forms & Reports Experts	Modification Programmers	Technical Support	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Lead	Power Users	Department Heads	End Users	Technical Leads	Project Toolset Coordinator	Change Management Team
Manage CM Tracking Tools			A	I								A		R						
Have access to CM Tracking Tools		I	I	I	I					I	I	I		R						I

10.2.3.5.3   Control Point 5: Production

Production Stage Deliverables

Stage Reinforcement and Lessons Learned

- Objective: Capture the lessons learned from past successes and failures, with the goal of improving future performance with Specific Actionable Recommendations.
- Scope: Help plan and execute the Lessons Learned session.
- Acceptance Criteria: Added to the control point for the project level Stage 5 acceptance.

Change Management Program Reinforcement

- Objective: Ensure sustained utilization, adoption, and proficiency by monitoring compliance of procedural changes and continue to build Change Management capacity within the organization.
- Scope: Tyler CM Lead will review the tracking tools on each visit to ensure timely updates and active monitoring is occurring. Coaching and mentoring of Best Practices of the County Change Management Lead will also occur during these visits.
- Acceptance Criteria: Added to the control point for the project level Stage 5 acceptance.

Production Stage Acceptance Criteria

- Lessons Learned Session with Specific Actionable Recommendations Captured

- Change management Program Reinforcement Visit(s)

10.2.3.6   Close (Stage 6)

10.2.3.6.1   Change Management Stage Reinforcement and Lessons Learned Review from Stage 5

A Lessons Learned Review is a process used by a team to capture the lessons learned from past successes and failures or the preceding stage of the project, with the goal of improving future performance. It is a survey of the project team to examine what worked well and what Specific Actionable Recommendations can be put in place for the next Stage of the project.

RACI MATRIX KEY: **R** = Responsible **A** = Accountable **C** = Consulted **I** = Informed

	Tyler									County										
	Executive Manager	Implementation Manager	Project Manager	Change Management Lead	Implementation Consultant	Data Conversion Experts	Forms & Reports Experts	Modification Programmers	Technical Support	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Lead	Power Users	Department Heads	End Users	Technical Leads	Project Toolset Coordinator	Change Management Team
Recognition of Successes			I	C	I	I				R	A	C	I	C		I		I		I
Take Surveys			A										R	C				R		
Prepare and Deliver Results			A	R						I	I	I		I						I

10.2.3.6.2   Change Management Program Transition (End of Phase 1 of the Project)

The Tyler CM Lead transitions all monitoring and review of CM tracking tools from the project to the County CM Lead. The Tyler CM Lead ensures the County CM Lead has all the tools, presentations, and guides. The County should have adequate organizational change management capacity to continue monitoring the adoption of the new system and create a CM Program for use in future project phases or change initiatives.

RACI MATRIX KEY: **R** = Responsible **A** = Accountable **C** = Consulted **I** = Informed

	Tyler	County

	Executive Manager	Implementation Manager	Project Manager	Change Management Lead	Implementation Consultant	Data Conversion Experts	Forms & Reports Experts	Modification Programmers	Technical Support	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Lead	Power Users	Department Heads	End Users	Technical Leads	Project Toolset Coordinator	Change Management Team
Ensure County has all CM tools, presentations, and guides.			A	R								A		R						I

10.2.3.6.3   Control Point 6: Close

Close Stage Deliverables

Stage Reinforcement and Lessons Learned

- Objective: Capture the lessons learned from past successes and failures, with the goal of improving future performance with Specific Actionable Recommendations.
- Scope: Help plan and execute the Lessons Learned session.
- Acceptance Criteria: Added to the control point for the project level Stage 6 acceptance.

Change Management Program Transition

- Objective: Transition execution of all Change Management tasks to the County CM Lead.
- Scope: Tyler CM Lead provides all tools, guides, and presentations from Phase 1 for the County CM Lead to use in subsequent project Phases or other change initiatives for the organization.
- Acceptance Criteria: Added to the control point for the project level Stage 6 acceptance.

Close Stage Acceptance Criteria

- Lessons Learned Session with Specific Actionable Recommendations Captured
- All CM tools, guides, and presentations

10.3 Enterprise ERP Standard 3rd Party Data Exchange & Application Programming Interfaces

10.3.1 Planning

An Integration is a real-time or automated exchange of data between two systems. Standard Data Exchange tools are available to fulfill Integrations with external systems by allowing clients to get data in and out of the Tyler system. Data exchange tools can take the form of Imports and Exports, and Application Programming Interfaces (APIs)*. APIs may require additional licensing and may have some restrictions on use. Please refer to your licensing agreement and investment summary for further information.

Imports and Exports

The County and Tyler project manager(s) will work together to define/confirm which Imports and Exports are needed (if not outlined in the Agreement). Tyler will provide an Excel or ASCII file layouts for each Standard Data Exchange.

APIs*

Additional API licensing and data sharing agreements are required for integration with third-party applications. If APIs have been purchased, Tyler may provide integration assistance to understand API services and provide necessary support to complete the integration of Tyler software to the County internal applications. Tyler will not provide any hands-on development unless expressly specified in the Agreement. It is Tyler's responsibility to ensure the API services operate correctly. It is the Client's responsibility to fulfill integrations using Tyler's API services and ensure operation of the third-party API services.

STAGE 2	Current & Future State Analysis - Data Exchange																
	Tyler								County								
RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (SMEs)	Department Heads	End Users	Technical Leads
Review Standard or contracted Data Exchanges			A	R	I		I				C	C		I			C
Define or confirm needed Data Exchanges			I	C	C		C				A	C		C			R

10.3.2 Validation

Tyler provides training on Data Exchange(s) (for both Import and Export, and APIs*) and the County tests each Data Exchange.

STAGE 3	Process Refinement – Data Exchange Validation																
	Tyler								County								
RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (SMEs)	Department Heads	End Users	Technical Leads
Train standard or contracted Data Exchange(s) processing in Tyler software			A	R	I		I				C	I		I			C
Coordinate 3rd Party Data Exchange activities			I	I	I		I				A	C		C			R
Test all Standard 3rd party Data Exchange(s)			I	I	I		I				A	C		R			C

* API services, available thru Enterprise ERP OpenAPI Toolkits and Connectors, are not part of the core Enterprise ERP applications and are only applicable if included in the license agreement.

11. Project Timeline

11.1 ERP Project Timeline

The Project Timeline establishes a start and end date for each Phase of the Project. The timeline needs to account for resource availability, business goals, size and complexity of the Project, and task duration requirements. These will be reviewed and adjusted, if needed, during the Initiate and Plan Stage. Refer to the Project Stages section of this SOW for information on work packages associated with each stage of the implementation.

The following dates may be revised based on the date the Agreement is signed and further refined during the course of the project. Tyler requires up to forty-five (45) days to move from Agreement signing to the Initiate & Plan Stage.

PROJECT TIMELINE
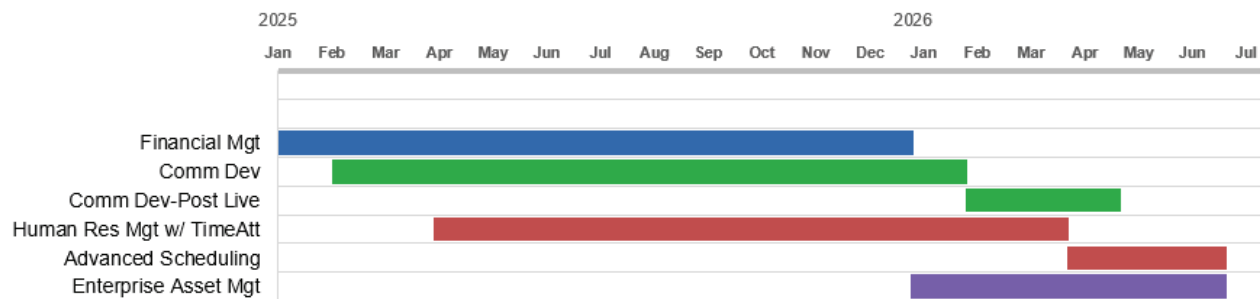
Phase	Functional Area(s)	Modules	Start Date	Go-Live Date
1	**Financials**	• Accounting • Accounts Payable • Bid Management • Budgeting • Cash Management • Contract Management • eProcurement (Vendor Access & Punch-Out) • Purchasing • Project & Grant Accounting • Accounts Receivable • General Billing • Cashiering • Resident Access • ACFR Statement Builder *(post live)* • API Toolkit (tbd) *(Additional post-live services as requested)*	Jan 2025 *or as defined in the Project Plan and mutually agreed upon*	Jan 2026 *or as defined in the Project Plan and mutually agreed upon.*

	System Wide	• Enterprise Analytics & Reporting w/ Executive Insights • Enterprise Forms • Content Manager Core		
2	Comm Dev	• Business Management Suite • Community Development Suite • Decision Engine • Enterprise Permitting & Licensing Foundation • Enterprise Permitting & Licensing User • Enterprise Service Requests • eReviews • MyCivic *Includes 3-months post-live support (Feb-May)*	Feb 2025 *or as defined in the Project Plan and mutually agreed upon*	Feb 2026 *or as defined in the Project Plan and mutually agreed upon.*
3	**Enterprise Human Resources Management with Time and Attendance**	• Payroll w/ Employee Access • Recruiting • HR & Talent Management • Risk Management • Employee Expense Reimbursement • Time & Attendance w/ Mobile Access • Advanced Scheduling w/ Mobile Access *(Additional post-live services as requested)*	April 2025 *or as defined in the Project Plan and mutually agreed upon* Apr 2026	Apr 2026 *or as defined in the Project Plan and mutually agreed upon.* July 2026
4	**Enterprise Asset Management**	• Asset Maintenance and Performance • Capital Assets • Assets Mobile • Inventory • Inventory Mobile • GIS *(Additional post-live services as requested)*	Jan 2026 *or as defined in the Project Plan and mutually agreed upon*	July 2026 *or as defined in the Project Plan and mutually agreed upon.*

11.2 Project Staffing Matrix

Project Staffing Levels

The below chart shows the estimated full-time employees (FTEs) associated with each role. Within each phase time will vary from one stage of the project to another (e.g. functional leads are more involved in the early analysis and planning, whereas power users are more involved later in the project).

Your Project Team Hours

Hernando County, FL Project Team	% Full Time Employment				
	Phase 1	Phase 2	Phase 3	Phase 4	Phase 5
Project Manager	0.50	0.50	0.50	0.50	0.50
Technical Lead*	0.11	0.11	0.11	0.11	0.11
Functional Leads	0.89	0.43	0.76	0.44	0.15
Power Users	1.20	0.59	1.02	0.58	0.20
Conversion Lead**	0.36	0.20	0.28	0.00	0.00

*Assumes SaaS/TSM
** Will vary site by site due to conversion volume

Tyler Hours

Tyler Project Team	% Full Time Employment				
	Phase 1	Phase 2	Phase 3	Phase 4	Phase 5
Project Manager	0.50	0.50	0.50	0.50	0.50
Technical Services*	0.11	0.11	0.11	0.11	0.11
Implementation Consultant	0.80	0.39	0.68	0.39	0.13
Data Expert	0.18	0.10	0.14	0.00	0.00

Exhibit F
Functional Requirements

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Hernando County, FL
Attachment 7: Functional Requirements

Column E: Available Responses	
Y	Requirement Met and Proposed (Standard features in the generally available product)
Y-ND	Requirement Met and Proposed (Features that are not offered as a generally available product or require custom development)
N	Requirement Not Met with Proposal
I	Need More Information/Discussion

Column F: Available Responses	
S	Requirement and Feature Supported by Software Developer
TPS	Requirement and Feature Supported by Third Party
NS	Requirement and Feature Not Supported

NOTE: All exceptions and assumptions should be listed in Comments Field

Req #	Function	Process	Requirement	Implementation Response	Support Response	Module / System	Comments
1	SYSTEM	General Requirements	System allows attached documents to be stored directly in system	Y	S	Enterprise ERP	
2	SYSTEM	General Requirements	System Toolsets are available for the following: (specify name of toolset in comment field):				
3	SYSTEM	General Requirements	Workflow development	Y	S	Enterprise ERP	
4	SYSTEM	General Requirements	Security administration	Y	S	Enterprise ERP	
5	SYSTEM	General Requirements	Report development	Y	S	Enterprise ERP	
6	SYSTEM	General Requirements	Audit Log (turn on / turn off)	Y	S	Enterprise ERP	
7	SYSTEM	General Requirements	Query development	Y	S	Enterprise ERP	
8	SYSTEM	General Requirements	Form development	Y	S	Enterprise ERP	
9	SYSTEM	General Requirements	Adding/changing fields	Y	S	Enterprise ERP	Applicable fields can be re-named
10	SYSTEM	General Requirements	Change control (identify changes when updates are applied)	Y	S	Enterprise ERP	
11	SYSTEM	General Requirements	Scheduling of batch jobs	Y	S	Enterprise ERP	
12	SYSTEM	General Requirements	Data import/export	Y	S	Enterprise ERP	
13	SYSTEM	General Requirements	System documentation	Y	S	Enterprise ERP	
14	SYSTEM	General Requirements	Software release / patch tools	Y	S	Enterprise ERP	
15	SYSTEM	General Requirements	Mobile device toolset (configure mobile device)	Y	S	Enterprise ERP	
16	SYSTEM	General Requirements	Content can be delivered to a mobile device (e.g., tablet or smartphone)	Y	S	Enterprise ERP	
17	SYSTEM	General Requirements	Data for transactions can be entered from a mobile device	Y	S	Enterprise ERP	
18	SYSTEM	General Requirements	System supports mobile devices that run on Android	Y	S	Enterprise ERP	
19	SYSTEM	General Requirements	System supports mobile devices that run on iOS	Y	S	Enterprise ERP	
20	SYSTEM	General Requirements	System can accommodate effective dating capabilities	Y	S	Enterprise ERP	
21	SYSTEM	General Requirements	System can report on all history of changes (include all effective dating scenarios /	Y	S	Enterprise ERP	
22	SYSTEM	General Requirements	System provides short cut key functionality (i.e. users do not need to enter the full	Y	S	Enterprise ERP	
23	SYSTEM	General Requirements	ERP System has well documented, publicly accessible API	Y	S	Enterprise ERP	that makes accessing Tyler application data and processes through Toolkits and Connectors easy and intuitive. The Portal conforms to the OpenAPI Specification, including using Swagger UI to generate interactive API documentation, securing resources with OAuth 2.0 through Tyler Identity. API resources include example calls and produce properly formatted commands, allowing you to easily exercise them against your data. The API Developer Portal features include: -Conforms to Industry standard OpenAPI 3.0 Specification -Swagger UI generates interactive API documentation that lets your users try out the API calls directly in the browser. -Authentication using OAuth 2.0 standard, offering multiple login flows to suit different app implementation scenarios. -Data models and examples for each resource -Produces HTTP URI and CURL commands to exercise resources from within the documentation and return data -Real-time validation -Standard HTTP status codes
24	SYSTEM	Records Retention	System accommodates the following record retention processes:				
25	SYSTEM	Records Retention	Retains records by record type	Y	S	Enterprise ERP	
26	SYSTEM	Records Retention	Does not delete record, or any referenced metadata without user approva	Y	S	Enterprise ERP	
27	SYSTEM	Document Management	System has the ability to track versions of documents, if stored in the system	y	s	Content Manager	Audits are available via Content Manager for documents
28	SYSTEM	Date Entry	All imported information is validated using same business rules as if information w	Y	S	Enterprise ERP	
29	SYSTEM	Data Entry	System allows for any field to have security or be masked. (i.e. Masking fields or sc	Y	S	Enterprise ERP	Where applicable.
30	SYSTEM	Data Entry	System provides/allows the following for easier data entry:				
31	SYSTEM	Data Entry	Template based entry for common entries	Y	S	Enterprise ERP	
32	SYSTEM	Data Entry	Batch entry (process multiple entries at one time)	Y	S	Enterprise ERP	
33	SYSTEM	Data Entry	Copy existing records to create new ones	Y	S	Enterprise ERP	
34	SYSTEM	Data Entry	System allows any field to be designated as required	Y	S	Enterprise ERP	In applicable programs, i.e. Online
35	SYSTEM	Data Entry	System makes fields required based on content in other fields	Y	S	Enterprise ERP	Where appropriate
36	SYSTEM	Data Entry	System has the ability to create custom list for custom fields	Y	S	Enterprise ERP	Custom fields via User Defined Fields. Custom List via export and/or Via SQL Server Reporting Services
37	SYSTEM	Attachments and Notes	System allows attachment of documents (e.g., PDF, Excel, Word, JPEG) to transac	Y	S	Enterprise ERP	Via Content Manager
38	SYSTEM	Attachments and Notes	System allows attached documents to be stored directly in system	Y	S	Enterprise ERP	Via Content Manager
39	SYSTEM	Attachments and Notes	System provides an indicator to inform user that there is an attachment	Y	S	Enterprise ERP	
40	SYSTEM	Security	System supports Single Sign On	Y	S	Enterprise ERP	
41	SYSTEM	Security	System supports Active Directory integration	Y	S	Enterprise ERP	
42	SYSTEM	Security	System uses role based security where security roles are tied to:				
43	SYSTEM	Security	Positions	Y	S	Enterprise ERP	
44	SYSTEM	Security	Users	Y	S	Enterprise ERP	
45	SYSTEM	Security	Security profiles can be assigned to provide access/permission based on	Y	S	Enterprise ERP	
46	SYSTEM	Security	User	Y	S	Enterprise ERP	
47	SYSTEM	Security	Role	Y	S	Enterprise ERP	
48	SYSTEM	Security	Position	Y	S	Enterprise ERP	
49	SYSTEM	Security	Job Function	Y	S	Enterprise ERP	

#							
50	SYSTEM	Security	Group of users, roles, or positions	Y	S	Enterprise ERP	
51	SYSTEM	Security	Security settings can be set for:	Y	S	Enterprise ERP	
52	SYSTEM	Security	Module	Y	S	Enterprise ERP	
53	SYSTEM	Security	Screen and menu	Y	S	Enterprise ERP	
54	SYSTEM	Security	Report	Y	S	Enterprise ERP	
55	SYSTEM	Security	Process/Transaction	Y	S	Enterprise ERP	
56	SYSTEM	Security	Record	Y	S	Enterprise ERP	
57	SYSTEM	Security	Field	Y	S	Enterprise ERP	Where applicable (ie SSN)
58	SYSTEM	Security	System identifies potential internal control issues (e.g., same user with access to		S	Enterprise ERP	Settings where applicable to prevent this but no automated notification.
59	SYSTEM	Security	Security supports leading Identity Management methods (2 factor authentication)	Y	S	Enterprise ERP	
60	SYSTEM	Security	Security integrates with Exchange for email and calendaring	Y	S	Enterprise ERP	
61	SYSTEM	Security	All data has capability of being encrypted when stored	Y	S	Enterprise ERP	
62	SYSTEM	Security	All data is encrypted when accessed via:				
63	SYSTEM	Security	At rest	Y	S	Enterprise ERP	
64	SYSTEM	Security	In transit	Y	S	Enterprise ERP	Transport Layer Security (TLS) encryption protects communication with Tyler applications, including end-user access through TLS-protected HTTPS. This widely adopted protocol secures sensitive data by preventing reading or modifying information transferred
65	SYSTEM	Security	Disconnects or locks out user session after designated period of inactivity	Y	S	Enterprise ERP	
66	SYSTEM	Security	System to lock out or disconnect a user after a specified number of invalid login at	Y	S	Enterprise ERP	
67	SYSTEM	Security	System supports strong passwords (combination of letters, numbers, and symbols	Y	S	Enterprise ERP	
68	SYSTEM	Security	Prevents users from using same password	Y	S	Enterprise ERP	
69	SYSTEM	Security	System to require users to change their password after a specified length of time	Y	S	Enterprise ERP	
70	SYSTEM	Security	System administrator can set a role based security profile to define a user's authorization to:				
71	SYSTEM	Security	Log on	Y	S	Enterprise ERP	
72	SYSTEM	Security	Log on Times - for example, certain positions can be prevented from access	Y	S	Enterprise ERP	Based on IdP group policy
73	SYSTEM	Security	Add data	Y	S	Enterprise ERP	
74	SYSTEM	Security	Delete data	Y	S	Enterprise ERP	
75	SYSTEM	Security	Change data	Y	S	Enterprise ERP	
76	SYSTEM	Security	View data	Y	S	Enterprise ERP	
77	SYSTEM	Security	Change fields / add fields	Y	S	Enterprise ERP	
78	SYSTEM	Workflow	Workflow (electronic approval) is available for (list any limitations in the comment	Y	S	Enterprise ERP	
79	SYSTEM	Workflow	All functional modules	Y	S	Enterprise ERP	
80	SYSTEM	Workflow	All administrative modules	Y	S	Enterprise ERP	
81	SYSTEM	Workflow	All functional transactions	Y	S	Enterprise ERP	
82	SYSTEM	Workflow	All proposed third party software functions	Y	S	Enterprise ERP	
83	SYSTEM	Workflow	Workflow can be routed to the following for approval:				
84	SYSTEM	Workflow	User	Y	S	Enterprise ERP	
85	SYSTEM	Workflow	Role	Y	S	Enterprise ERP	
86	SYSTEM	Workflow	Position	Y	S	Enterprise ERP	
87	SYSTEM	Workflow	Alternate or Backup Position	Y	S	Enterprise ERP	
88	SYSTEM	Workflow	Supervisor / Organizational Hierarchy	Y	S	Enterprise ERP	
89	SYSTEM	Workflow	System allows for a minimum of 15 levels of workflow approval. Please explain lim	Y	S	Enterprise ERP	99 steps of workflow and multiple approvals can be made at each step
90	SYSTEM	Workflow	Workflow approval can be:				
91	SYSTEM	Workflow	Sequential (person B can't approve before person A)	Y	S	Enterprise ERP	
92	SYSTEM	Workflow	Concurrent (person A and person B can approve at the same time - approval from	Y	S	Enterprise ERP	
93	SYSTEM	Workflow	Group approval (approval required from person A or person B -or anyone with simi	Y	S	Enterprise ERP	
94	SYSTEM	Workflow	Can be rerouted on an ad hoc basis by workflow administrator	Y	S	Enterprise ERP	
95	SYSTEM	Workflow	Approver notified of workflow items through:				
96	SYSTEM	Workflow	Email	Y	S	Enterprise ERP	
97	SYSTEM	Workflow	Email with direct link to system where approval action is required	Y	S	Enterprise ERP	
98	SYSTEM	Workflow	System notification through dashboard/work list	Y	S	Enterprise ERP	Hub
99	SYSTEM	Workflow	Mobile push notification (ability to turn on or off)	Y	S	Enterprise ERP	
100	SYSTEM	Workflow	Notification should contain summary and detailed field information of the docume	Y	S	Enterprise ERP	
101	SYSTEM	Workflow	Approver can perform the following actions during workflow process:				
102	SYSTEM	Workflow	Approve	Y	S	Enterprise ERP	
103	SYSTEM	Workflow	Deny	Y	S	Enterprise ERP	
104	SYSTEM	Workflow	On Hold	Y	S	Enterprise ERP	
105	SYSTEM	Workflow	Send back	Y	S	Enterprise ERP	Can reject to send back
106	SYSTEM	Workflow	Forward to additional approver/reviewer	Y	S	Enterprise ERP	
107	SYSTEM	Workflow	Enter notes to be seen by requestor	Y	S	Enterprise ERP	
108	SYSTEM	Workflow	Enter notes to be seen by subsequent approvers/reviewers	Y	S	Enterprise ERP	
109	SYSTEM	Workflow	Original requestor can view status of workflow approval path	Y	S	Enterprise ERP	
110	SYSTEM	Workflow	Any user within workflow string can view status	Y	S	Enterprise ERP	
111	SYSTEM	Workflow	System records date and time of approvals (workflow status - denial, reject, appro	Y	S	Enterprise ERP	
112	SYSTEM	Workflow	Workflow approvals can be re-routed to secondary approver without having to re-ir	Y	S	Enterprise ERP	
113	SYSTEM	Workflow	Primary approver is out (example: on vacation, sick)	Y	S	Enterprise ERP	
114	SYSTEM	Workflow	Primary approver does not respond in pre-defined period of time	Y	S	Enterprise ERP	Via forward from user with role access
115	SYSTEM	Workflow	System allows for temporary / short-term delegations (e.g. assign alternate workflo	Y	S	Enterprise ERP	only 1 type. Turning on workflow fowarding from user or sys admin level.
116	SYSTEM	Workflow	System allows workflow to be re-activated if cancelled	Y	S	Enterprise ERP	
117	SYSTEM	Workflow	Workflow approvals can be made from a mobile device	Y	S	Enterprise ERP	
118	SYSTEM	Help	System contains help features to guide users though transactions	Y	S	Enterprise ERP	Walk-me application tutorials
120	SYSTEM	Reporting	System allows ad-hoc query on any field in system (i.e. ranges, non-sequential list	Y	S	Enterprise ERP	Via SQL Server Reporting Services
121	SYSTEM	Reporting	Queries can be saved	Y	S	Enterprise ERP	Via SQL Server Reporting Services
122	SYSTEM	Reporting	Saved queries and reports are only accessible by users with appropriate security (i	Y	S	Enterprise ERP	
123	SYSTEM	Reporting	System provides dash boarding tools to present data	Y	S	Enterprise ERP	Hub Cards
124	SYSTEM	Reporting	Reports can be scheduled and automatically distributed (via email or dashboard)	Y	S	Enterprise ERP	Via Scheduler
125	SYSTEM	Reporting	System has drill-down capabilities to access source data in the system	Y	S	Enterprise ERP	
126	SYSTEM	Reporting	system supports external reporting solutions through direct data access (Sql repor	Y	S	Enterprise ERP	Via SQL Server Reporting Services
127	SYSTEM	Reporting	System can create data/information outputs in various formats (Adobe, Excel, MS	Y	S	Enterprise ERP	
128	SYSTEM	Reporting	System provide option to defined or customize KPI thresholds on any reportable fie	Y	S	Enterprise ERP	**Via Hub reporting and SQL Server Analysis Server and OLAP Cubes.**
129	SYSTEM	Purge/Archive	System allows users to select information to purge by:				
130	SYSTEM	Purge/Archive	Type of transaction	Y	S	Enterprise ERP	
131	SYSTEM	Purge/Archive	Type of record	Y	S	Enterprise ERP	Documents within Content Manager
132	SYSTEM	Purge/Archive	Date	Y	S	Enterprise ERP	Documents within Content Manager
133	SYSTEM	Purge/Archive	System can flag any records and hold for audit or litigation and prevent deletion	Y	S	Enterprise ERP	For Content Manager Documents only
134	SYSTEM	Purge/Archive	Archived data should be readily available and include the same reporting tools as	Y	S	Enterprise ERP	History tables of data are available for reporting

#	Cat	Subcategory	Requirement	Y	S/NS	Product	Notes
135	SYSTEM	Purge/Archive	Archived data should be able to be un-archived if necessary and put back into acti	Y	S	Enterprise ERP	Archived data (content management and history records of data) are always available to the ERP unless actively purged to remove. Deleted content management documents are saved in audit and can be recovered unless purged.
136	SYSTEM	Purge/Archive	Archived data can be marked with a predefined or customized retention policy	Y	S	Content Manager	Content Manager includes integrated document retention schedules to help customers manage document inventory while meeting county or state mandates.
137	SYSTEM	Audit	System creates audit log that tracks changes to existing records, new records, and	Y	S	Enterprise ERP	
138	SYSTEM	Audit	Audit log tracks user making change, time, date of change	Y	S	Enterprise ERP	
139	SYSTEM	Audit	Audit log tracks user level logging	Y	S	Enterprise ERP	
140	SYSTEM	Audit	System has audit log retention policy or log "shipping" options (i.e. take audit log a	Y	S	Enterprise ERP	Tyler applications include comprehensive auditing integrated directly within the application. This assists clients in supporting internal control requirements and includes system and program level auditing. Process auditing allows an administrator to see who ran what, when, where, and for how long. Change audits allow the viewing of who changed what, where, when, and both the old and new values. Select applications also include query audits that can be optionally enabled to log who looked at what and when.

Process and query audits can be turned on and off by the client and can be purged by client users with appropriate permissions at any time. Change audits cannot be turned off and cannot be purged from the system. |
141	SYSTEM	Audit	System has the ability to audit deactivated accounts, and their permissions	Y	S	Enterprise ERP	
142	ACC	General Ledger Organizations	System supports fund account structures	Y	S	Accounting	
143	ACC	General Ledger Organizations	System accommodates component units as separate business units within the Co	Y	S	Accounting	
144	ACC	General Ledger Organizations	System accommodates a single chart of accounts for multiple business units and	Y	S	Accounting	Assuming proper account restrictions and entity code setup
145	ACC	General Ledger Organizations	System has the ability to run processes separately for specific entities and can maintain and generate reports for 1099s, W-2s etc. for entity specific reporting.	Y	NS		
146	ACC	General Ledger Organizations	System maintains transaction history so that data is reported based upon past org	Y	S	Accounting	
147	ACC	General Ledger Organizations	System supports roll-up financial reporting based upon organization hierarchy	Y	S	Accounting	
148	ACC	General Ledger Set Up	System provides chart of account structure with multiple independent segments	Y	S	Accounting	
149	ACC	General Ledger Set Up	Independent segments combined on transaction to form valid account	Y	S	Accounting	
150	ACC	General Ledger Set Up	Chart of accounts supports alpha numeric accounts	Y	S	Accounting	
151	ACC	General Ledger Set Up	System supports segments representing programs that can extend across multiple departments/business units/agency	Y	S	Accounting	
152	ACC	General Ledger Set Up	System supports project/job ledger for tracking projects and grants	Y	S	Accounting	
153	ACC	General Ledger Set Up	Segments of the Chart of Accounts can be grouped on a user-defined basis into multiple reporting hierarchies (full string?)	Y	S	Accounting	
154	ACC	General Ledger Set Up	Object code segments can be reported using roll up of similar object codes (example: All salary accounts)	Y	S	Accounting	
155	ACC	General Ledger Set Up	System allows effective dating for changes to the general ledger (i.e. fund becomes available for use or closes at future date)	Y	S	Accounting	
156	ACC	General Ledger Set Up	System can designate an account as active (available for posting), or inactive (not available for posting)	Y	S	Accounting	
157	ACC	General Ledger Set Up	System can designate an account as active (available for budgeting / not available for posting)	Y	S	Accounting	
158	ACC	General Ledger Set Up	System only allows transactions to post to active accounts within any open period	Y	S	Accounting	
159	ACC	Budget Control	Budget control can be set to soft error (Warn user but allow)	Y	S	Accounting, Budgeting	
160	ACC	Budget Control	Budget control can be set to hard error (Do not allow)	Y	S	Accounting, Budgeting	
161	ACC	Budget Control	System allows for budgeting at one level and controlling at a different level (Example: budget by account/object but conduct budget control at program level)	Y	S	Accounting, Budgeting	
162	ACC	Budget Control	System allows budget control at summary roll up of account/object	Y	S	Accounting, Budgeting	
163	ACC	Budget Control	System allows budget control at summarized roll up categories	Y	S	Accounting, Budgeting	
164	ACC	Budget Control	Budget control level can be set differently by department/business unit/agency	Y	S	Accounting, Budgeting	
165	ACC	Journal Entry	System allows journal entries to be entered by departments/business units/agency/etc. and routed through workflow for approval	Y	S	Accounting	
166	ACC	Journal Entry	System supports multiple line items for journal entries (please indicate any limitations in the notes column)	Y	S	Accounting	
167	ACC	Journal Entry	Journal entries are validated against the chart of account structure for valid accounts	Y	S	Accounting	
168	ACC	Journal Entry	Journal entries are validated against: Available funds (budget check or cash availability check)	Y	S	Accounting	
169	ACC	Journal Entry	Journal entries are validated as balancing by fund	Y	S	Accounting	
170	ACC	Journal Entry	Journal entries can be auto balanced by fund	Y	S	Accounting	
171	ACC	Journal Entry	System allows user with appropriate security to post journal entries to override errors (i.e. available funds, out of balance JE)	Y	S	Accounting	
172	ACC	Journal Entry	Users can import journal entries from spreadsheet (e.g., Microsoft Excel)	Y	S	Accounting	
173	ACC	Journal Entry	Imported transactions from spreadsheets are validated using the same business rules as transactions made in the system	Y	S	Accounting	
174	ACC	Journal Entry	System allows creation and modification of a journal entry from previously entered journal entry format (copy journal), by: Line item or Entire journal entry	Y	S	Accounting	Copy journal but not by line. Lines can be deleted/added in copied journal
175	ACC	Journal Entry	System allows users to reverse journal entry with proper security and approvals	Y	S	Accounting	
176	ACC	Journal Entry	System allows the scheduling of accrual auto-reversals	Y	S	Accounting	Journals can be marked for auto reverse but the process is user initiated

177	ACC	Journal Entry	Journal entries support "required" data fields and prevents transaction from posting until all "required" fields are completed	Y	S	Accounting	
178	ACC	Journal Entry	Users can attach files for documentation to journal entry	Y	S	Accounting	Attachments via Content Manager
179	ACC	Journal Entry	Users can save journal entries that have not yet been posted or cleared for all validation errors	Y	S	Accounting	
180	ACC	Journal Entry	System allows posting of transactions for multiple fiscal periods or years at the same time	Y	S	Accounting	
181	ACC	Journal Entry	When working in multiple fiscal years the detail transactions are maintained for each year	Y	S	Accounting	
182	ACC	Journal Entry	System restricts accounts that user can post journal entries to by security	Y	S	Accounting	
183	ACC	Journal Entry	System restricts user from both preparing and approving journal entry	Y	S	Accounting	
184	ACC	Journal Entry	Journal transactions can be entered and scheduled using effective dates (e.g., posting does not occur until effective date)	Y	S	Accounting	
185	ACC	Journal Entry	System assigns a unique identifier (such as a number) for each journal entry, and it can be viewed by the end-user	Y	S	Accounting	
186	ACC	Recurring Journal Entry	System provides templates and notifications for recurring journal entries	Y	S	Accounting	
187	ACC	Recurring Journal Entry	System provides templates and notifications for recurring journal entries with the same dollar value	Y	S	Accounting	
188	ACC	Recurring Journal Entry	System provides templates and notifications for recurring journal entries with varying dollar amounts	Y	S	Accounting	
189	ACC	Recurring Journal Entry	Recurring journal entries occur at regular frequency (can set start and stop dates)	Y	S	Accounting	
190	ACC	Recurring Journal Entry	System allows journal entries to be scheduled (example: lease/debt schedules)	Y	S	Accounting	
191	ACC	Recurring Journal Entry	Ability to create Journal Entries by calculating from transactions, using formulas/criteria.	Y	S	Accounting	
192	ACC	Recurring Journal Entry	System has the ability to calculate and allocate interest earnings based on pooled cash balances, using Avg Daily Balance calculations	Y	S	Accounting	
195	ACC	Annual Close Process	System allows more than 12 accounting periods (please specify)	Y	S	Accounting	0-13
196	ACC	Annual Close Process	System rolls encumbrances to next year carrying forward budget based on user selections	Y	S	Accounting	
197	ACC	Annual Close Process	System rolls encumbrances to next year carrying forward encumbrance based on user selections	Y	S	Accounting	
198	ACC	Annual Close Process	Ability to roll purchase order is closed in new year, system removes any unspent carry forward budget	Y	S	Accounting	
200	ACC	Annual Close Process	System allows the creation of Balance Forward entries from previous year-end balances to the new fiscal year: Assets/Deferred Outflows/Liabilities/Deferred Inflows/Fund Balances (include closing of Revenues/Expenditures/Transfers to Fund Balance)	Y	S	Accounting	
201	ACC	Financial Reporting	System provides all Annual Financial Report statements	Y	S	ACFR Statement Builder, Accounting	
202	ACC	Financial Reporting	System provides monthly interim report (budget/actual information/encumbrance)	Y	S	ACFR Statement Builder, Accounting	
203	ACC	Financial Reporting	Ability to require that all transactions are two sided and balanced within an individual fund, even if multiple funds are involved	Y	S	ACFR Statement Builder, Accounting	
204	ACC	Financial Reporting	System should support fund or business unit having multiple bank accounts	Y	S	ACFR Statement Builder, Accounting	
205	ACC	Financial Reporting	System should support cash transfers between bank accounts	Y	S	ACFR Statement Builder, Accounting	
206	ACC	Financial Reporting	Ability to designate each general ledger account by a user definable "Account type" as follows:				
207	ACC	Financial Reporting	Asset Account	Y	S	ACFR Statement Builder, Accounting	
208	ACC	Financial Reporting	Liability Account	Y	S	ACFR Statement Builder, Accounting	
209	ACC	Financial Reporting	Clearing Account	Y	S	ACFR Statement Builder, Accounting	
210	ACC	Financial Reporting	Interfund Account	Y	S	ACFR Statement Builder, Accounting	
211	ACC	Financial Reporting	Revenue Account	Y	S	ACFR Statement Builder, Accounting	
212	ACC	Financial Reporting	Expense Account	Y	S	ACFR Statement Builder, Accounting	
213	ACC	Financial Reporting	Equity Account	Y	S	ACFR Statement Builder, Accounting	
214	ACC	Financial Reporting	Allocation Accounts (for offsets and indirect costs)	Y	S	ACFR Statement Builder, Accounting	
215	ACC	Financial Reporting	Expense Budgets	Y	S	ACFR Statement Builder, Accounting	
216	ACC	Financial Reporting	Revenue Budgets	Y	S	ACFR Statement Builder, Accounting	
217	ACC	Financial Reporting	Provide for wild card searches on chart of accounts	Y	S	ACFR Statement Builder, Accounting	
218	ACC	Financial Reporting	Outflow Inflow - Balance Sheet	Y	S	ACFR Statement Builder, Accounting	

#	Dept	Category	Description			Module	Comments
219	ACC	Financial Reporting	Purchase Cards	Y	S	ACFR Statement Builder, Accounting	
220	P&G	Grant Applications	Departments enter grant application into the system with the ability to attach supporting documentation	Y	S	Project & Grant Accounting	Attachments via Content Manager
221	P&G	Grant Applications	Grant application identifies any local funding match or fund match from other source (i.e. state, federal, in kind contribution, donations)	Y	S	Project & Grant Accounting	through Project Accounting, can set up expense types and use revenue allocation
222	P&G	Grant Applications	Grant applications routed through workflow for approval	Y	S	Project & Grant Accounting	
223	P&G	Grant Applications	Grant applications can be linked to capital projects or capital project (budget) request	Y	S	Project & Grant Accounting	
224	P&G	Grant Applications	Allow identification of grants by multiple user-defined identifiers (e.g., external grant number, Assistance Listing Number, and/or other user-defined identification number)	Y	S	Project & Grant Accounting	
225	P&G	Grant Applications	Ability to support federal (with Assistance Listing Number), state, local and private grants.	Y	S	Project & Grant Accounting	
226	P&G	Grant Applications	Support budgeting grants at varying user-defined levels and combinations of classification structure elements (i.e., grant, function, fund, object, organization number, project and work order).	Y	S	Project & Grant Accounting	
227	P&G	Grant Applications	Define the program or budget year of the grant/project differently than the system established fiscal year	Y	S	Project & Grant Accounting	
228	P&G	Grant Applications	System supports multi-year grant and allows for a budget-to-actual by County fiscal year, and project to grant life-to-date.	Y	S	Project & Grant Accounting	
229	P&G	Grant Applications	Provide a grant budget that is separate and independent of all other budgets (i.e., state budget that is different from the County's)	Y	S	Project & Grant Accounting	
230	P&G	Grant Applications	Calculate on a user defined basis indirect costs associated with any grant and to provide system generated entries	Y	S	Project & Grant Accounting	
231	P&G	Grant Applications	Calculate on a user defined basis cash matching fund requirements associated with any grant and provide system generated entries	Y	S	Project & Grant Accounting	
232	P&G	Grant Applications	Calculate on a user-defined basis in-kind matching fund requirements associated with any grant and provide system generated entries	Y	S	Project & Grant Accounting	
233	P&G	Grant Applications	Provide the ability to roll over appropriations, revenue sources, and expenditures from one grant year to the next, until the grant expires	Y	S	Project & Grant Accounting	
234	P&G	Grant Applications	System maintains and reports on the following information in respect to grants. Required data fields are as follows: (but may be user-defined if needed)				
235	P&G	Grant Applications	Assistance Listing Number (to identify all grants that have Federal funding)	Y	S	Project & Grant Accounting	
236	P&G	Grant Applications	Grant, Capital Project, or Board-approved Contract Number or Reporting Category	Y	S	Project & Grant Accounting	
237	P&G	Grant Applications	Date of Board of Supervisor approval	Y	S	Project & Grant Accounting	
238	P&G	Grant Applications	Start/End and extension dates	Y	S	Project & Grant Accounting	
239	P&G	Grant Applications	Status of grant (pending, funded, expired, rejected, etc.)	Y	S	Project & Grant Accounting	
240	P&G	Grant Applications	Allowable expenditures (by type/category/class/percentage etc.)	Y	S	Project & Grant Accounting	
241	P&G	Grant Applications	Chart of Account codes for expenditures and revenue	Y	S	Project & Grant Accounting	
242	P&G	Grant Applications	Program administrator name	Y	S	Project & Grant Accounting	
243	P&G	Grant Applications	Other individuals with responsibilities for portions of a grant	Y	S	Project & Grant Accounting	
244	P&G	Grant Applications	Comment field	Y	S	Project & Grant Accounting	
245	P&G	Grant Applications	Date of Last Audit	Y	S	Project & Grant Accounting	
246	P&G	Grant Applications	Details of last audit (text field)	Y	S	Project & Grant Accounting	
247	P&G	Grant Applications	Approved budget, broken out by expenditure codes	Y	S	Project & Grant Accounting	
248	P&G	Grant Applications	Date and details of any Budget Adjustments processed	Y	S	Project & Grant Accounting	
249	P&G	Grant Applications	Matching funds amount	Y	S	Project & Grant Accounting	
250	P&G	Grant Applications	Entity responsible for matching funds	Y	S	Project & Grant Accounting	
251	P&G	Grant Applications	State or Other Agency for Pass-Through Funding	Y	S	Project & Grant Accounting	
252	P&G	Grant Applications	Sources of Funding	Y	S	Project & Grant Accounting	
253	P&G	Grant Applications	System can link grants to projects and have the grant look up a project when the transaction is entered	Y	S	Project & Grant Accounting	
254	P&G	Grant Applications	System can link grants to multiple projects	Y	S	Project & Grant Accounting	
255	P&G	Grant Applications	System can link multiple grants to a single project	Y	S	Project & Grant Accounting	
256	P&G	Grant Applications	System can differentiate, by revenue source, between federal, state, County, and other department grants for audit purposes.	Y	S	Project & Grant Accounting	
257	P&G	Grant Applications	System can support subrecipient monitoring	Y	S	Project & Grant Accounting	
259	P&G	Grant Applications	System has the ability to track original grant application data, and final award data, and compare the two with analytical tools	Y	S	Project & Grant Accounting	
260	P&G	Project Set Up	Supports multiple-year projects and grants	Y	S	Project & Grant Accounting	
261	P&G	Project Set Up	Supports parent/child relations for projects and sub-projects (list any limitations in the comments column)	Y	S	Project & Grant Accounting	
262	P&G	Project Set Up	System has the ability to define an owner, manager or administrator	Y	S	Project & Grant Accounting	
263	P&G	Project Set Up	Ability to enter description, comments/narrative for projects	Y	S	Project & Grant Accounting	
264	P&G	Project Set Up	System tracks funding Sources (multiple funding sources for each project if needed)	Y	S	Project & Grant Accounting	

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265	P&G	Project Set Up	System allows decentralized project set up	Y	S	Project & Grant Accounting	
266	P&G	Project Set Up	System provides workflow notification/approval for project set up	Y	S	Project & Grant Accounting	
267	P&G	Project Set Up	Project tracks start date and end date, allowing for amendments to both	Y	S	Project & Grant Accounting	
268	P&G	Project Set Up	System uses project start date and end date for determining eligible expenditures and doesn't allow transactions outside project eligibility period	Y	S	Project & Grant Accounting	
269	P&G	Project Set Up	Projects can be established across multiple funds and departments	Y	S	Project & Grant Accounting	
270	P&G	Project Set Up	System will identify and track user-defined multiple sub-levels of a project (e.g. design, pre construction, construction, post construction, completed)	Y	S	Project & Grant Accounting	
271	P&G	Project Set Up	User-defined sub-levels of project can be different for each project	Y	S	Project & Grant Accounting	
272	P&G	Project Set Up	Ability to relate work orders to projects or vice versa	Y	S	Project & Grant Accounting	
273	P&G	Project Set Up	Ability to track projects by type (paving, building, ADA barrier removal, etc.)	Y	S	Project & Grant Accounting	
274	P&G	Project Set Up	Ability to increase or decrease project funding through appropriate security and maintain audit trail (history) of the changes	Y	S	Project & Grant Accounting	
275	P&G	Project Set Up	Ability to move funding sources from one project to another, with appropriate security control.	Y	S	Project & Grant Accounting	
276	P&G	Project Set Up	Budget forecasting tools support multiple fiscal years for capital budget planning	Y	S	Project & Grant Accounting	
277	P&G	Project Set Up	Ability to carry forward or not to carry forward fiscal year appropriation at year-end for multi-year projects	Y	S	Project & Grant Accounting	
278	P&G	Project Set Up	Master project data can be copied for set-up of new projects in system	Y	S	Project & Grant Accounting	
279	P&G	Project Set Up	Maintains historical data for all projects throughout the life of the project and for a user-specified period after project close	Y	S	Project & Grant Accounting	
280	P&G	Project Set Up	Prevents deletion of a project that has an available balance for spending and has not been closed	Y	S	Project & Grant Accounting	
281	P&G	Project Set Up	System has the ability to save/archive all information related to grants (for a user defined period of time) to satisfy record retention purposes.	Y	S	Project & Grant Accounting	can set status of a grant
282	P&G	Project Budget	System allows creation of project budget for select projects (not required for all projects)	Y	S	Project & Grant Accounting	
283	P&G	Project Budget	Project budgets are established for entire project	Y	S	Project & Grant Accounting	
284	P&G	Project Budget	Project budgets have capability to extend 10+ years	Y	S	Project & Grant Accounting	
285	P&G	Project Budget	Project budgets identify expected ongoing operating impact	Y	S	Project & Grant Accounting	Can create adjustments to project budget. Can also build out a project budget for unlimited future years.
286	P&G	Project Budget	Project budgets are established by fiscal year within multi-year project	Y	S	Project & Grant Accounting	
287	P&G	Project Budget	Project budgets populate CIP budget totals in budget module	Y	S	Project & Grant Accounting	
288	P&G	Project Budget	Budget control for a project can be set for calendar year	Y	S	Project & Grant Accounting	
289	P&G	Project Budget	Budget control for a project can be set for fiscal year	Y	S	Project & Grant Accounting	
290	P&G	Project Budget	Budget control for a project can be set for other organization's fiscal year (federal government)	Y	S	Project & Grant Accounting	
291	P&G	Project Budget	Budget control for a project can be set for entire Life of Project (multi-Year)	Y	S	Project & Grant Accounting	
292	P&G	Project Budget	System can control budget at project level	Y	S	Project & Grant Accounting	
293	P&G	Project Budget	System can control budget at sub-project level (example: phase, task, etc.)	Y	S	Project & Grant Accounting	
294	P&G	Project Budget	System can control budget where budget equals funding source (and prevent project expenditures from exceed project funding sources)	Y	S	Project & Grant Accounting	If the budget is created with the expense string budget matching the funding source string budget.
295	P&G	Project/Grant Tracking	System tracks project milestones and sends auto reminders to relevant stakeholders based on user defined criteria	Y	S	Project & Grant Accounting	milestones
296	P&G	Project/Grant Tracking	System allows project managers to update milestone completion status	Y	S	Project & Grant Accounting	
297	P&G	Project/Grant Tracking	System provides cash flow projections for projects using anticipated revenue, project expenditures, and milestone payment dates	Y	S	Project & Grant Accounting	
298	P&G	Project/Grant Tracking	System allows for tracking direct costs (encumbrance) to project through purchasing	Y	S	Project & Grant Accounting	
299	P&G	Project/Grant Tracking	System allows for tracking of grant eligible expenses	Y	S	Project & Grant Accounting	
300	P&G	Project/Grant Tracking	System allows for tracking direct costs (expense) to project through accounts payable	Y	S	Project & Grant Accounting	
301	P&G	Project/Grant Tracking	System allows for tracking direct costs and indirect costs (encumbrance and expense) to project through journal entries	Y	S	Project & Grant Accounting	
302	P&G	Project/Grant Tracking	System allows for tracking salary and benefit costs (expense) to projects through payroll (based upon actuals, not budgeted amount)	Y	S	Project & Grant Accounting	
303	P&G	Project/Grant Tracking	System will split the cost of projects across various funding sources by Percentage (e.g. 70% grant, 30% bond)	Y	S	Project & Grant Accounting	
304	P&G	Project/Grant Tracking	System will split the cost of projects across various funding sources by Priority (Grant first, local funds next)	Y	S	Project & Grant Accounting	
305	P&G	Project/Grant Tracking	System will split the cost of projects across various funding sources by priority up to limit (example: Charge grant first up to $10,000 then charge local funds)	Y	S	Project & Grant Accounting	
306	P&G	Project/Grant Tracking	Ability to tag certain project costs as reimbursable (e.g., FEMA reimbursements)	Y	S	Project & Grant Accounting	
307	P&G	Project/Grant Tracking	Ability to accumulate and bill for all reimbursable portions of projects	Y	S	Project & Grant Accounting	
308	P&G	Project/Grant Tracking	Track retainage paid to a third party escrow agent that holds money on behalf of the contractor/vendor (Letter of Credit).	Y	S	Project & Grant Accounting	
309	P&G	Project/Grant Tracking	Prevent charges from being allocated to a closed project, sub-project, or phase with the ability to override with the proper security	Y	S	Project & Grant Accounting	

310	P&G	Project/Grant Tracking	Allow or disallow spending of anticipated revenue for each project	Y	S	Project & Grant Accounting	
311	P&G	Project/Grant Tracking	Ability to support retainage on construction projects with appropriate accounting	Y	S	Project & Grant Accounting	
312	P&G	Project/Grant Tracking	Track projected funds set aside for anticipated expenditures in projects (e.g., set aside funds for planned activities as they become known)	Y	S	Project & Grant Accounting	
313	P&G	Project/Grant Tracking	Keep track of the detail related to planned activities (e.g., item description, responsibility, estimated cost, contractor proposal cost, etc.)	Y	S	Project & Grant Accounting	
314	P&G	Project/Grant Tracking	Account for advance planning activities prior to the establishment of a project and transfer the costs to the project after it is established	Y	S	Project & Grant Accounting	
316	P&G	Project/Grant Tracking	System has the ability to maintain an audit trail through the life of the grant	Y	S	Project & Grant Accounting	
317	P&G	Project/Grant Tracking	System has the ability to track income generated by the grant or project	Y	S	Project & Grant Accounting	can track the revenue or expenses through GL accounts or PL strings
318	P&G	Project Revenue	System allows revenue source to be split across multiple projects	Y	S	Project & Grant Accounting	
319	P&G	Project Revenue	System can assign multiple revenues sources to be used for single project	Y	S	Project & Grant Accounting	
320	P&G	Project Revenue	System allows multiple revenue sources to be split across multiple projects (each project has multiple sources)	Y	S	Project & Grant Accounting	
321	P&G	Project Revenue	System will track advance payments on projects/grants	Y	S	Project & Grant Accounting	
322	P&G	Project Revenue	Ability to track, post, and notify for interest related to projects or grants, as applicable (i.e. state or federal grants)	Y	S	Project & Grant Accounting	Interest allocation custom report creation. No notifications but can accomplish the tracking and posting.
323	P&G	Project Billing	Generates revenue/receivable transactions from grants expenditure data	Y	S	Project & Grant Accounting	
324	P&G	Project Billing	Produces an invoice based on the direct and indirect costs	Y	S	Project & Grant Accounting	
325	P&G	Project Billing	System can generate invoice to bill for any project costs (bill to contractor, citizen, other government, or grant)	Y	S	Project & Grant Accounting	
326	P&G	Project Billing	System can generate invoice for appropriate billable expenses at end of project	Y	S	Project & Grant Accounting	
327	P&G	Project Billing	System can generate invoice for appropriate billable expenses at completion of milestone / phase	Y	S	Project & Grant Accounting	
328	P&G	Project Billing	System can generate invoice for appropriate billable expenses at any point (bill current charges)	Y	S	Project & Grant Accounting	
329	P&G	Project Close	System allows closing sub-project (example: phase) separately from close of entire project	Y	S	Project & Grant Accounting	
330	P&G	Project Close	Allow soft close to project that doesn't allow new expenditures but does allow final cost adjustments	Y	S	Project & Grant Accounting	Could give a user permission to post to closed projects. This will allow them to post the final cost adjustments while other users cannot post to it.
331	P&G	Project Close	Allow the user to specify and control the project closing process through user tables and security	Y	S	Project & Grant Accounting	
332	P&G	Project Close	System has the ability to set account strings as inactive throughout a project lifecycle.	Y	NS		can set certain strings as inactive
333	P&G	Project Close	System provides an automated procedure to purge and archive data for closed projects	Y	S	Project & Grant Accounting	
334	P&G	Project Close	Ability to identify inactive projects as possible closing candidates	Y	S	Project & Grant Accounting	
335	P&G	Project Close	Close and capitalize or expense each project as completed or at end of the fiscal year and make required entries to the asset or expense accounts and work-in-progress accounts and/or construction in progress	Y	S	Project & Grant Accounting	
336	P&G	Project Close	Ability to re-open a closed project with proper security	Y	S	Project & Grant Accounting	
337	P&G	Project Close	Ability to transfer construction-in-progress accounts to fixed asset accounts at project close or completion	Y	S	Project & Grant Accounting	
338	P&G	Project Capitalization	Expenditures for capital project can be identified as capitalized expenses	Y	S	Project & Grant Accounting	
339	P&G	Project Capitalization	Transfers construction-in-progress accounts to fixed asset accounts at project close or completion	Y	S	Project & Grant Accounting	
340	P&G	Project Capitalization	Ability to capitalize asset prior to completion of project	Y	S	Project & Grant Accounting	
341	P&G	Project Capitalization	Ability to cancel incomplete projects that are not capitalized	Y	S	Project & Grant Accounting	
342	P&G	Project Capitalization	System allows creation of asset before project close	Y	S	Project & Grant Accounting	
343	P&G	Project Capitalization	System allows users to determine what costs should be capitalized	Y	S	Project & Grant Accounting	
344	PUR	Purchase Requisition	Each department initiates purchasing process through requisition entry into the system	Y	S	Purchasing	
345	PUR	Purchase Requisition	System accommodates discrete purchase orders (purchase order for specific quantity of good or service)	Y	S	Purchasing	
346	PUR	Purchase Requisition	System accommodates blanket purchase order (purchase order with vendor for specified dollar amount)	Y	S	Purchasing	
347	PUR	Purchase Requisition	Requestor can attach files to requisition at header level, files can be individually printed or printed with document	Y	S	Purchasing	
348	PUR	Purchase Requisition	Purchase requisition allows user to add NIGP commodity code to line item	Y	S	Purchasing	
349	PUR	Purchase Requisition	Purchase requisition allows user to identify project account code on line item	Y	S	Purchasing	
350	PUR	Purchase Requisition	Purchase requisition allows user to allocate a single line item across multiple account codes by percentage	Y	S	Purchasing	
351	PUR	Purchase Requisition	Purchase requisition allows user to identify contract number for requisition	Y	S	Purchasing	
352	PUR	Purchase Requisition	System limits accounts that requestor is available to charge to by role/department with approval from applicable user departments	Y	S	Purchasing	
353	PUR	Purchase Requisition	Allow purchase requisition templates to be created for routine purchases	Y	S	Purchasing	
354	PUR	Purchase Requisition	Allows creation and modification of purchase requisition from existing purchase requisition - (clone entire requisition)	Y	S	Purchasing	

355	PUR	Purchase Requisition	System allows copying and duplicating lines on a purchase requisition	Y	S	Purchasing	
356	PUR	Purchase Requisition	When purchase requisition is submitted, system provides budget check (against account (multiple levels), project, contract)	Y	S	Purchasing	
357	PUR	Purchase Requisition	Budget control can be set to soft error (Warn user but allow)	Y	S	Purchasing	
358	PUR	Purchase Requisition	Budget control can be set to hard error (stops user)	Y	S	Purchasing	
359	PUR	Purchase Requisition	System tracks pre-encumbrances with effective dating (purchase requisitions)	Y	S	Purchasing	
360	PUR	Purchase Requisition	Allow users to create and workflow PO/Service Agreement/Contracts in system prior to beginning of fiscal year. Encumbrance occurs at final approval from Purchasing	Y	S	Purchasing	
361	PUR	Purchase Requisition	System saves purchase requisitions that have not been submitted for workflow	Y	S	Purchasing	
362	PUR	Purchase Requisition	System pre-encumbers saved purchase requisitions	Y	S	Purchasing	
363	PUR	Purchase Requisition	Budget control warnings can be sent through workflow or email to other users (supervisor)	Y	S	Purchasing	
364	PUR	Purchase Requisition	System routes purchase requisition for approval/notification by total dollar amount	Y	S	Purchasing	
365	PUR	Purchase Requisition	System routes purchase requisition for approval/notification by chart of account information (example: department)	Y	S	Purchasing	
366	PUR	Purchase Requisition	System allows users to cancel requisition before it is approved at header or line item level	Y	S	Purchasing	
367	PUR	Purchase Requisition	Cancelled requisitions or cancelled requisition line items release pre-encumbrance	Y	S	Purchasing	
368	PUR	Purchase Requisition	Purchase requisitions can be converted to purchase order	Y	S	Purchasing	
369	PUR	Purchase Requisition	Purchase requisitions can be converted to contracts	Y	S	Purchasing	
370	PUR	Purchase Requisition	Notification sent to end user/requestor after conversion from requisition	Y	S	Purchasing	
371	PUR	Purchase Order	System allows creation of purchase order directly (no purchase requisition)	Y	S	Purchasing	
372	PUR	Purchase Order	System provides audit trail of transactions to show how long it takes to process transactions	Y	S	Purchasing	
373	PUR	Purchase Order	System allows for flexible approval authority (i.e. Legal reviews certain PO's)	Y	S	Purchasing	
374	PUR	Purchase Order	System allows encumbrances to be split across multiple fiscal years (user can identify encumbrance in each fiscal year)	Y	S	Purchasing	
375	PUR	Purchase Order	System performs budget check for purchase orders created without requisition	Y	S	Purchasing	
376	PUR	Purchase Order	Creation of purchase order creates encumbrance	Y	S	Purchasing	
377	PUR	Purchase Order	System provides for approval process for purchase order prior to being sent to vendor:	Y	S	Purchasing	
378	PUR	Purchase Order	Approval process for purchase order can be routed by dollar amount	Y	S	Purchasing	
379	PUR	Purchase Order	System allows for encumbrance of shipping and freight and allows user to add shipping and freight to purchase order	Y	S	Purchasing	
380	PUR	Purchase Order	User can attach files to purchase order at header level, files can be individually printed or printed with document	Y	S	Purchasing	
381	PUR	Purchase Order	Ability to modify or delete attachments prior to final approval	Y	S	Purchasing	
382	PUR	Purchase Order	Purchase order sent to vendor through Email	Y	S	Purchasing	
383	PUR	Purchase Order	Purchase order sent to vendor through hard copy (print and mail)	Y	S	Purchasing	
384	PUR	Purchase Order	Purchase order identifies originator of PO and contact information	Y	S	Purchasing	
385	PUR	Purchase Order	Purchase order identifies alternate contact for PO (other than originator)	Y	S	Purchasing	Requested by field
386	PUR	Purchase Order	Purchase order prints with default contract terms based on type of purchase and commodity code and allow modifications to forms	Y	S	Purchasing	
387	PUR	Purchase Order	System allows purchase orders to be re-sent - System identifies re-printed purchase orders as duplicates	Y	S	Purchasing	
388	PUR	Purchase Order	System has the ability to make payments against a PO or contract in multiple fiscal years at the same time (i.e. pay lines on a PO for this year and last year)	Y	S	Purchasing	with proper permissions
389	PUR	Modify PO/Change Order	Any open purchase order can be modified by change order	Y	S	Purchasing	
390	PUR	Modify PO/Change Order	Departments can initiate request for a change to purchase order for increase quantity or amount	Y	S	Purchasing	
391	PUR	Modify PO/Change Order	Departments can initiate request for a change to purchase order for decrease quantity or amount	Y	S	Purchasing	
392	PUR	Modify PO/Change Order	Departments can initiate request for a change to purchase order for canceling line items	Y	S	Purchasing	
393	PUR	Modify PO/Change Order	Departments can initiate request for a change to purchase order for close entire PO with central Purchasing approval	Y	S	Purchasing	
394	PUR	Modify PO/Change Order	Departments can initiate request for a change to purchase order for adding line items	Y	S	Purchasing	
395	PUR	Modify PO/Change Order	Departments can initiate request for a change to purchase order for change of chart of account string	Y	S	Purchasing	
396	PUR	Modify PO/Change Order	Requests to change purchase order routed through workflow	Y	S	Purchasing	
397	PUR	Modify PO/Change Order	Request to change purchase order (for increase) pre-encumbers funds	Y	S	Purchasing	
398	PUR	Modify PO/Change Order	Request to change purchase order (for decrease) release encumbrance when change request is approved	Y	S	Purchasing	
399	PUR	Modify PO/Change Order	Approval of change to purchase order encumbers funds or releases encumbrance of funds	Y	S	Purchasing	
400	PUR	Modify PO/Change Order	Printing of modified purchase order clearly labels that purchase order has been changed	Y	S	Purchasing	
401	PUR	Modify PO/Change Order	Purchase order identifies information that was changed on header and line item	Y	S	Purchasing	
402	PUR	Modify PO/Change Order	System identifies revised purchase orders and indicates all changes that have been made	Y	S	Purchasing	
403	PUR	Modify PO/Change Order	When printing modified purchase order, all information and comments on original purchase order are reproduced on modified purchase order	Y	S	Purchasing	
404	PUR	Modify PO/Change Order	Ability to track the number of times a PO has been modified	Y	S	Purchasing	
405	PUR	Purchasing Cards	System provides automatic transfer of information from bank with purchasing card transaction details	Y	S	Purchasing	
406	PUR	Purchasing Cards	System allows customizable fields to add description of purchase	Y	S	Purchasing	
407	PUR	Purchasing Cards	System allows users to identify correct account for each p-card transaction	Y	S	Purchasing	

408	PUR	Purchasing Cards	System allows users to identify correct project (including sub-project) for each p-card transaction	Y	S	Purchasing	
409	PUR	Purchasing Cards	System allows users to identify correct contract for each p-card transaction	Y	S	Purchasing	
410	PUR	Purchasing Cards	System allows users to identify correct purchase order for each p-card transaction	Y	S	Purchasing	
411	PUR	Purchasing Cards	System allows users to identify correct vendor for each p-card transaction	Y	S	Purchasing	
412	PUR	Purchasing Cards	System allows users to identify correct Work order for each p-card transaction	Y	S	Purchasing	
413	PUR	Purchasing Cards	System allows payment of purchase order with p-card	Y	S	Purchasing	
414	PUR	Purchasing Cards	System allows multiple accounts for each p-card transaction	Y	S	Purchasing	
415	PUR	Purchasing Cards	System automatically identifies vendor based on file from bank	Y	S	Purchasing	
416	PUR	Purchasing Cards	System provides workflow approval of p-card transactions	Y	S	Purchasing	
417	PUR	Purchasing Cards	Add purchase documentation	Y	S	Purchasing	
418	PUR	End of Year Process	Any open purchase orders at year end can be rolled to next fiscal year	Y	S	Purchasing	
419	PUR	End of Year Process	Any open purchase order rolled to next fiscal year can roll associated encumbered budget to next fiscal year	Y	S	Purchasing	
420	PUR	End of Year Process	Any open purchase order can be paid out of old fiscal year in new year prior to old fiscal year close	Y	S	Purchasing	
421	PUR	End of Year Process	Closed purchase orders at end of year release encumbrance on budget and contract	Y	S	Purchasing	
422	PUR	Contract Set Up	Workflow approval process for establishing contract is determined by chart of accounts (example: department)	Y	S	Contract Management	
423	PUR	Contract Set Up	Workflow approval process for establishing contract is determined by type of contract, thresholds, applicable departments, etc.	Y	S	Contract Management	
424	PUR	Contract Set Up	Workflow approval process for establishing contract is determined by dollar amount	Y	S	Contract Management	
425	PUR	Contract Set Up	Contract module can track payment schedules	Y	S	Contract Management	
426	PUR	Contract Set Up	System allows option of encumbering value of contract or not encumbering	Y	S	Contract Management	
427	PUR	Contract Set Up	System allows encumbrances to be split across multiple fiscal years (user can identify encumbrance in each fiscal year)	Y	S	Contract Management	
428	PUR	Contract Set Up	System allows users to attach files to contract	Y	S	Contract Management	
429	PUR	Contract Set Up	System tracks non-purchasing contracts (example: economic development agreements)	Y	S	Contract Management	
431	PUR	Contract Administration	System can apply purchase orders/requisitions against contracts	Y	S	Contract Management	
432	PUR	Contract Administration	Purchase orders encumber funds against a contract	Y	S	Contract Management	
433	PUR	Contract Administration	The system tracks service performance against a contract (e.g., milestones and/or deliverables).	Y	S	Contract Management	
434	PUR	Contract Administration	The system tracks and auto flag contract expiration dates with sufficient lead time to extend or re-solicit contract.	Y	S	Contract Management	
435	PUR	Contract Administration	Contract tracks and manages payment schedule required by contract and creates payment request automatically	Y	S	Contract Management	
436	PUR	Contract Administration	System tracks contract renewal options	Y	S	Contract Management	
437	PUR	Contract Administration	System notifies users of upcoming renewal or expiration with customizable time periods	Y	S	Contract Management	
438	PUR	Contract Administration	System tracks contract bonding information	Y	S	Contract Management	
439	PUR	Contract Administration	System has the ability to accommodate electronic signatures for contractual purposes, (for internal and external users)	Y	TPS	Contract Management	With Tyler Secure Signature Services connected to a third party signature routing product (like docusign)
440	PUR	Bid & Quote	System can send bid notices electronically	Y	S	Bid Management	
441	PUR	Bid & Quote	System sends bid invitations to be sent to pre-approved vendors	Y	S	Bid Management	
442	PUR	Bid & Quote	System allows registered vendors to request a solicitation not linked to their commodity code	Y	S	Bid Management	
443	PUR	Bid & Quote	System allows a buyer to create a list of vendors to be invited for a specific bid/quote regardless of commodity code	Y	S	Bid Management	
444	PUR	Bid & Quote	Stores contract terms for creation of solicitations in the system	Y	S	Bid Management	
445	PUR	Bid & Quote	Vendors can submit questions, clarifications, requests for information regarding a specific bid to the buyer in the bid/ quote/ proposal portal	Y	S	Bid Management	
446	PUR	Bid & Quote	Buyer can reply to vendor question via bid/quote/proposal portal, either directly to vendor, or post to quote/bid/proposal for all vendors	Y	S	Bid Management	
447	PUR	Bid & Quote	System allows for creation of distribution lists by type (commodity code, location of vendor, service, product type, pre-qualified vendors)	Y	S	Bid Management	Auto-find or manually added vendors
448	PUR	Bid & Quote	System allows bid document (that is sent to vendors) to be created in the system that includes:				
449	PUR	Bid & Quote	Standard contract terms and conditions (multiple)	Y	S	Bid Management	
450	PUR	Bid & Quote	Bid instructions	Y	S	Bid Management	
451	PUR	Bid & Quote	Bid specifications	Y	S	Bid Management	
452	PUR	Bid & Quote	Pricing submission specifications	Y	S	Bid Management	
453	PUR	Bid & Quote	Bid guidelines	Y	S	Bid Management	
454	PUR	Bid & Quote	Other documents that are uploaded into system	Y	S	Bid Management	
455	PUR	Bid & Quote	System allows vendors to submit revised bid	Y	S	Bid Management	
456	PUR	Bid & Quote	System allows vendors to submit multiple bids	Y	S	Bid Management	
457	PUR	Bid & Quote	System has the ability to restrict vendors from submitting multiple bids for the same project without approval	Y	S	Bid Management	Within Vendor Access, only 1 proposal can be submitted for a specific bid per vendor.
458	PUR	Bid & Quote	System can record and maintain time, date of submitted bids	Y	S	Bid Management	
459	PUR	Vendor Performance	Tracks vendor performance including number of complaints	Y	S	Purchasing	
460	PUR	Vendor Performance	Allow vendors to be flagged as "debarred" or "not to do business with", etc. - At a department level.	Y	S	Purchasing	
461	PUR	Vendor Self-Service	Vendors are required to submit certain data when registering (example: W-9, contact info, payment information, etc.)	Y	S	Vendor Access	
462	PUR	Vendor Self-Service	System will notify user through workflow or notification of a duplicate vendor entry.	Y	S	Vendor Access	Users in Vendor Acccess will be notified that the vendor already exists and prevented from re-registering. A separate path is offered for additional accounts associated with the same vendor.

463	PUR	Vendor Self-Service	Vendor self-service transactions require County approval prior to posting	Y	S	Vendor Access	
464	PUR	Vendor Self-Service	Vendor self-service capabilities allows vendors to perform the following actions:				
465	PUR	Vendor Self-Service	Register with County	Y	S	Vendor Access	
466	PUR	Vendor Self-Service	Change address	Y	S	Vendor Access	
467	PUR	Vendor Self-Service	Update email address	Y	S	Vendor Access	
468	PUR	Vendor Self-Service	Identify appropriate email address or addresses for purchase orders, bids, other notifications, etc.	Y	S	Vendor Access	
469	PUR	Vendor Self-Service	Add alternate address and all information for alternate site	Y	S	Vendor Access	
470	PUR	Vendor Self-Service	Confirm vendor certification category	Y	S	Vendor Access	
471	PUR	Vendor Self-Service	Indicate type of work offered (type, commodity code)	Y	S	Vendor Access	
472	PUR	Vendor Self-Service	Contact information (phone, web, email) for multiple contacts	Y	S	Vendor Access	
473	PUR	Vendor Self-Service	Identity payment preference and information (ach, p-card)	Y	S	Vendor Access	
474	PUR	Vendor Self-Service	Submit bids electronically	Y	S	Vendor Access	
475	PUR	Vendor Self-Service	Vendors can view and open upcoming solicitations	Y	S	Vendor Access	
477	PUR	Vendor File	System uses one vendor file for purchasing and accounts payable	Y	S	Purchasing	
478	PUR	Vendor File	System prevents duplicate vendors by preventing duplicate vendor tax ID	Y	S	Purchasing	
481	PUR	Vendor File	System allows users (with security access) to temporarily deactivate a vendor separately from the purchasing and AP process	Y	S	Purchasing	
482	PUR	Vendor File	System allows users (with security access) to merge two vendors	Y	S	Purchasing	
483	PUR	Vendor File	Supports Parent/Child relationships for vendor records	Y	S	Purchasing	
484	PUR	Vendor File	Maintains multiple address types	Y	S	Purchasing	
485	PUR	Vendor File	Maintains multiple location addresses for each vendor	Y	S	Purchasing	
486	PUR	Vendor File	System can accommodate foreign addresses	Y	S	Purchasing	
487	PUR	Vendor File	System identifies default payment remittance address	Y	S	Purchasing	
488	PUR	Vendor File	System identifies 1099 vendors	Y	S	Purchasing	
489	PUR	Vendor File	System identifies cumulative purchase history by vendor to identify common vendors	Y	S	Purchasing	
490	PUR	Vendor File	System identifies one time vendors - vendors set up in normal vendor file but identified as one-time vendor for easier data entry and system search functions	Y	S	Purchasing	
491	PUR	Vendor File	System allows changing status of one time vendor to "real" vendor	Y	S	Purchasing	
492	PUR	Vendor File	System allows placing all payments to vendor on hold	Y	S	Purchasing	
493	PUR	Vendor File	Vendor file stores vendor payment preference (ACH or check)	Y	S	Purchasing	
494	PUR	Vendor File	System allows payment by wire to be segregated from normal AP process	Y	S	Purchasing	
495	PUR	Vendor File	Vendor file needs to hold EFT information such as bank account and routing information, account type and file type (CCD, CTX, etc.)	Y	S	Purchasing	
496	PUR	Vendor File	Vendor has the ability to add attachments (i.e. W-9, EFT authorization form, etc.)	Y	S	Purchasing	
497	PUR	Vendor File	Vendor files can identify terms and conditions that are applied to purchase orders for that vendor	Y	S	Purchasing	
498	PUR	Vendor File	System supports vendor assignment of payables (i.e. sub-contractor is paid instead of primary vendor or tax liens are paid first before vendor)	Y	S	Purchasing	
499	PUR	Refunds	System processes refunds to one time customers	Y	S	Purchasing	
500	PUR	Refunds	System allows upload of refund payments from other system	Y	S	Purchasing	
501	PUR	Refunds	System interfaces to third party system to upload refund payments	Y	S	Purchasing	
502	PUR	Receiving/ Matching	Supports 2 way matching (purchase order, invoice)	Y	S	Purchasing	
503	PUR	Receiving/ Matching	Supports 3 way matching (purchase order, invoice, packing slip/receiving doc)	Y	S	Purchasing	
504	PUR	Receiving/ Matching	System provides workflow approval for invoice for services and other purchase goods/services without receipt	Y	S	Purchasing	
505	PUR	Receiving/ Matching	Matching occurs at line item detail level	Y	S	Purchasing	
506	PUR	Receiving/ Matching	System allows tolerance on PO price and invoice price for matching based on Percentage (example: invoice can't be greater than 110% of purchase order)	Y	S	Purchasing	
507	PUR	Receiving/ Matching	System allows tolerance on PO price and invoice price for matching based on Percentage and limit (example: invoice can't be greater than 110% of purchase order or $500 (whichever is greater)	Y	S	Purchasing	
508	PUR	Receiving/ Matching	System provides notification when match does not occur	Y	S	Purchasing	
509	PUR	Accounts Payable	System fills information for invoice from purchase order	Y	S	Accounts Payable	
510	PUR	Accounts Payable	System allows entering of direct claims without purchase order	Y	S	Accounts Payable	
511	PUR	Accounts Payable	System provides workflow approval path for Invoices from purchase orders	Y	S	Accounts Payable	
512	PUR	Accounts Payable	System provides workflow approval path for Invoices without purchase orders	Y	S	Accounts Payable	
513	PUR	Accounts Payable	Invoices routed through workflow for approval based on amount	Y	S	Accounts Payable	
514	PUR	Accounts Payable	Invoice routed through workflow based on point of entry (entered by department vs. AP)	Y	S	Accounts Payable	
515	PUR	Accounts Payable	Invoices routed through workflow for approval based on PO vs no PO	Y	S	Accounts Payable	
516	PUR	Accounts Payable	Invoices routed through workflow for approval based on chart of account information	Y	S	Accounts Payable	
517	PUR	Accounts Payable	Supports partial payments (partial payment of invoice - for example not all items on invoice received)	Y	S	Accounts Payable	
518	PUR	Accounts Payable	System supports applying credit memo to invoice for incorrect invoices	Y	S	Accounts Payable	
519	PUR	Accounts Payable	Allow payment of multiple purchase orders from one invoice	Y	S	Accounts Payable	
520	PUR	Accounts Payable	Allow multiple invoices to be received and processed for one purchase order	Y	S	Accounts Payable	
521	PUR	Accounts Payable	System will automatically check for duplicate invoice numbers from the same vendor and give a warning	Y	S	Accounts Payable	
522	PUR	Accounts Payable	System allows files to be attached in the system to the invoice (scanned image of invoice)	Y	S	Accounts Payable	
523	PUR	Accounts Payable	System allows for terms and discount and will calculate/process automatically	Y	S	Accounts Payable	
524	PUR	Accounts Payable	Allow partial payments against a single line even if quantity is one	Y	S	Accounts Payable	
525	PUR	Accounts Payable	After approval, schedule invoices for payment based on invoice date (example: 45 days after invoice date)	Y	S	Accounts Payable	
526	PUR	Accounts Payable	After approval, schedule invoices for payment based on date entered by AP clerk	Y	S	Accounts Payable	
527	PUR	Accounts Payable	After approval, schedule invoices for payment based on grouping of invoices (example: employee reimbursement)	Y	S	Accounts Payable	

528	PUR	Accounts Payable	The system prints checks on blank check stock	Y	S	Accounts Payable	
529	PUR	Accounts Payable	System produces check with business name	Y	S	Accounts Payable	
530	PUR	Accounts Payable	The system prints checks with MICR encoding	Y	S	Accounts Payable	
531	PUR	Accounts Payable	The system prints checks with electronic signatures	Y	S	Accounts Payable	
532	PUR	Accounts Payable	System has the ability to hide electronic signature based on a parameter (i.e. all checks over $5000 should be hand signed)	Y	S	Accounts Payable	
533	PUR	Accounts Payable	System will pay vendors electronically (ACH, wire transfer, etc.) using standard NACHA formats (ctx).	Y	S	Accounts Payable	
534	PUR	Accounts Payable	System allows printing of checks without any impact on other users in system	Y	S	Accounts Payable	
535	PUR	Accounts Payable	The system prints checks based on regular schedule	Y	S	Accounts Payable	
536	PUR	Accounts Payable	The system prints on-demand checks (single check printing)	Y	S	Accounts Payable	
537	PUR	Accounts Payable	The system creates/sorts checks based upon chart of account information (example: fund or department)	Y	S	Accounts Payable	
538	PUR	Accounts Payable	The system creates/sorts checks based upon vendor	Y	S	Accounts Payable	
539	PUR	Accounts Payable	The system creates/sorts checks based upon payment type (employee reimbursement, one time vendors, refund, etc.)	Y	S	Accounts Payable	
540	PUR	Accounts Payable	System sends electronic remittance advice for EFT payments to vendor through email	Y	S	Accounts Payable	
541	PUR	Accounts Payable	Electronic remittance should be encrypted and verified through security and workflow.	Y	S	Accounts Payable	
542	PUR	Accounts Payable	System permits users to select to pay one invoice per check (issue multiple checks to one vendor in a single check run).	Y	S	Accounts Payable	
543	PUR	Accounts Payable	System combines multiple invoice payments onto one check (issue one check for multiple invoices in a single check run)	Y	S	Accounts Payable	
544	PUR	Accounts Payable	System itemizes invoices (including the vendor invoice number) on the remittance advice	Y	S	Accounts Payable	
545	PUR	Accounts Payable	System allows users to place a payment on hold	Y	S	Accounts Payable	
546	PUR	Accounts Payable	Enter broadcast messages which appears on all AP check stubs	Y	S	Accounts Payable	
547	PUR	Accounts Payable	System allows for importing of transactional data from spreadsheet	Y	S	Accounts Payable	
548	PUR	Accounts Payable	Users may enter a message for one specific vendor which appears on that specific check stub	Y	S	Accounts Payable	
549	PUR	Accounts Payable	System supports positive pay	Y	S	Accounts Payable	
550	PUR	Accounts Payable	System Supports Payee positive pay	Y	S	Accounts Payable	
551	PUR	Accounts Payable	Import abilities - reoccurring monthly bills for multiple departments	Y	S	Accounts Payable	
552	PUR	Recurring Payments	System supports creation of template for recurring AP invoices with pre-defined account distribution	Y	S	Accounts Payable	
553	PUR	Retention	System automatically calculates retention amount and removes from invoice	Y	S	Accounts Payable	
554	PUR	Retention	System automatically applies retention amounts to invoice payments from vendor file	Y	S	Accounts Payable	
555	PUR	Retention	System automatically applies retention amounts to invoice payments from contract	Y	S	Accounts Payable	
556	PUR	Retention	System automatically applies retention amounts to invoice payments from purchase order	Y	S	Accounts Payable	
557	PUR	Retention	System can release retention by selected payments	Y	S	Accounts Payable	
558	PUR	Retention	System can release retention by amount	Y	S	Accounts Payable	
559	PUR	Retention	Ability to link third-party vendor (bank) holding retainage with vendor providing services	Y	S	Accounts Payable	
560	PUR	Retention	Allow support for retention payment to two separate vendors	Y	S	Accounts Payable	
561	PUR	Retention	System can change the retention percentage based on the amount of work completed in the project	Y	S	Contract Management	
562	PUR	Void and Cancel	System allows user to cancel warrant and system makes all correct accounting entries to reverse payment, including contract balances	Y	S	Accounts Payable	
563	PUR	Void and Cancel	System allows user to void check and re-issue replacement check	Y	S	Accounts Payable	
564	PUR	Void and Cancel	System allows users to cancel current and prior fiscal year checks and have the system automatically credit back designated accounts	Y	S	Accounts Payable	
565	PUR	Void and Cancel	System has capability to track and report on stale dated items	Y	S	Accounts Payable	
566	PUR	Void and Cancel	Ability to verify TIN's, names, and addresses prior to 1099 reporting to correct minor spelling errors etc.	Y	S	Accounts Payable	
567	PUR	Tax Reporting	Monitors cumulative payments to 1099 vendors	Y	S	Accounts Payable	
568	PUR	Tax Reporting	On-demand 1099 form generation	Y	S	Accounts Payable	
569	PUR	Tax Reporting	System generates 1099 for multiple entities	Y	S	Accounts Payable	
570	PUR	Tax Reporting	Collects necessary information for generation of Federal 1099s at year-end (both manually and per IRS approved file)	Y	S	Accounts Payable	
571	PUR	Tax Reporting	System generates 1099-Misc	Y	S	Accounts Payable	
572	PUR	Tax Reporting	System generates 1099-NEC	Y	S	Accounts Payable	
573	PUR	Tax Reporting	System generates 1099-G	Y	S	Accounts Payable	
574	PUR	Tax Reporting	System to print collected 1099 payments into appropriate reporting boxes, i.e., rent, non-employee compensation, etc.	Y	S	Accounts Payable	
575	PUR	Tax Reporting	System generates 1099 with a name associated with Federal ID	Y	S	Accounts Payable	
576	PUR	Tax Reporting	System included State related forms as well	Y	S	Accounts Payable	
577	PUR	Tax Reporting	System can produce electronic file to send 1099 related forms to IRS	Y	S	Accounts Payable	
578	AM	Asset Tracking	System is used to track capitalized items	Y	S	Capital Assets	
579	AM	Asset Tracking	System is used to track non-capitalized items	Y	S	Capital Assets	
580	AM	Asset Tracking	System used to track County owned land	Y	S	Capital Assets	
581	AM	Asset Tracking	System accommodates a continuing property record for capitalized assets that records at a minimum, department, # units, useful life, acquisition cost, funding source, category, comment section	Y	S	Capital Assets	
582	AM	Asset Tracking	System accommodates a continuing property record for mass assets	Y	S	Capital Assets	
583	AM	Asset Tracking	Ability to identify an assets as grant funded, and the specific funding source (i.e. grant)	Y	S	Capital Assets	
584	AM	Asset Tracking	Ability to categorize mass assets (i.e. thousands of assets but in an individualize group- example of 50ft pole.)	Y	S	Capital Assets	
585	AM	Asset Tracking	Ability to provide bar code labeling	Y	S	Assets Mobile	Via optionally proposed Assets Mobile
586	AM	Asset Tracking	Ability to record insurance information including:				
587	AM	Asset Tracking	Insurance company name	Y	S	Capital Assets	
588	AM	Asset Tracking	Insurance company address	Y	S	Capital Assets	
589	AM	Asset Tracking	Insurable value	Y	S	Capital Assets	
590	AM	Asset Tracking	Policy number	Y	S	Capital Assets	
591	AM	Asset Tracking	Policy period (term)	Y	S	Capital Assets	
592	AM	Asset Tracking	Type of coverage	Y	S	Capital Assets	
593	AM	Asset Tracking	Liability limits	Y	S	Capital Assets	
594	AM	Asset Tracking	Premium	Y	S	Capital Assets	
595	AM	Asset Tracking	Deductibles	Y	S	Capital Assets	

#		Category	Description				
597	AM	Asset Tracking	System has the ability to track and manage and report on the replacement value of the asset	Y	S	Capital Assets	
598	AM	Asset Tracking	Ability to track lease purchases	Y	S	Capital Assets	
599	AM	Asset Tracking	County leases Building/property can be tracked	Y	S	Capital Assets	
600	AM	Asset Tracking	Ability to track warranty information	Y	S	Capital Assets	
601	AM	Asset Tracking	Ability to attach an image of the asset to the record	Y	S	Capital Assets	
602	AM	Asset Tracking	Ability to integrate or interface with GIS software	Y	S	GIS, Capital Assets	Via GIS
603	AM	Asset Tracking	Ability to maintain information about the condition of the asset (e.g., good, idle, obsolete and broken)	Y	S	Capital Assets	
604	AM	Asset Tracking	Ability to record assets into user-defined categories (e.g. annual financial report categories)	Y	S	Capital Assets	
605	AM	Asset Tracking	Ability to maintain accountability and reporting of fixed assets that have actually been granted to, or owned by, another entity.	Y	S	Capital Assets	
606	AM	Asset Tracking	Ability to track non-capitalized assets below the fixed asset threshold (i.e. $5,000).	Y	S	Capital Assets	
607	AM	Asset Tracking	Vehicle Tracking	Y	S	Capital Assets	
608	AM	Asset Tracking	System has the ability to link accounts payable data with the capital assets records	Y	S	Capital Assets	
609	AM	Asset Set Up	Identifies assets based on capitalization threshold (and different threshold for each asset type)	Y	S	Capital Assets	
610	AM	Asset Set Up	Asset can have multiple account distributions (including multiple funds)	Y	S	Capital Assets	
611	AM	Asset Set Up	System accommodates parent child relationships for assets	Y	S	Capital Assets	
612	AM	Asset Set Up	System must link component units (parent/child relationship) whereby each component maintains its own financial and historical information and depreciable life	Y	S	Capital Assets	
613	AM	Asset Set Up	If asset is replacement of other asset, it references old asset	Y	S	Capital Assets	
614	AM	Asset Set Up	Asset tracks expiration date of asset	Y	S	Capital Assets	
615	AM	Asset Set Up	Assets identify custodian for asset (employee linked to asset) (example: cell phone identifies user)	Y	S	Capital Assets	
616	AM	Asset Set Up	Assets identify non-employee for asset custodian	Y	S	Capital Assets	
617	AM	Asset Acquisition	Allows effective date posting for asset acquisition	Y	S	Capital Assets	
618	AM	Asset Acquisition	System identifies potential fixed assets from purchasing module by chart of accounts (example: purchased from capital account)	Y	S	Capital Assets	
619	AM	Asset Acquisition	System identifies potential fixed assets from purchasing module by dollar amount	Y	S	Capital Assets	
620	AM	Asset Acquisition	System identifies potential fixed assets from purchasing module manually (user flags purchase as fixed asset)	Y	S	Capital Assets	
621	AM	Asset Acquisition	System identifies potential fixed assets from accounts payable module by chart of accounts (example: payment from capital account)	Y	S	Capital Assets	
622	AM	Asset Acquisition	System identifies potential fixed assets from accounts payable module by dollar amount	Y	S	Capital Assets	
623	AM	Asset Acquisition	System allows creation of asset manually that does not flow through purchasing or accounts payable (for example: asset below threshold or donated asset)	Y	S	Capital Assets	
624	AM	Asset Acquisition	System is able to copy an asset record to create a similar asset record	Y	S	Capital Assets	
625	AM	Asset Acquisition	System is able to upload multiple assets from Excel file (or other flat file)	Y	S	Capital Assets	
626	AM	Asset Acquisition	System is able to identify/record all capitalize costs associated with the construction or purchase/acquisition of an asset (from project accounting)	Y	S	Capital Assets	
627	AM	Asset Acquisition	Ability to calculate and capitalize interest	Y	S	Capital Assets	
628	AM	Asset Acquisition	System allows users to identify/classify costs as capitalized costs / non capitalized costs	Y	S	Capital Assets	
629	AM	Asset Modification	System can track improvements to the asset and keep a detailed record of specific improvements	Y	S	Capital Assets	
630	AM	Physical Inventory	System produces asset list by department for physical inventory	Y	S	Inventory	
631	AM	Physical Inventory	System produces asset list by location for physical inventory	Y	S	Inventory	
632	AM	Physical Inventory	System produces asset list by category for physical inventory	Y	S	Inventory	
634	AM	Disposal	Upon disposal, system calculate partial period depreciation and generate appropriate profit/loss calculation	Y	S	Capital Assets	
635	AM	Disposal	System stores information on disposed assets	Y	S	Capital Assets	
636	AM	Disposal	System provides workflow approval/notification for disposed assets	Y	S	Capital Assets	
637	AM	Transfer	System allows assets to be transferred from one Department/ Fund to another	Y	S	Capital Assets	
638	AM	Depreciation	System automatically calculates depreciation in accordance with the depreciation method and convention designated for an asset	Y	S	Capital Assets	
639	AM	Depreciation	System can simulate depreciation calculations without being required to post the results	Y	S	Capital Assets	
640	AM	Depreciation	System provides the straight line depreciation method	Y	S	Capital Assets	
641	AM	Depreciation	System prevents the depreciating of an asset's value below zero	Y	S	Capital Assets	
642	AM	Depreciation	Depreciation calculated at End of fiscal Year	Y	S	Capital Assets	
643	AM	Depreciation	Depreciation calculated at End of Month	Y	S	Capital Assets	
644	AM	Depreciation	System calculates pro-rated depreciation for assets sold mid-year or mid-month	Y	S	Capital Assets	When an asset is retired the system will depreciate up to the month of retirement. Mid Month is not supported, only full months of depreciation can be taken.
645	AM	Depreciation	System can designate some assets as non-depreciable (i.e., land, assets not in use)	Y	S	Capital Assets	
646	AM	Depreciation	System has the ability to split a capital assets between multiple (two or more) departments and split the depreciation expense	Y	S	Capital Assets	
647	AM	Depreciation	Ability to reduce the value of a capital asset, and re-set the depreciation schedule accordingly. (i.e. county sales a piece of an assets, and the total value of the assets needs to be reduced)	Y	S	Capital Assets	
648	INV	General Requirements	System has the ability to create a journal entry to charge internal departments based upon inventory draw downs	Y	S	Inventory	
649	INV	General Requirements	System has the ability to create a receivable to charge external customers based upon inventory draw downs	Y	S	Inventory	With proper setup
650	INV	General Requirements	System can establish, maintain, adjust, delete and view inventory stock item records in real time with appropriate security.	Y	S	Inventory	
651	INV	General Requirements	System ties inventory functionality directly to work orders for the purpose of creating reservations and requisitions from inventory	Y	S	Asset Maintenance, Inventory	
652	INV	General Requirements	System must restrict and track an inventory requisition by:				

#	Mod	Category	Requirement			Module	Comments
653	INV	General Requirements	WO number	Y	S	Asset Maintenance, Inventory	
655	INV	General Requirements	Requisition number	Y	S	Inventory	
656	INV	General Requirements	PO number	Y	S	Inventory	
657	INV	General Requirements	Transfers or other user defined fields	Y	S	Inventory	
658	INV	General Requirements	System supports online requisitioning of inventory items	Y	S	Inventory	Pick ticket
659	INV	General Requirements	Converts to shopping cart for order filling	Y	S	Inventory	
660	INV	General Requirements	System supports an online receiving process of vendor items	Y	S	Inventory	
661	INV	General Requirements	Supports online distribution of received orders to inventory placement	Y	S	Inventory	
662	INV	General Requirements	Ability to charge out stock withdrawn from inventory to the requesting department.	Y	S	Inventory	
663	INV	General Requirements	Ability to maintain and track the following information for inventory items:				
664	INV	General Requirements	Item description (short)	Y	S	Inventory	
665	INV	General Requirements	Text description (long)	Y	S	Inventory	
666	INV	General Requirements	Stock or Non-Stock Item	Y	S	Inventory	
667	INV	General Requirements	Unit of measure	Y	S	Inventory	
668	INV	General Requirements	Unit Cost	Y	S	Inventory	
669	INV	General Requirements	Actual price	Y	S	Inventory	
670	INV	General Requirements	Average price (calculated value)	Y	S	Inventory	
671	INV	General Requirements	Primary Vendors	Y	S	Inventory	
672	INV	General Requirements	Min-Max Points	Y	S	Inventory	
673	INV	General Requirements	Quantity on hand	Y	S	Inventory	
674	INV	General Requirements	Quantity on order	Y	S	Inventory	
675	INV	General Requirements	Commodity code	Y	S	Inventory	
676	INV	General Requirements	Other user defined fields	Y	S	Inventory	
677	INV	General Requirements	Ability to maintain an audit trail of all inventory processes.	Y	S	Inventory	Item audits, and transaction history
678	INV	General Requirements	Ability to allow inventory to be classified by purchasing commodity code.	Y	S	Inventory	
679	INV	General Requirements	Supports formalized receiving process	Y	S	Inventory	
680	INV	General Requirements	Supports an online inventory order fill process	Y	S	Inventory	
681	INV	General Requirements	Ability to provide the following inventory costing methods:				
682	INV	General Requirements	Actual cost	Y	S	Inventory	Normal average cost
683	INV	General Requirements	Average weighted cost	Y	S	Inventory	Average cost across locations
684	INV	General Requirements	Ability to provide a reorder process for all, or selected, stock items including electronic request and approval	Y	S	Inventory	
685	INV	General Requirements	Ability to perform the following transactions on stock requisitions:				
686	INV	General Requirements	Edit/modify	Y	S	Inventory	
687	INV	General Requirements	Return	Y	S	Inventory	
688	INV	General Requirements	Cancel	Y	S	Inventory	
689	INV	Physical Inventory	Ability to select and sequence physical inventory and cycle count documents.	Y	S	Inventory	
690	INV	Physical Inventory	System supports annual, monthly, biannual or on-demand inventory count processes	Y	S	Inventory	
691	INV	Physical Inventory	Ability to freeze inventory to prevent inventory action within the building.	Y	S	Inventory	
692	INV	Physical Inventory	Ability to print inventory worksheets by user selectable criteria (e.g., no zero quantity items)	Y	S	Inventory	
693	INV	Physical Inventory	Ability to issue parts or inventory while doing inventory counts	Y	S	Inventory	
694	INV	Physical Inventory	System generates worksheets for physical inventory of capitalized and non-capitalized assets.	Y	S	Inventory	
695	INV	Physical Inventory	At time of requisition, system generates scannable barcode/sticker for asset tracking	Y	S	Inventory	Inventory barcodes can be generated from the Item file. As long as the item exists, the barcode can be printed, but not from the requisition itself.
696	INV	Physical Inventory	System produces asset list by the following for physical inventory:				
697	INV	Physical Inventory	Location	Y	S	Inventory	
698	INV	Physical Inventory	Sub-Location	Y	S	Inventory	
699	CB	General	Ability to recognize or accommodate:				
700	CB	General	Revenue earned and billed	Y	S	Accounts Receivable, General Billing	
701	CB	General	Revenue earned, but not billed	Y	S	Accounts Receivable, General Billing	
702	CB	General	Revenue previously reported as deferred	Y	S	Accounts Receivable, General Billing	
703	CB	General	Estimated revenue	Y	S	Accounts Receivable, General Billing	
704	CB	General	Projecting cash flow of receipts based on historical data by accounts receivable type	Y	S	Accounts Receivable, General Billing	
705	CB	General	Payments received but not earned (i.e. advance grants, at the begin of a project)	Y	S	Accounts Receivable, General Billing	Deposits
706	CB	General	Ability to receive all forms all forms of payment including (EFTs, ACHs, wires, cash) for customer payments	Y	S	Accounts Receivable, General Billing	
707	CB	General	System has the ability to process credit card payments, online	Y	S	Resident Access, Tyler Payments	Via optionally proposed Resident Access
708	CB	General	Ability to support a centralized County Collections group, receiving payments for a wide variety of County goods and services using a single customer master file across all systems.	Y	S	Accounts Receivable, General Billing	
709	CB	General	Ability to have separate bank accounts	Y	S	Accounts Receivable, General Billing	
710	CB	General	System should provide method of user defined structures for classifying customers into unique groups (e.g., developer's hydrant meters usage)	Y	S	Accounts Receivable, General Billing	
711	CB	General	Ability to add attachments such as supporting documentation to transactions	Y	S	Accounts Receivable, General Billing	

712	CB	Customer File	Allow customer to create profile via online portal and cross reference to ensure the customer does not already have an account	Y	S	Resident Access	Via optionally proposed Resident Access
713	CB	Customer File	Ability to mask certain fields (e.g., social security number)	Y	S	Accounts Receivable, General Billing	
714	CB	Customer File	System has the ability to mask sensitive support documents that are uploaded into the system	Y	S	Content Manager	Via Content Manager
715	CB	Customer File	Ability to configure system for required data entry fields	Y	S	Accounts Receivable, General Billing	Where applicable, user defined
716	CB	Customer File	Ability to record the following customer information:				
717	CB	Customer File	Balance forward or open items	Y	S	Accounts Receivable, General Billing	
718	CB	Customer File	Last account activity	Y	S	Accounts Receivable, General Billing	
719	CB	Customer File	Multiple contact names	Y	S	Accounts Receivable, General Billing	
720	CB	Customer File	Multiple email addresses	Y	S	Accounts Receivable, General Billing	
721	CB	Customer File	Multiple ID's (cross reference to feeder systems)	Y	S	Accounts Receivable, General Billing	
722	CB	Customer File	Social Security Number or Tax ID Number	Y	S	Accounts Receivable, General Billing	
723	CB	Customer File	Tax exempt status	Y	S	Accounts Receivable, General Billing	
724	CB	Customer File	User-Defined ID Number (e.g., property index number)	Y	S	Accounts Receivable, General Billing	
725	CB	Customer File	Multiple Phone numbers (e.g., office, cell, etc.)	Y	S	Accounts Receivable, General Billing	
726	CB	Customer File	Multiple Addresses	Y	S	Accounts Receivable, General Billing	
727	CB	Customer File	Address Type	Y	S	Accounts Receivable, General Billing	
728	CB	Customer File	Current and unpaid late payment penalty and interest charges	Y	S	Accounts Receivable, General Billing	
729	CB	Customer File	Balance due	Y	S	Accounts Receivable, General Billing	
730	CB	Customer File	Last payment amount	Y	S	Accounts Receivable, General Billing	
731	CB	Customer File	Last payment date	Y	S	Accounts Receivable, General Billing	
732	CB	Customer File	Year-to-date payments	Y	S	Accounts Receivable, General Billing	
733	CB	Customer File	Number of times past due this year by user-defined periods (e.g., 30 days, 90 days, etc.)	Y	S	Accounts Receivable, General Billing	
734	CB	Customer File	Number of times past due last year by user-defined periods (e.g., 30 days, 90 days, etc.)	Y	S	Accounts Receivable, General Billing	
735	CB	Customer File	Highest past-due balance	Y	S	Accounts Receivable, General Billing	
736	CB	Customer File	Highest outstanding balance	Y	S	Accounts Receivable, General Billing	
737	CB	Customer File	Payment Arrangements	Y	S	Accounts Receivable, General Billing	
738	CB	Customer File	Late payment penalty and interest charges this year	Y	S	Accounts Receivable, General Billing	
739	CB	Customer File	Late payment penalty and interest charges last year	Y	S	Accounts Receivable, General Billing	
740	CB	Customer File	Average number of days to pay	Y	S	Accounts Receivable, General Billing	
741	CB	Customer File	Bad check or dunning status	Y	S	Accounts Receivable, General Billing	
742	CB	Customer File	Bankruptcy data:				
743	CB	Customer File	Status of process	Y	S	Accounts Receivable, General Billing	
744	CB	Customer File	Discharge status	Y	S	Accounts Receivable, General Billing	

745	CB	Customer File	Customer type (multiple)	Y	S	Accounts Receivable, General Billing	
746	CB	Customer File	Statement cycle (e.g., weekly, monthly)	Y	S	Accounts Receivable, General Billing	
747	CB	Customer File	Notes/comments (miscellaneous additional information)	Y	S	Accounts Receivable, General Billing	
748	CB	Customer File	Date customer was added	Y	S	Accounts Receivable, General Billing	
749	CB	Invoices	Ability to itemize by customer invoice	Y	S	Accounts Receivable, General Billing	
750	CB	Invoices	Ability to develop customized invoices (e.g., Sherriff's logo for public safety intergovernmental billings and County logo for misc. receivables)	Y	S	Accounts Receivable, General Billing	
751	CB	Invoices	Ability to produce one-time or recurring invoices.	Y	S	Accounts Receivable, General Billing	
752	CB	Invoices	Ability to generate invoices for internal customers.	Y	S	Accounts Receivable, General Billing	
753	CB	Invoices	Ability to invoice current employees and deduct the payment from payroll.	Y	S	Accounts Receivable, General Billing	
754	CB	Invoices	Ability to charge different rates for internal and external customers.	Y	S	Accounts Receivable, General Billing	
755	CB	Invoices	Ability to include the billing date range and/or period on invoices.	Y	S	Accounts Receivable, General Billing	
756	CB	Invoices	Ability to maintain and send invoices to multiple addresses for the same customer.	Y	S	Accounts Receivable, General Billing	
757	CB	Invoices	Ability to generate statements showing activity and beginning and ending balances for any user-defined time period.	Y	S	Accounts Receivable, General Billing	
758	CB	Invoices	Ability to generate account statements for the following:				
759	CB	Invoices	Specific accounts	Y	S	Accounts Receivable, General Billing	
760	CB	Invoices	Range of accounts within a department	Y	S	Accounts Receivable, General Billing	
761	CB	Invoices	Range of customers	Y	S	Accounts Receivable, General Billing	
762	CB	Invoices	Delinquent accounts with aging	Y	S	Accounts Receivable, General Billing	
763	CB	Invoices	Ability to generate consolidated statements for customers with multiple accounts	Y	S	Accounts Receivable, General Billing	
764	CB	Invoices	Ability to maintain detail of unbilled charges	Y	S	Accounts Receivable, General Billing	
765	CB	Invoices	Ability to exclude / include billing detail data elements, allowable charges, and overhead on specific bills or all bills	Y	S	Accounts Receivable, General Billing	
766	CB	Invoices	Ability to correct and reprint invoices and statements (with security approvals)	Y	S	Accounts Receivable, General Billing	
767	CB	Invoices	Ability to accommodate cancellation and automatic reversals of invoice entries (with security approvals)	Y	S	Accounts Receivable, General Billing	
768	CB	Invoices	Corrections or reversals update interfaced systems	Y	S	Accounts Receivable, General Billing	
769	CB	Invoices	Ability to print a duplicate bill on request	Y	S	Accounts Receivable, General Billing	
770	CB	Invoices	Ability to display on the invoice that it is a duplicate or reprint	Y	S	Accounts Receivable, General Billing	
771	CB	Invoices	Ability to store multiple user-defined dunning messages and/or letters, according to user-specified parameters.	Y	S	Accounts Receivable, General Billing	
772	CB	Invoices	Ability to classify dunning notices (e.g., groups of customers)	Y	S	Accounts Receivable, General Billing	
773	CB	Invoices	Ability to write-off small discrepancies between the amount due and the amount received with proper security.	Y	S	Accounts Receivable, General Billing	
774	CB	Invoices	Ability to generate an invoice with sufficient and flexible text area to adequately describe services provided	Y	S	Accounts Receivable, General Billing	
775	CB	Invoices	System should allow for a single invoice to be distributed to multiple accounting distributions based on a user-defined allocation (e.g., percentage)	Y	S	Accounts Receivable, General Billing	
776	CB	Invoices	Ability to retain history on written-off accounts for user-defined periods	Y	S	Accounts Receivable, General Billing	

777	CB	Invoices	Ability to require approval for project invoices (receivables)	Y	S	Accounts Receivable, General Billing	
778	CB	Invoices	Ability move an invoice to a collection or write-off document (with security approvals)	Y	S	Accounts Receivable, General Billing	
779	CB	Invoices	Ability to move a collection document to a write-off (with security approvals)	Y	S	Accounts Receivable, General Billing	
780	CB	Create Receivable	Receivables (and customer information) can be imported from subsidiary system via interface	Y	S	Accounts Receivable, General Billing	
781	CB	Create Receivable	System creates receivable for all general billing if requested by use	Y	S	Accounts Receivable, General Billing	
782	CB	Create Receivable	System allows users to create cash receipt without existing receivable	Y	S	Accounts Receivable, General Billing	
783	CB	Create Receivable	System allows for import of receivables (aggregate or by customer) from bills generated from external system (parks and rec and library, permit fees, etc.)	Y	S	Accounts Receivable, General Billing	
784	CB	Create Receivable	Attach supporting documentation at creation of receivable	Y	S	Accounts Receivable, General Billing	
785	CB	POS Interface	Payment module should integrate directly to the general ledger and can integrate to various Point of Sale systems and/or third party CRM systems	Y	S	Cashiering, Accounts Receivable, General Billing	Native integration with optionally proposed Cashiering module. Third party integration via Cashiering API Connector
786	CB	Miscellaneous Billing	Departments will use system to create bills for various charges	Y	S	Accounts Receivable, General Billing	
787	CB	Miscellaneous Billing	Departments can add supporting documentation to bill (i.e. facility rental costs)	Y	S	Accounts Receivable, General Billing	
788	CB	Miscellaneous Billing	Department created invoices are routed through workflow to central Finance	Y	S	Accounts Receivable, General Billing	
789	CB	Miscellaneous Billing	System accommodates one-time invoices	Y	S	Accounts Receivable, General Billing	
790	CB	Miscellaneous Billing	System allows users to create invoices for each type by entering dollar amount	Y	S	Accounts Receivable, General Billing	
791	CB	Miscellaneous Billing	System allows users to create invoices for each type by entering non-financial parameter and having system calculate appropriate fees according to pre-defined business rules (Including sales tax if applicable)	Y	S	Accounts Receivable, General Billing	
792	CB	Miscellaneous Billing	System allows users to create invoices for each type by identifying expenses from project accounting to reimburse (and grant accounting to reimburse)	Y	S	Accounts Receivable, General Billing	
793	CB	Miscellaneous Billing	Invoice prints with statement balance information	Y	S	Accounts Receivable, General Billing	
794	CB	Miscellaneous Billing	System generates customer account statements	Y	S	Accounts Receivable, General Billing	
795	CB	Miscellaneous Billing	Ability for customers to view account balance information via online portal	Y	S	Resident Access, Accounts Receivable, General Billing	Via optionally proposed Resident Access
796	CB	Recurring Billing	System accommodates recurring invoices (regular invoices to occur at set dates or duration) (example: rent)	Y	S	Accounts Receivable, General Billing	
797	CB	Recurring Billing	System allows recurring invoices to be set up to handle invoices scheduled at set dates for same amount (example: rent)	Y	S	Accounts Receivable, General Billing	
798	CB	Recurring Billing	System allows recurring invoices to be set up to handle invoices scheduled at set dates for different amounts (example: utilities on rental properties)	Y	S	Accounts Receivable, General Billing	
799	CB	Recurring Billing	System saves templates for generating invoices (different template for each AR type)	Y	S	Accounts Receivable, General Billing	
800	CB	Receivable Tracking	System provides receivable tracking and aging reporting capabilities	Y	S	Accounts Receivable, General Billing	
802	CB	Receivable Tracking	System stores schedule of penalties and interest to apply to open receivables	Y	S	Accounts Receivable, General Billing	
803	CB	Receivable Tracking	Penalties can be flat fee amounts	Y	S	Accounts Receivable, General Billing	
804	CB	Receivable Tracking	Penalties can be percentage of original amount or variable based on number of days or other factors	Y	S	Accounts Receivable, General Billing	
805	CB	Receivable Tracking	Interest charges can be applied based on days, months, years, etc.	Y	S	Accounts Receivable, General Billing	
806	CB	Receivable Tracking	System records payments against specific invoice	Y	S	Accounts Receivable, General Billing	
807	CB	Payment Receipt	System records payments against open receivables	Y	S	Accounts Receivable, General Billing	

808	CB	Payment Receipt	System records payments for point of sale transactions	Y	S	Accounts Receivable, General Billing	
809	CB	Payment Receipt	System can integrate directly to the general ledger and various Point of Sale systems and/or third party CRM systems	Y	S	Cashiering, Accounts Receivable, General Billing	Native integration with optionally proposed Cashiering module. Third party integration via Cashiering API Connector
810	CB	Payment Receipt	System can track and process payments from Third Party online systems	Y	S	Accounts Receivable, General Billing	
811	CB	Payment Receipt	System allows decentralized cash receipting via standard hardware/POS.	Y	NS		
812	CB	Payment Receipt	System generates deposit slip, which includes deposits for main ERP system and subsidiary systems	Y	S	Accounts Receivable, General Billing	
813	CB	Payment Receipt	System routes deposit slip for workflow approval	Y	S	Accounts Receivable, General Billing	
814	CB	Payment Receipt	System applies one payment to multiple receivables / point of sale transactions	Y	S	Accounts Receivable, General Billing	
815	CB	Payment Receipt	System allows using multiple payment types to pay for one invoice (example: cash and credit card)	Y	S	Accounts Receivable, General Billing	
816	CB	Payment Receipt	Automatically generate general ledger distribution entries needed to record receipts	Y	S	Accounts Receivable, General Billing	
817	CB	Payment Receipt	Ability to apply revenue to multiple funds and/or accounts.	Y	S	Accounts Receivable, General Billing	
818	CB	Payment Receipt	Ability to break out all payments to different account numbers	Y	S	Accounts Receivable, General Billing	
819	CB	Payment Receipt	Ability to accommodate single payments applied against multiple invoices.	Y	S	Accounts Receivable, General Billing	
820	CB	Payment Receipt	Ability to accommodate payments in excess of or less than the bill rendered.	Y	S	Accounts Receivable, General Billing	
821	CB	Payment Receipt	System will notify customer that credits or overpayment has been made.	Y	S	Accounts Receivable, General Billing	
822	CB	Payment Receipt	Ability, upon customer overpayment, to optionally select to carry a credit balance or to generate a refund, kicking off the payment process and associated approvals (and produce applicable accounting entries)	Y	S	Accounts Receivable, General Billing	
823	CB	Payment Receipt	Ability to systematically prevent refunds for less than a certain dollar amount, which can vary by type of refund.	Y	S	Accounts Receivable, General Billing	
824	CB	Payment Receipt	Ability to automatically move money to another account (i.e. escrow account) in the event of an overpayment from a customer	Y	S	Accounts Receivable, General Billing	
825	CB	Payment Receipt	Ability to calculate and accommodate user-defined discounts (i.e., a 2% discount for early payment, etc.)	Y	S	Accounts Receivable, General Billing	
826	CB	Payment Receipt	Ability to generate interest on overdue amounts	Y	S	Accounts Receivable, General Billing	
827	CB	Payment Receipt	Ability to generate late payment fees by either a percentage or flat amount	Y	S	Accounts Receivable, General Billing	
828	CB	Payment Receipt	Ability to accommodate different fee structures for different receivable types	Y	S	Accounts Receivable, General Billing	
829	CB	Payment Receipt	Ability to generate the following information on cash receipts:				
830	CB	Payment Receipt	Amount	Y	S	Accounts Receivable, General Billing	
831	CB	Payment Receipt	Customer Name (optional)	Y	S	Accounts Receivable, General Billing	
832	CB	Payment Receipt	Customer ID (optional)	Y	S	Accounts Receivable, General Billing	
833	CB	Payment Receipt	Customer address (optional)	Y	S	Accounts Receivable, General Billing	
834	CB	Payment Receipt	Default accounts (multiple)	Y	S	Accounts Receivable, General Billing	
835	CB	Payment Receipt	Date of service	Y	S	Accounts Receivable, General Billing	
836	CB	Payment Receipt	Current date	Y	S	Accounts Receivable, General Billing	
837	CB	Payment Receipt	Individual who received the payment	Y	S	Accounts Receivable, General Billing	
838	CB	Payment Receipt	Form of payment (check, cash, credit)	Y	S	Accounts Receivable, General Billing	
839	CB	Payment Receipt	Description of service (text and/or code) (multiple)	Y	S	Accounts Receivable, General Billing	

840	CB	Payment Receipt	Other fields as defined by user	Y	S	Accounts Receivable, General Billing	
841	CB	Payment Receipt	Ability to pull up an existing cash receipt entry and reverse it, with the appropriate accounting affect automatically.	Y	S	Accounts Receivable, General Billing	
842	CB	Payment Receipt	Ability to use payment templates with appropriate accounting and information defaulted by the template.	Y	S	Accounts Receivable, General Billing	
843	BUD	Budget Requests	Budgets preparation system accommodates entering budget detail for departmental budgets (by accounts within a department)	Y	S	Budgeting	
844	BUD	Budget Requests	System has the ability to manage separate budgets at various levels (i.e. fund, department, cost center, group of accounts, etc.)	Y	S	Budgeting	Future Budget Enforcement Levels
845	BUD	Budget Requests	Budgets preparation system accommodates entering budget detail for project budget (over multiple years - up to life of project)	Y	S	Budgeting	
846	BUD	Budget Requests	Budget preparation system supports entering ongoing operational impact of capital projects	Y	S	Budgeting	
847	BUD	Budget Requests	System pre-populates budget entry fields (numbers and text) from past budget version	Y	S	Budgeting	
848	BUD	Budget Requests	System supports zero-based budgeting	Y	S	Budgeting	
849	BUD	Budget Requests	System used to prepare budgets for revenues, expenses, and transfer	Y	S	Budgeting	
850	BUD	Budget Requests	Departments enter budget requests through system including requested budget amount	Y	S	Budgeting	
851	BUD	Budget Requests	Departments enter budget requests through system including changes/additions/deletions of positions	Y	S	Budgeting	
852	BUD	Budget Requests	System supports bi-annual budgeting	Y	S	Budgeting	
853	BUD	Budget Requests	Department budget requests can accommodate 10 year projections	Y	S	Budgeting	
854	BUD	Budget Requests	Department 10 year projections can be manually entered	Y	S	Budgeting	
855	BUD	Budget Requests	Department 10 year projections can be calculated with inflation factors	Y	S	Budgeting	
856	BUD	Budget Requests	Departments enter department narrative information along with budget requests including attaching documents (Example: department goals, challenges, highlights of major changes, etc.)	Y	S	Budgeting	
857	BUD	Budget Requests	Departments enter budget requests through system including notes/comments/narrative/attaching documents/ etc.	Y	S	Budgeting	
858	BUD	Budget Requests	Budget requests can be grouped into decision packages (multiple line items that go together)	Y	S	Budgeting	
859	BUD	Budget Requests	Budget requests can be identified as supplemental requests	Y	S	Budgeting	
860	BUD	Budget Requests	Post passage change requests can be entered outside of budget development process (revenue, Expense)	Y	S	Budgeting	
861	BUD	Budget Requests	Budget requests (decision packages) can be prioritized	Y	S	Budgeting	
862	BUD	Budget Requests	Users can flag one-time budget events and the system automatically removes them from the next years' budget	Y	S	Budgeting	
863	BUD	Budget Requests	System prevents budgeting in excess of pre-determined spending limit set by Chart of Account segment (example: parks and rec department budget can't exceed $10,000,000)	Y	S	Budgeting	
864	BUD	Budget Requests	Pre determined budget limit can be calculated as a percentage of previous year adopted budget	Y	S	Budgeting	
865	BUD	Budget Requests	Pre determined budget limit can be calculated as a percentage of previous year revised budget	Y	S	Budgeting	
866	BUD	Budget Requests	Pre determined budget limit can be calculated as a percentage of projected actual expenses	Y	S	Budgeting	
867	BUD	Budget Requests	Users can create multiple versions of a budget request for "what if" scenario simulation	Y	S	Budgeting	
868	BUD	Budget Requests	System allows users to prepare budgets by various Chart of Account segments (can be across multiple departments)	Y	S	Budgeting	
869	BUD	Budget Requests	County operating budget is roll up of all accepted organization budgets by specified categories	Y	S	Budgeting	
870	BUD	Budget Requests	System allows business unit budgets to be prioritized	Y	S	Budgeting	
871	BUD	Budget Requests	System allows business unit budgets to link to strategic goals	Y	S	Budgeting	
872	BUD	Budget Requests	System tracks performance measures on each business unit	Y	S	Budgeting	
873	BUD	Budget Requests	System tracks narrative and goals for each business unit and\or budget line	Y	S	Budgeting	
874	BUD	Budget Requests	System has set of predetermined fund splits user can choose from, and allow user to enter customer fund split.	Y	S	Budgeting	
875	BUD	Budget Development	Department budgets are automatically rolled into organization-wide master budget	Y	S	Budgeting	
876	BUD	Budget Development	System maintains history of multiple budget versions including requested Budget-including attachments and notes	Y	S	Budgeting	
877	BUD	Budget Development	System allows budget users to modify all department budget worksheets	Y	S	Budgeting	
878	BUD	Budget Development	System allows budget users to roll budget to new version	Y	S	Budgeting	
879	BUD	Budget Development	System maintains history of multiple budget versions including recommended Budget	Y	S	Budgeting	
880	BUD	Budget Development	System maintains history of multiple budget versions including adopted Budget	Y	S	Budgeting	
881	BUD	Budget Development	System maintains history of multiple budget versions including revised budget	Y	S	Budgeting	
882	BUD	Budget Development	Compare past budget notes or comments when in the current year (at least compare last year or 3)	Y	S	Budgeting	
883	BUD	Budget Development	Budget Status Reports (real time)	Y	S	Budgeting	
884	BUD	Budget Development	System allows departments to propose budget transfers within department authority with workflow approval	Y	S	Budgeting	
885	BUD	Budget Development	System provides workflow based on transfer to/from (example: within department/division/fund or between department/division/fund)	Y	S	Budgeting	
886	BUD	Budget Development	System provides workflow based on transfer based on within or between budget categories (example: salary/supplies/materials/etc.)	Y	S	Budgeting	
887	BUD	Budget Development	System validates and enforces rule that all budget amendments and transfers must balance by fund	Y	S	Budgeting	
888	BUD	Budget Development	System provides funds availability check when entering budget amendments	Y	S	Budgeting	
890	BUD	Budget Development	Ability to accommodate prioritization of capital projects in the budgeting process.	Y	S	Budgeting	
891	BUD	Budget Development	Ability to not make the prioritization (ranking) field a required field	Y	S	Budgeting	

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892	BUD	Budget Development	Ability to accommodate multi-year (currently five) capital budget preparation.	Y	S	Budgeting	
893	BUD	Budget Development	Ability to access prior years(s) capital plan for planning of current capital budget	Y	S	Budgeting	
894	BUD	Budget Development	Ability to note items that will be funded through dedicated revenues	Y	S	Budgeting	
895	BUD	Budget Development	Ability to create budget relationships (i.e. salary changes automatically adjust benefits and vice versa).s	Y	S	Budgeting	
896	BUD	Budget Development	Ability to identify or flag department changes that impact other accounts after initial budget submission (i.e. salary change affect benefits), as defined by the Budget Department	Y	S	Budgeting	
897	BUD	Budget Development	Ability to track changes to the Budget with information stored on last user and date	Y	S	Budgeting	
898	BUD	Budget Development	Ability to review budget preparation status on-line by user defined queries (e.g., public safety budgets, etc.)	Y	S	Budgeting	
899	BUD	Budget Development	Ability to optionally utilize project and grant budgets created in those modules for creation or adjustment to department budget.	Y	S	Budgeting	
900	BUD	Budget Development	Ability for Budget Department to review progress of budget preparation (e.g., which preparers have submitted, total budget request, etc.)	Y	S	Budgeting	
901	BUD	Budget Development	Ability for departments to view progress of budget preparation within their own departments	Y	S	Budgeting	
902	BUD	Budget Development	Ability to prevent department level users from updating or viewing budget information after it has been submitted or as of a specific cut-off date.	Y	S	Budgeting	
903	BUD	Budget Development	Ability to "lock" (prevent other changes to and viewing of that budget version) budgets at any phase of the budget process, including after submission by departments.	Y	S	Budgeting	
904	BUD	Budget Development	Ability to unlock a frozen budget with the appropriate security control at the department level unless it has already been submitted to the Budget Department.	Y	S	Budgeting	
905	BUD	Budget Development	Ability to make narrative field in budget preparation worksheet a "required" field	Y	S	Budgeting	
906	BUD	Budget Development	Ability to record various "review" dates (e.g., departmental review, Budget Department review, Council approval, Amendments).	Y	S	Budgeting	
907	BUD	Budget Development	Ability to provide an "approved" or "not approved" flag to mark budget issues within a decision package by line item or by total	Y	S	Budgeting	
908	BUD	Budget Development	Ability to provide reports/inquiries, including graphs, to accommodate analysis of historical trends.	Y	S	Budgeting	
909	BUD	Budget Development	Ability for users to develop "key performance indicators" which they monitor on a user defined frequency	Y	S	Budgeting	
910	BUD	Budget Development	Ability to do analysis ("what if scenarios") with positions, individually by department and across the County as a whole. Analysis includes organizational changes.	Y	S	Budgeting	
911	BUD	Budget Development	Ability to perform "what-if" scenario analysis on bargaining units	Y	S	Budgeting	
912	BUD	Budget Development	System maintains history across multiple budget years for review and preparing of the current budget	Y	S	Budgeting	
913	BUD	Capital Budgeting	Capital budgets prepared by project	Y	S	Budgeting	
914	BUD	Capital Budgeting	Project budgets created roll up to create department capital budget and overall capital improvement plan	Y	S	Budgeting	
915	BUD	Capital Budgeting	System allows individual capital project budgets created in project module to feed budget module	Y	S	Budgeting	
916	BUD	Capital Improvement Plan	Project budgets populate CIP budget totals in budget module	Y	S	Budgeting	
917	BUD	Capital Improvement Plan	System users can view, remove, or change the cost of a project within the system and/or move the project to the operating budget when approved through workflow without duplicate data entry	Y	S	Budgeting	
918	BUD	Personnel Budgeting	System projects and budgets tax and benefit costs based on current employee salary and current benefit elections	Y	S	Budgeting, Human Capital Management	
919	BUD	Personnel Budgeting	System projects and budgets tax and benefit costs based on position salary range and default benefit elections (example: midpoint of range)	Y	S	Budgeting, Human Capital Management	
920	BUD	Personnel Budgeting	System provides ability to propose changing position status as part of budget development (funded - unfunded positions)	Y	S	Budgeting, Human Capital Management	
921	BUD	Personnel Budgeting	System provides ability to request new positions as part of budget process	Y	S	Budgeting, Human Capital Management	
922	BUD	Personnel Budgeting	System provides ability to request reclassification of existing positions as part of budget process	Y	S	Budgeting, Human Capital Management	
923	BUD	Personnel Budgeting	System allows users to propose changes to salary amounts as part of budgeting process	Y	S	Budgeting, Human Capital Management	
924	BUD	Personnel Budgeting	With changes to salary amounts, system automatically adjusts any benefits/tax amounts	Y	S	Budgeting, Human Capital Management	
925	BUD	Personnel Budgeting	System allows for the cost of a position to be allocated to multiple segments of the Chart of Accounts (i.e. organizational codes, programs, projects, grants, etc.)	Y	S	Budgeting, Human Capital Management	
926	BUD	Personnel Budgeting	System can budget for Overtime based on Employee/Position or at Business Unit Level	Y	S	Budgeting, Human Capital Management	
927	BUD	Personnel Budgeting	System can budget for temps based on Employee or Position or at Business Unit Level	Y	S	Budgeting, Human Capital Management	
928	BUD	Personnel Budgeting	System allows for salary and benefit increases based on "union". COLA's, Merit pools based on effective date	Y	S	Budgeting, Human Capital Management	
929	HR	General	System can track and manage the following employee types:				
930	HR	General	6 month employees (contract employees, similar to temp/Seasonal)(different rules)	Y	S	Human Capital Management	
931	HR	General	Regular / Part-time	Y	S	Human Capital Management	
932	HR	General	599 hour temp	Y	S	Human Capital Management	

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933	HR	General	999 hour temp	Y	S	Human Capital Management	
934	HR	General	System has the ability to accommodate the following employee types:				
935	HR	General	Seasonal employee (rules by division)	Y	S	Human Capital Management	
936	HR	General	Retired annuitant	Y	S	Human Capital Management	
937	HR	General	Volunteers	Y	S	Human Capital Management	
938	HR	General	Contract	Y	S	Human Capital Management	
939	HR	General	System should apply different rules based on employee type	Y	S	Human Capital Management	
940	HR	General	Ability to produce form letters	Y	S	Human Capital Management	
941	HR	General	Ability to interface with mail merge functionality	Y	S	Human Capital Management	
942	HR	General	System generates EEO reports	Y	S	Human Capital Management	EEO4/5
943	HR	General	Ability to make a field required or optional	Y	S	Human Capital Management	Where available
944	HR	Employee Master	System maintains employee file for all employees	Y	S	Human Capital Management	
945	HR	Employee Master	System allows files to be attached to employee file	Y	S	Human Capital Management	
946	HR	Employee Master	System tracks all EEO information	Y	S	Human Capital Management	
947	HR	Employee Master	System tracks hire date and service date (first day of actual work)	Y	S	Human Capital Management	
948	HR	Employee Master	System tracks multiple hire and rehire dates	Y	S	Human Capital Management	
949	HR	Employee Master	Need system to provide org chart data by individual, position, department	Y	S	Human Capital Management	
950	HR	Employee Master	System to track all positions an employee worked (history of all jobs)	Y	S	Human Capital Management	
951	HR	Employee Master	System tracks positions an employee has currently assigned (can be multiple)	Y	S	Human Capital Management	
952	HR	Employee Master	System allows Work Permits (for youth) to be tracked	Y	S	Human Capital Management	May require attachments via Content Manager
953	HR	Employee Master	System should track the following key dates:				
954	HR	Employee Master	Date of Hire	Y	S	Human Capital Management	
955	HR	Employee Master	Progression Date	Y	S	Human Capital Management	
956	HR	Employee Master	Service Date	Y	S	Human Capital Management	
957	HR	Employee Master	Leave progression	Y	S	Human Capital Management	
958	HR	Employee Master	Pay progression	Y	S	Human Capital Management	
959	HR	Employee Master	Benefits progression	Y	S	Human Capital Management	
960	HR	Employee Master	Seniority Date (including ability to rank same day hires)	Y	S	Human Capital Management	
961	HR	Position Set Up	System maintains information on job classification and position	Y	S	Human Capital Management	
962	HR	Position Set Up	Positions are assigned to job classifications	Y	S	Human Capital Management	
963	HR	Position Set Up	System allows creation of positions within each job classification	Y	S	Human Capital Management	
964	HR	Position Set Up	Positions tied to funding source / chart of account information	Y	S	Human Capital Management	
965	HR	Position Set Up	System allows split funded position (funded from multiple accounts/departments/programs)	Y	S	Human Capital Management	
966	HR	Position Set Up	System tracks history of all position changes (reclassification)	Y	S	Human Capital Management	
967	HR	Position Set Up	System maintains position supervisor relationships and creates org chart with the ability to exclude certain positions (i.e. temporary employees)	Y	S	Human Capital Management	Org chart produced based on active find set
968	HR	Position Set Up	Each position identified by unique position control number	Y	S	Human Capital Management	
969	HR	Position Set Up	System allows for position reclassification (moving position to different classification)	Y	S	Human Capital Management	
970	HR	Position Set Up	Need all classification history changes to be available after a reclassification.	Y	S	Human Capital Management	
971	HR	Position Set Up	System stores default schedule for each position	Y	S	Human Capital Management	
972	HR	Position Set Up	System to report all employees that have held a position	Y	S	Human Capital Management	Report can be constructed by client utilizing the provided SQL Server Reporting Services (SSRS) toolset or created by Tyler's Professional Services group for a fee.
973	HR	Position Control	System requires each employee to be placed in a position (may not want to include temporary employees)	Y	S	Human Capital Management	Based on setup
974	HR	Position Control	One employee can have multiple positions	Y	S	Human Capital Management	
975	HR	Position Control	Multiple employees can share a single position	Y	S	Human Capital Management	
976	HR	Position Control	System can set FTE limit for position (not always 1)	Y	S	Human Capital Management	
977	HR	Position Control	System prevents FTE limit from being exceeded without proper approval	Y	S	Human Capital Management	
978	HR	Position Control	System can set headcount limit for position (not always 1)	Y	S	Human Capital Management	

979	HR	Position Control	System prevents headcount limit from being exceeded without proper approval	Y	S	Human Capital Management	
980	HR	Position Control	System to stop salary adjustments to go outside the allowed salary range	Y	S	Human Capital Management	
981	HR	Position Control	Ability to override salary adjustments outside the allowed salary range based on exceptions (i.e. out of class pay, Y rate, etc.)	Y	S	Human Capital Management	
982	HR	Position Control	Ability to track under-filled positions	Y	S	Human Capital Management	
983	HR	Position Budgeting	Tracks and reports all budgeted positions	Y	S	Human Capital Management	
984	HR	Position Budgeting	System can track unfunded and unbudgeted positions	Y	S	Human Capital Management	
985	HR	Position Budgeting	System to track authorized, budgeted, filled positions	Y	S	Human Capital Management	
986	HR	Position Budgeting	Tracks and reports incumbents by position, departments, status and report FTE's.	Y	S	Human Capital Management	
987	HR	Position Budgeting	Tracks and reports current and future vacant positions	Y	S	Human Capital Management	
988	HR	Position Budgeting	Ability to track historic vacant positions by rate and type	Y	S	Human Capital Management	
989	HR	Position Budgeting	Ability to validate position allocation against valid funding source or budget code.	Y	S	Human Capital Management	
990	HR	Position Budgeting	All personnel transactions will be linked to Position Control such that position data is verified/updated at the completion of each transaction (new hire, termination, transfer, etc. but may not want to use for temporary employees)	Y	S	Human Capital Management	
991	HR	Position Budgeting	Allows the assignment of an employee to multiple positions across organizational boundaries or funds	Y	S	Human Capital Management	
992	HR	Position Budgeting	Provides workflow that routes position change requests to designated staff members for approval	Y	S	Human Capital Management	
993	HR	Position Budgeting	Tracks a position based on authorization for creating position.	Y	S	Human Capital Management	
994	HR	Position Budgeting	Identifies the different position budget statuses (budgeted, filled, proposed, vacant, etc.)	Y	S	Human Capital Management	
995	HR	Employee Self-Service	Employees can use self service to view compensation package	Y	S	Human Capital Management	
996	HR	Employee Self-Service	Employees can use self service to view W-2, including history	Y	S	Human Capital Management	Select history
997	HR	Employee Self-Service	Employees can use self service to view W-4	Y	S	Human Capital Management	
998	HR	Employee Self-Service	System meets federal requirements for accepting online W-4	Y	S	Human Capital Management	
999	HR	Employee Self-Service	Employees can use self service to view pay stub	Y	S	Human Capital Management	
1000	HR	Employee Self-Service	Employees can use self service to view pay history	Y	S	Human Capital Management	
1001	HR	Employee Self-Service	Employees can use self service to view leave balances	Y	S	Human Capital Management	
1003	HR	Employee Self-Service	System provides web interface for employees to make changes to their employee data/information (form request, banking information, reprint of w-2 or paystub, leave request, address change, etc.)	Y	S	Human Capital Management	
1004	HR	Employee Self-Service	System provides web interface for employees to inquire employee data/information (leave balances, pay stubs, past w-2, personnel action history, etc.)	Y	S	Human Capital Management	
1005	HR	Employee Self-Service	HR department can specify which changes made by employees via the self-service module are routed to the appropriate supervisor for review and/or approval via workflow for notification	Y	S	Human Capital Management	
1006	HR	Employee Self-Service	When change requires documentation to be submitted, the system notifies employee that further action is required and change won't occur until that occurs	Y	S	Human Capital Management	
1007	HR	Employee Self-Service	System provide FAQs and tutorials/training to help employees use self service capabilities	Y	S	Human Capital Management	
1008	HR	Employee Self-Service	Employee Self Service should be accessible via mobile device.	Y	S	Human Capital Management	Employee Access is a mobile friendly self service site that can be accessed from a mobile device with proper setup.
1009	HR	Employee Self-Service	All changes made by employees via the self-service module is routed to the appropriate approver for review and approval via workflow before the change is posted	Y	S	Human Capital Management	
1010	HR	Benefit Set Up	System maintains multiple benefit plans each having multiple options	Y	S	Human Capital Management	
1011	HR	Benefit Set Up	System tracks benefits and manages payroll deductions for benefits for employees	Y	S	Human Capital Management	
1012	HR	Benefit Set Up	Benefit amount differs by job classification, bargaining unit, employee, and FTE	Y	S	Human Capital Management	
1013	HR	Benefit Set Up	System will give employees discounted premiums if they meet the County 's wellness goals	Y	S	Human Capital Management	Manual process
1014	HR	Benefit Set Up	System applies employer deposit for HSA periodically or lump sum	Y	S	Human Capital Management	
1015	HR	Benefit Set Up	System notifies HR of employee's eligibility for County contribution for HSA account	Y	S	Human Capital Management	Not an automated process
1016	HR	Benefit Set Up	System has the ability to make benefit dollars for an employee based off of certain deduction codes	Y	S	Human Capital Management	
1017	HR	Benefit Set Up	System automatically determines employee eligibility by employee status (full time vs. not full time)	Y	S	Human Capital Management	Based on setup
1018	HR	Benefit Eligibility	System automatically determines employee eligibility by job class (one bargaining unit may be in different plan)	Y	S	Human Capital Management	Based on setup
1019	HR	Benefit Eligibility	System limits enrollment in multiple plans of the same type at the same time	Y	S	Human Capital Management	
1020	HR	Benefit Eligibility	Dependent plans are linked to employee plans	Y	S	Human Capital Management	
1021	HR	Benefit Eligibility	System tracks demographic information for dependents	Y	S	Human Capital Management	
1022	HR	Benefit Eligibility	Ability to limit enrollment eligibility based on rules (married couples can't split kids on medical, opt out, etc.)	Y	S	Human Capital Management	

1023	HR	Benefit Eligibility	Track % of benefits by employee type (regular, 1000 hr. temporary, etc.)	Y	S	Human Capital Management	
1024	HR	Beneficiaries/Dependents	System tracks history of all dependent changes	Y	S	Human Capital Management	
1025	HR	Beneficiaries/Dependents	System has the ability to enforce required documentation and information when adding a dependent and notifying HR staff when information is missing	Y	S	Human Capital Management	
1026	HR	Beneficiaries/Dependents	System can identify employees with dependents that are no longer eligible for benefits based on age.	Y	NS		System doesnt notify automatically but Hub pages and reports can be run to identify these folks easily
1027	HR	Benefit Administration	Benefit deductions to occur for each pay period	Y	S	Human Capital Management	
1028	HR	Benefit Administration	Benefit deductions to occur for 1st pay period of the month	Y	S	Human Capital Management	
1029	HR	Benefit Administration	Benefit deductions to occur for 2nd pay period of the month	Y	S	Human Capital Management	
1030	HR	Benefit Administration	Benefit deductions to occur for 3rd pay period of the month	Y	S	Human Capital Management	
1031	HR	Benefit Administration	Benefit deductions to occur once per year	Y	S	Human Capital Management	
1032	HR	Benefit Administration	Benefit deductions to occur for off cycle pay cycles	Y	S	Human Capital Management	
1033	HR	Benefit Administration	System allows user to select each period individually (example: 1st and 2nd of month, but not 3rd.)	Y	S	Human Capital Management	
1034	HR	Benefit Administration	System deducts employer/employee paid amount and transfers funds to internal service funds	Y	S	Human Capital Management	
1035	HR	Benefit Administration	Deduction rate can be set as a flat amount	Y	S	Human Capital Management	
1036	HR	Benefit Administration	Deduction amount/rate can be set as a percentage of eligible pay (could be limited pay code types)	Y	S	Human Capital Management	
1037	HR	Benefit Administration	System tracks maximum deduction amounts and tracks deduction totals against maximum allowed per pay period	Y	S	Human Capital Management	
1038	HR	Benefit Administration	System tracks maximum deduction amounts and tracks deduction totals against maximum allowed per year	Y	S	Human Capital Management	
1039	HR	Benefit Administration	System tracks accumulated payments across multiple plans when comparing against a maximum amount	Y	S	Human Capital Management	
1040	HR	Benefit Administration	Track multiple payroll and benefit effective dates	Y	S	Human Capital Management	
1041	HR	Benefit Plan Administration	System allows all changes to benefit plans, rates, and eligibility be made through effective dating	Y	S	Human Capital Management	
1042	HR	Benefit Plan Administration	System allows changes in premium amounts to be made with effective dating	Y	S	Human Capital Management	
1043	HR	Benefit Plan Administration	System has the ability to manage Retiree and Cobar benefit and receivable tracking	Y	S	Human Capital Management	
1044	HR	Benefit Plan Administration	System has the ability to track spousal insurance for an employee	Y	S	Human Capital Management	
1045	HR	Benefit Self-Service	System allows employees to view the benefit elections, including cafeteria plans	Y	S	Human Capital Management	
1046	HR	Benefit Self-Service	System allows web portal for employees to select benefit options for New Hire and open enrollment	Y	S	Human Capital Management	
1047	HR	Benefit Self-Service	System provides web portal for employees to update benefit elections for qualifying life events.	Y	S	Human Capital Management	
1048	HR	Benefit Self-Service	System can confirm life event changes are completed with proof within 30 days.	Y	S	Human Capital Management	
1049	HR	Benefit Self-Service	When qualified for a life event, system calculates premium owed or refunded to employee based on effective date	Y	S	Human Capital Management	
1050	HR	Benefit Self-Service	System allows employee to view changes to premium calculations	Y	S	Human Capital Management	
1051	HR	Benefit Self-Service	System determines employee eligibility and only offers eligible benefit packages to employees through self service	Y	S	Human Capital Management	
1052	HR	Benefit Self-Service	Employees using self service for open enrollment can re-select all benefit elections	Y	S	Human Capital Management	
1053	HR	Benefit Self-Service	Employees using self service for open enrollment can confirm existing benefit elections (selections from previous year are carried over)	Y	S	Human Capital Management	No changes option
1054	HR	Benefit Self-Service	Employees not entering self service for open enrollment have previous selections applied to next year	Y	S	Human Capital Management	a process needs to be run on the Application side to make this happen however
1055	HR	Benefit Self-Service	System identifies employees that have not yet re-enrolled and provides notification to HR and employee	Y	S	Human Capital Management	
1056	HR	Benefit Self-Service	System capable of alerting employees that they need to re-enroll during open enrollment	Y	S	Human Capital Management	
1057	HR	Benefit Self-Service	Employees can make changes to dependents through self service:	Y	S	Human Capital Management	
1058	HR	Benefit Self-Service	Changes made through self service are routed through workflow for approval	Y	S	Human Capital Management	
1059	HR	Benefit Self-Service	Employees are able to attach documentation if necessary to benefit elections, dependent information, or qualifying life events (example: birth certificate)	Y	S	Human Capital Management	
1060	HR	Benefit Self-Service	System to allow checklists be used to track required documents for benefit plan enrollment and changes	Y	S	Human Capital Management	Checklists are not enabled for online enrollments or changes, but choices can be flagged as requiring documentation (on election or decline) preventing employees from submitting enrollment/change without proper enrollment. Checklists could be used if benefit changes are made via Personnel Actions within EERP.
1061	HR	Benefit Self-Service	System to provide a benefit calculator for what-if calculations and projections	Y	S	Human Capital Management	Paycheck simulator
1062	HR	Benefit Self-Service	System allows for wage and/or age based deductions	Y	S	Human Capital Management	
1063	HR	Risk Management	System used to track all incidents/injuries	Y	S	Risk Management, Human Capital Management	
1064	HR	Risk Management	System relates injuries/incidents to claims	Y	S	Risk Management, Human Capital Management	

1065	HR	Risk Management	System allows users to enter notes on claim and incident records	Y	S	Risk Management, Human Capital Management	
1066	HR	Risk Management	System allows users to track actions made on the claim including dates, actions, follow up dates)	Y	S	Risk Management, Human Capital Management	
1067	HR	Risk Management	System allows users to upload documents to incidents/claims	Y	S	Risk Management, Human Capital Management	
1068	HR	Risk Management	System provides notification for follow up actions including benefits staff	Y	S	Risk Management, Human Capital Management	depending on workflow config
1071	HR	Risk Management	System provides notification (to employee, supervisor, and HR) of maximum time reached for modified duty	Y	S	Risk Management, Human Capital Management	Could be done via Accrual Threshold and the emails associated
1072	HR	Risk Management	System tracks general liability claims	Y	S	Risk Management, Human Capital Management	
1073	HR	Risk Management	Create forms/Populate required OSHA forms, SOII Survey Occupational Injuries and Illness, OSHA forms 300, 301, and 302	Y	S	Risk Management, Human Capital Management	Form 300
1074	HR	Modified Duty	System tracks accommodations for each incident/claim (work accommodations, start/end date, alternate duty, etc.)	Y	S	Human Capital Management	
1075	HR	Modified Duty	System tracks multiple accommodation start/end date per case	Y	S	Human Capital Management	
1076	HR	Modified Duty	System tracks maximum time for modified duty by hours and day	Y	S	Human Capital Management	
1077	HR	Modified Duty	Workflow for approvals/sign-offs	Y	S	Human Capital Management	
1078	PA	Personnel Actions	System supports decentralized entry of personnel actions, each with pre-defined business rules/workflow	Y	S	Human Capital Management	
1079	PA	Personnel Actions	System effective dates employee transactions (example: add employee, remove employee, promote, etc.)	Y	S	Human Capital Management	
1080	PA	Personnel Actions	Comments or notes can be entered and reviewed in personnel action (based on security controls)	Y	S	Human Capital Management	
1081	PA	Personnel Actions	System maintains history of all personnel actions	Y	S	Human Capital Management	
1082	PA	Personnel Actions	System to allow users to track the status of the personnel action including current workflow status	Y	S	Human Capital Management	
1083	PA	Personnel Actions	Each personnel action type can have different workflow approval type	Y	S	Human Capital Management	
1084	PA	Personnel Actions	System allows identifying sequencing for multiple personnel actions that occur on same day, including multiple changes to salary (example: provide % COLA first, and then $.50 per hour merit increase)	Y	S	Human Capital Management	
1085	PA	Personnel Actions	Alerts or notifications are provided to alert approver that a personnel action is required/pending	Y	S	Human Capital Management	
1086	PA	Personnel Actions	System can accommodate out of class pay	Y	S	Human Capital Management	
1087	PA	Personnel Actions	Upon approval of the personnel action and effective date reached, changes are automatically made to the employee record.	Y	S	Human Capital Management	
1088	PA	Personnel Actions	System notifies HR if employee is not eligible for salary classification or pay certification based on personnel action	Y	S	Human Capital Management	Manual process
1089	PA	Personnel Actions	Employee transfers to a different department within the County (new hires, transfers in, and transfers out - different from termination) records are kept	Y	S	Human Capital Management	
1090	PA	Personnel Actions	Employee history of pay rates and transfers within County	Y	S	Human Capital Management	
1091	PA	Performance Evaluation	Performance evaluations completed in the system for: annual	Y	S	Human Capital Management	
1092	PA	Performance Evaluation	Performance evaluations completed in the system for: probationary	Y	S	Human Capital Management	
1093	PA	Performance Evaluation	System to allow for customized goals for each employee	Y	S	Human Capital Management	
1094	PA	Performance Evaluation	System tracks performance evaluation questions and evaluations (scores) for each question	Y	S	Human Capital Management	
1095	PA	Performance Evaluation	System allows information to be entered into performance evaluation forms by multiple contributors	Y	S	Human Capital Management	
1096	PA	Performance Evaluation	System allows for employee to provide self-evaluation	Y	S	Human Capital Management	
1097	PA	Performance Evaluation	System notifies supervisor (or next reviewer) when employee self-evaluation has been completed	Y	S	Human Capital Management	
1098	PA	Performance Evaluation	System allows an employee's supervisor to access comments from contributors and complete evaluation	Y	S	Human Capital Management	
1099	PA	Performance Evaluation	System's performance evaluation form has weighted categories that are used to calculate overall score	Y	S	Human Capital Management	
1100	PA	Performance Evaluation	System maintains schedule of performance evaluation by: specified date (of hire into current position)	Y	S	Human Capital Management	
1101	PA	Performance Evaluation	System maintains schedule of performance evaluation by: Set number of months after promotion (probation period)	Y	S	Human Capital Management	
1102	PA	Performance Evaluation	System generate reminder of upcoming evaluations (calendar yr., fiscal yr.)	Y	S	Human Capital Management	
1103	PA	Performance Evaluation	Evaluation scores trigger personnel action for salary change in the system	Y	S	Human Capital Management	
1104	PA	Performance Evaluation	Any pay adjustment resulting from an evaluation needs to follow personnel action workflow rules for approval	Y	S	Human Capital Management	
1105	PA	Performance Evaluation	System's performance evaluations are electronically routed to the appropriate users for approval via workflow and electronic signature.	Y	S	Human Capital Management	
1106	PA	Performance Evaluation	System allows employee to comment and enter information on their evaluation (i.e., comments, approve, sign)	Y	S	Human Capital Management	
1107	PA	Performance Evaluation	Employees sign-off on their final evaluation electronically in the system	Y	S	Human Capital Management	Employee Acknowledgement
1108	PA	Performance Evaluation	System tracks performance improvement plans for employees	Y	S	Human Capital Management	
1109	PA	Performance Evaluation	Generate randomized list and track employee drug testing	Y	S	Human Capital Management	Via Substance testing

1110	PA	Applicant Tracking General	System allows applicants to complete and submit applications & attachments on the Internet and via mobile	Y	S	Recruiting, Human Capital Management	
1113	PA	Applicant Tracking General	Open positions or job announcements can be posted to the Town Website.	Y	S	Recruiting, Human Capital Management	Assumes use of Applicant portal included with Recruiting module. Additional integration available with Monster and Indeed. Integration with other third party job boards would require leveraging of Recruiting API toolkit.
1114	PA	Job Announcement	Job announcements can be created to fill any open position	Y	S	Recruiting, Human Capital Management	
1115	PA	Job Announcement	Job announcements can be created to fill job classification	Y	S	Recruiting, Human Capital Management	
1116	PA	Job Announcement	Job announcement contains all County required data	Y	S	Recruiting, Human Capital Management	
1117	PA	Job Announcement	Pre-requisite information shall be classified as either mandatory or desired	Y	S	Recruiting, Human Capital Management	
1118	PA	Job Announcement	System should provide the ability to create a job posting announcement with information from position module and add/edit unique County information	Y	S	Recruiting, Human Capital Management	
1119	PA	Job Announcement	Salary/comp range of the position will be included into the job posting.	Y	S	Recruiting, Human Capital Management	
1120	PA	Job Announcement	System routes job announcement through workflow for proper approval prior to posting	Y	S	Recruiting, Human Capital Management	
1121	PA	Job Announcement	System tracks posting dates for job announcements	Y	S	Recruiting, Human Capital Management	
1122	PA	Job Application	System supports different application templates for different recruitment types (example: temporary, internal, full time, etc.)	Y	S	Recruiting, Human Capital Management	
1123	PA	Job Application	Job application templates contain standard information/questions by job classification	Y	S	Recruiting, Human Capital Management	
1124	PA	Job Application	Job application templates allow adding questions specific to the current recruitment	Y	S	Recruiting, Human Capital Management	
1125	PA	Job Application	System to allow applicants to save multiple resumes	Y	S	Recruiting, Human Capital Management	
1126	PA	Applicant Tracking	System must have ability to query applicant pool for certain characteristics (e.g., certification).	Y	S	Recruiting, Human Capital Management	
1127	PA	Applicant Tracking	System to sort applicant pool by minimum qualifications	Y	S	Recruiting, Human Capital Management	
1128	PA	Applicant Tracking	System pre-screens applicants to determine eligibility based on key requirements	Y	S	Recruiting, Human Capital Management	
1129	PA	Applicant Tracking	System identifies applicant as past or current employee	Y	S	Recruiting, Human Capital Management	
1130	PA	Applicant Tracking	System hides EEO information from users (age, gender, etc.) based on security role	Y	S	Recruiting, Human Capital Management	
1131	PA	Applicant Tracking	System only allows authorized users to view confidential information (criminal history, medical info, etc.)	Y	S	Recruiting, Human Capital Management	
1132	PA	Applicant Tracking	System will generate interview / appointment reminders to applicants and hiring managers	Y	S	Recruiting, Human Capital Management	
1133	PA	Applicant Self-Service	System allows users to apply for positions through the web	Y	S	Recruiting, Human Capital Management	
1134	PA	Applicant Self-Service	System sends automatic notification when application is completed, submitted by applicant and received. Allows customization of notifications for different openings	Y	S	Recruiting, Human Capital Management	
1135	PA	Applicant Self-Service	System email replies based on applicant status (email applicant after 10 days they are in "in review/pending", "other" status)	Y	S	Recruiting, Human Capital Management	
1136	PA	Applicant Self-Service	Users can upload files to web application (resume, certification, etc.)	Y	S	Recruiting, Human Capital Management	
1137	PA	Applicant Self-Service	System allows user to create profile and apply to multiple jobs without re-entering information	Y	S	Recruiting, Human Capital Management	
1138	PA	Applicant Self-Service	System to track interview dates	Y	S	Recruiting, Human Capital Management	
1139	PA	Applicant Self-Service	System allows applicants to review where they are in the process	Y		Recruiting, Human Capital Management	
1140	PA	New Hire	Information from applicant tracking system populates HR employee file	Y	S	Recruiting, Human Capital Management	
1141	PA	New Hire	System tracks completion of important tasks in pre-employment and hiring process (on boarding checklist)	Y	S	Recruiting, Human Capital Management	
1142	PA	New Hire	System tracks different checklists based on job classification, department, employee type, bargaining group, etc.	Y	S	Recruiting, Human Capital Management	

1143	PA	New Hire	Provides self service for initial enrollment in benefits	Y	S	Recruiting, Human Capital Management	
1144	PA	New Hire	Provides self service for on-line completion and auto processing of optional forms to Payroll	Y	S	Recruiting, Human Capital Management	
1145	PA	New Hire	System generates offer letter with data from system	Y	S	Recruiting, Human Capital Management	
1146	PA	New Hire	System routes employee information to user departments for access (i.e. IT, Facilities, etc.)	Y	S	Recruiting, Human Capital Management	
1147	PA	Separation	Upon separation, workflow notifies all appropriate departments (example: HR, Payroll, IT) of employee separation	Y	S	Human Capital Management	Based on workflow notification setup
1148	PA	Separation	System provide separation check list that notifies various County departments of pending tasks (example: IT turn off network access; HR conduct exit interview)	Y	S	Human Capital Management	
1149	PA	Separation	System updates benefit carriers/TPAs with termination of benefit information	Y	NS		834 export file
1150	PA	Separation	System generates notice to County 's COBRA TPA with necessary information	Y	NS		via email
1151	PA	Separation	On Separation the system should provide a list of assets to be recovered.	Y	S	Human Capital Management	
1152	PA	Separation	System generates an exit summary notification form/letter to each separated employee	Y	S	Human Capital Management	May require Mail Merge
1153	PA	Disciplinary Actions	System tracks disciplinary actions on employees	Y	S	Human Capital Management	
1154	PA	Disciplinary Actions	System tracks multiple types of disciplinary actions	Y	S	Human Capital Management	
1155	PA	Disciplinary Actions	System tracks work improvement plans for employees	Y	S	Human Capital Management	
1156	PA	Disciplinary Actions	System records follow up actions with notification to remind users of upcoming follow up action	Y	S	Human Capital Management	
1157	PA	Disciplinary Actions	System links disciplinary action to personnel action	Y	S	Human Capital Management	
1158	PA	Disciplinary Actions	System allows attachments of documents to disciplinary actions	Y	S	Human Capital Management	
1160	PA	Employee Relations	History of all grievances, and disciplinary actions stored in the system	Y	S	Human Capital Management	
1161	PA	Employee Relations	Flag all employees with pending disciplinary actions	Y	S	Human Capital Management	User defined fields
1162	PA	Employee Relations	System facilitates a multi-step grievance tracking process	Y	S	Human Capital Management	
1163	PA	Employee Relations	System allows users to enter notes and track all grievances	Y	S	Human Capital Management	
1164	PA	Employee Relations	System allows attachment of documents to grievance	Y	S	Human Capital Management	
1165	PA	Skills / Licenses / Certifications	System tracks employee skills and competency information	Y	S	Human Capital Management	
1166	PA	Skills / Licenses / Certifications	Proficiency level (in either numerical or alphabetical format)	Y	S	Human Capital Management	
1167	PA	Skills / Licenses / Certifications	System track an employee's memberships to professional organizations	Y	S	Human Capital Management	Certifications
1168	PA	Skills / Licenses / Certifications	System tracks employee awards/honors	Y	S	Human Capital Management	Assumes use of certifications and/or Attachments via Content Manager
1169	PA	Skills / Licenses / Certifications	System tracks employee continuing education requirements for certifications	Y	S	Human Capital Management	
1170	PA	Skills / Licenses / Certifications	System provides notification for HR and departments and employees with expiring certifications	Y	S	Human Capital Management	May require Hub card or SSRS
1171	PA	Skills / Licenses / Certifications	System tracks Driver's license and CDL information. HR updates after MVVRS audits	Y	S	Human Capital Management	
1172	PA	Salary Administration	System supports step (longevity) and grade (job classification/type) salary structure	Y	S	Human Capital Management	
1173	PA	Salary Administration	System records hourly rate for every employee	Y	S	Human Capital Management	
1174	PA	Salary Administration	System supports salary range (employee salary falls between min and max)	Y	S	Human Capital Management	
1175	PA	Salary Administration	System supports mass changes for COLA on step grade and/or salary ranges	Y	S	Human Capital Management	
1176	PA	Salary Administration	System has the ability to update pay rates for entire groups of employees (or all employees) based on various user defined criteria (or import a formula/calculation from MS Excel)	Y	S	Human Capital Management	
1177	PA	Salary Administration	System has the ability to run employee reports that show past employee statuses and the data the status changed (i.e. report showing all employees in the department and the date their pay changed)	Y	S	Human Capital Management	Report can be constructed by client utilizing the provided SQL Server Reporting Services (SSRS) toolset or created by Tyler's Professional Services group for a fee.
1178	PA	Salary Administration	Changes to salary tables made through effective dating	Y	S	Human Capital Management	
1179	PA	Salary Administration	System tracks history of changes to salary tables	Y	S	Human Capital Management	
1180	PA	Salary Administration	System Supports table driven pay based on progression.	Y	S	Human Capital Management	
1181	TE	General	The system has the ability accommodate punch rounding to the nearest quarter hour	Y	S	Time & Attendance	
1182	TE	General	System notifications based on specific business rules (i.e. leave balance maximums, workers comp usage, use of certain pay codes, etc.)	Y	S	Time & Attendance	
1183	TE	General	Time entry of 8 minutes will round up, 7 minutes will round down	Y	S	Time & Attendance	Rounding policies can be setup in 5 Minutes, 6 Minutes, 15 Minutes, 30 Minutes, 60 minutes, or None.
1184	TE	General	Leave time could be entered to the 3th decimal	Y	NS		Can only enter 3 decimals and it will truncate (example: enter 5.555 and will show as 5.55)
1185	TE	General	System to track leaves that accrue and leaves that do not accrue	Y	S	Human Capital Management	
1186	TE	General	System allows banking or tracking of days/hours for:				

1187	TE	General	Vacation/Annual (1st 90 days barred)	Y	S	Human Capital Management	
1188	TE	General	Vacation Rollover	Y	S	Human Capital Management	
1189	TE	General	Sick Leave (1st 90 days barred)	Y	S	Human Capital Management	
1190	TE	General	Comp Time	Y	S	Human Capital Management	
1191	TE	General	Military Usage	Y	S	Human Capital Management	
1192	TE	General	Holiday	Y	S	Human Capital Management	
1193	TE	General	Management Leave (Leave without pay?)	Y	S	Human Capital Management	
1194	TE	General	Worker's Comp	Y	S	Human Capital Management	
1195	TE	General	FMLA Usage	Y	S	Human Capital Management	
1196	TE	General	FMLA Eligibility	Y	S	Human Capital Management	
1197	TE	General	Personal Leave	Y	S	Human Capital Management	
1198	TE	General	Modified Duty	Y	S	Human Capital Management	
1199	TE	General	User Defined	Y	S	Human Capital Management	
1200	TE	General	System configuration allows for tracking and report of any related ACA components	Y	S	Human Capital Management	
1201	TE	General	System allows for the expiration of accrued time based on the following:				
1205	TE	General	Employees can enter time in system by punch-in, punch-out	Y	S	Time & Attendance	
1206	TE	General	Time can be entered to any chart of account segment or position (fund, pay code, project, grants, program, division, department)	Y	S	Time & Attendance	
1208	TE	Time Entry	Ability to secondarily charge out to other account #s while primarily charging employees' home department	Y	S	Time & Attendance	
1209	TE	Time Entry	Employees can enter time in system by exception based hours entry (against pre-defined schedule)	Y	S	Time & Attendance	
1210	TE	Time Entry	Employees can enter time in system by hours worked per day	Y	S	Time & Attendance	
1211	TE	Time Entry	System provides workflow for review and approval of timesheets	Y	S	Time & Attendance	
1212	TE	Time Entry	Allow for supervisory approval of time on a daily basis	Y	S	Time & Attendance	
1213	TE	Time Entry	Additional workflow rules can be applied if hours are entered to a special project	Y	S	Time & Attendance	
1214	TE	Time Entry	Allow for supervisory approval of time on a pay period basis	Y	S	Time & Attendance	
1215	TE	Time Entry	System supports exception based workflow (alternate path) for approvals	Y	S	Time & Attendance	
1216	TE	Time Entry	System supports multiple approvals for timesheets or individual timesheet	Y	S	Time & Attendance	
1217	TE	Time Entry	System allows for the workflow approval of vacation or requests of time off	Y	S	Time & Attendance	
1218	TE	Time Entry	System to send out alerts/reminders that timecards incomplete. Send to employee and supervisor	Y	S	Time & Attendance	Notifications
1219	TE	Time Entry	System allows for timesheet level approval of leave (e.g. emergency where no leave request was submitted)	Y	S	Time & Attendance	
1220	TE	Time Entry	System to allow employees (Department) to decide if they want to earn comp time or pay for OT when entering / processing time.	Y	S	Time & Attendance	
1221	TE	Time Entry	System should allow for accounting time against a work order and time entered should interface into the work order system for labor costs	Y	S	Time & Attendance/Human Capital Management	Time & Attendance will integrate with work order information, allow for entry into Time & Attendance for job costing and send to payroll (back to EERP).
1222	TE	Time Entry	Approved Leave events should be automatically recorded on a timesheet	Y	S	Time & Attendance	
1223	TE	Time Entry	System supports multiple approval levels for specific time events (OT must be approved at higher level than regular time)	Y	S	Time & Attendance	
1224	TE	Time Entry	Time entry system should only show time events the employee is allowed to use per their position setup	Y	S	Time & Attendance	
1225	TE	Time Entry	Employees with more than one position (different departments/rate of pay)	Y	S	Time & Attendance	
1226	TE	Time Business Rules	Business rules in timesheet automatically apply correct: Shift differential	Y	S	Time & Attendance	
1227	TE	Time Business Rules	Business rules in timesheet automatically apply correct: Overtime	Y	S	Time & Attendance	
1228	TE	Time Business Rules	Business rules in timesheet automatically apply correct: Holiday Pay and Holiday Overtime	Y	S	Time & Attendance	
1229	TE	Time Business Rules	Business rules for timesheets can vary by employee type/group:	Y	S	Time & Attendance	
1230	TE	Time Business Rules	6 month employees (contract employees, temp employees)(different rules)	Y	S	Time & Attendance	
1231	TE	Time Business Rules	Regular / Part-time	Y	S	Time & Attendance	
1232	TE	Time Business Rules	599 hour temp	Y	S	Time & Attendance	
1233	TE	Time Business Rules	999 hour temp	Y	S	Time & Attendance	
1234	TE	Time Business Rules	Seasonal employee (rules by division)	Y	S	Time & Attendance	
1235	TE	Time Business Rules	Retired annuitant	Y	S	Time & Attendance	
1236	TE	Time Business Rules	Unpaid volunteers / interns	Y	S	Time & Attendance	
1237	TE	Time Business Rules	Limited Term	Y	S	Time & Attendance	
1238	TE	Time Business Rules	User defined (rules vary by group)	Y	S	Time & Attendance	
1239	TE	Time Business Rules	Time can be entered manually for those cases where business rules cannot be codified	Y	S	Time & Attendance	
1240	TE	Time Business Rules	Overtime is applied to each employee group (e.g. union)	Y	S	Time & Attendance	
1241	TE	Time Business Rules	System will calculate the FLSA overtime earnings benefit based on the actual worked hours by user-defined period by employee	Y	S	Time & Attendance	
1242	TE	Time Business Rules	System to track and flag when taking comp time is not allowed by business rule.(comp time is eligible for some pay types, not others.)	Y	S	Time & Attendance	
1243	TE	Time Business Rules	System allows user to define eligible pay types applied as hours worked for OT purposes by job classification	Y	S	Time & Attendance	
1244	TE	Time Business Rules	Overtime is applied to any hours worked in excess of: Scheduled hours for the day	Y	S	Time & Attendance	

1245	TE	Time Business Rules	Overtime is applied to any hours worked in excess of: 40 hours per week	Y	S	Time & Attendance	
1246	TE	Time Business Rules	Shift differential applied if minimum number of hours worked fits within shift period (shift differential applied to only hours worked after set time)	Y	S	Time & Attendance	
1247	TE	Time Business Rules	Shift differential is applied to hours worked only	Y	S	Time & Attendance	
1248	TE	Time Business Rules	System maintains holiday schedule and automatically applies holiday pay rules and updates employee timesheet based on eligibility rules (for each employee calendar)	Y	S	Time & Attendance	
1249	TE	Time Business Rules	System converts bank balances when schedule changes for individual employee (i.e. employee changes from 8-hour shift to 24-hr shift)	Y	S	Time & Attendance	via Factor Accrual Hours process, has to be run manually for each employee needing conversion.
1250	TE	Scheduling	System allows creation of flexible work schedules by defining hours worked per day by: Week	Y	S	Advanced Scheduling, Time & Attendance	
1251	TE	Scheduling	System allows creation of flexible work schedules by defining hours worked per day by: 2-Week Period	Y	S	Advanced Scheduling, Time & Attendance	
1252	TE	Scheduling	System allows creation of flexible work schedules by defining hours worked per day by: Month	Y	S	Advanced Scheduling, Time & Attendance	
1253	TE	Scheduling	System allows schedules with user defined number of hours per day (8,9,10,11,12,13,etc.)	Y	S	Advanced Scheduling, Time & Attendance	
1254	TE	Scheduling	System supports non-standard time schedules (24 hr.) Fire	Y	S	Advanced Scheduling, Time & Attendance	
1255	TE	Scheduling	System allows scheduling of hours differently in the weeks of a bi-weekly pay period	Y	S	Advanced Scheduling, Time & Attendance	
1256	TE	Scheduling	Accommodates light duty, restricted duty, etc. schedules	Y	S	Advanced Scheduling, Time & Attendance	
1257	TE	Scheduling	Accommodates fluctuating work weeks (32/48, 35/45, 9/80) and monitor against FLSA guidelines	Y	S	Advanced Scheduling, Time & Attendance	
1258	TE	Scheduling	Accommodates schedule types:				
1259	TE	Scheduling	5-8's	Y	S	Advanced Scheduling, Time & Attendance	
1260	TE	Scheduling	4-10's	Y	S	Advanced Scheduling, Time & Attendance	
1261	TE	Scheduling	9-80's	Y	S	Advanced Scheduling, Time & Attendance	
1262	TE	Scheduling	4-11,3-12's	Y	S	Advanced Scheduling, Time & Attendance	
1263	TE	Scheduling	Part-Time Flex	Y	S	Advanced Scheduling, Time & Attendance	
1264	TE	Scheduling	Part-Time Non-Flex	Y	S	Advanced Scheduling, Time & Attendance	
1265	TE	Scheduling	599 Temp	Y	S	Advanced Scheduling, Time & Attendance	
1266	TE	Scheduling	999 Temp	Y	S	Advanced Scheduling, Time & Attendance	
1267	TE	Scheduling	12 hour shift	Y	S	Advanced Scheduling, Time & Attendance	
1268	TE	Scheduling	Full-Time Flex	Y	S	Advanced Scheduling, Time & Attendance	
1269	TE	Scheduling	Swing	Y	S	Advanced Scheduling, Time & Attendance	
1270	TE	Scheduling	System to track and alert if leave requests negatively impact coverage	Y	S	Advanced Scheduling, Time & Attendance	
1271	TE	Scheduling	System will include employee accrual balance information when requesting leave	Y	S	Advanced Scheduling, Time & Attendance	
1272	TE	Scheduling	System will include leave taken in days information when requesting leave	Y	S	Advanced Scheduling, Time & Attendance	
1273	TE	Scheduling	System will include leave taken in hours information when requesting leave	Y	S	Advanced Scheduling, Time & Attendance	
1274	TE	Scheduling	System will include leave approved but not taken information when requesting leave	Y	S	Advanced Scheduling, Time & Attendance	
1276	TE	Scheduling	Ability for a manager to see their employees leaves on a calendar	Y	S	Advanced Scheduling, Time & Attendance	
1277	TE	Scheduling	Ability to schedule and track employees by location each hour of the day	Y	S	Advanced Scheduling, Time & Attendance	Can use who is here if user logs location with clock in. Geofencing is also available.
1278	TE	Scheduling	System notifies and publishes schedules when finalized by supervisor	Y	S	Advanced Scheduling, Time & Attendance	

#	Type	Category	Description			Module	Comments
1279	TE	Scheduling	Allow supervisors to send general announcements to employees	Y	S	Advanced Scheduling, Time & Attendance	
1280	TE	Scheduling	Individual employee can be associated with multiple positions/locations	Y	S	Advanced Scheduling, Time & Attendance	
1281	TE	Scheduling	Ability to validate schedules against labor laws/business rules (i.e. child labor laws, federal requirements, etc.)	Y	S	Advanced Scheduling, Time & Attendance	
1282	TE	Leave Accruals	Leave accruals can be different for employees with different levels of service	Y	S	Human Capital Management	
1283	TE	Leave Accruals	System allows override for employees to be hired with leave (pre-set amount)	Y	S	Human Capital Management	
1284	TE	Leave Accruals	Employees leave accrual rate based on: (earn X hours of leave per month)	Y	S	Human Capital Management	
1285	TE	Leave Accruals	Leave earned in hours	Y	S	Human Capital Management	
1286	TE	Leave Accruals	Leave accruals will adjust to a new accrual rate after incremental years of service (i.e. 5, 10, 15, etc.)	Y	S	Human Capital Management	
1287	TE	Leave Accruals	Employees earn leave according to defined business rules	Y	S	Human Capital Management	
1288	TE	Leave Accruals	Comp time can be earned according to business rules (i.e. 1.5, 2.0, etc.)	Y	S	Human Capital Management	
1289	TE	Leave Accruals	Leave balances can be set to roll over depending on leave type at end of anniversary year	Y	S	Human Capital Management	
1290	TE	Leave Accruals	Leave balances can be set to roll over depending on leave type at end of calendar year	Y	S	Human Capital Management	
1291	TE	Leave Accruals	Leave balances can be set to roll over depending on leave type at end of specified date	Y	S	Human Capital Management	
1292	TE	Leave Accruals	Leave balances can be set to not roll over depending on leave type at end of anniversary year	Y	S	Human Capital Management	
1293	TE	Leave Accruals	Leave balances can be set to not roll over depending on leave type at end of calendar year	Y	S	Human Capital Management	
1294	TE	Leave Accruals	Leave balances can be set to not roll over depending on leave type at end of specified date	Y	S	Human Capital Management	
1295	TE	Leave Accruals	Balances can be capped at maximum amount at any time	Y	S	Human Capital Management	
1296	TE	Leave Accruals	Balances can be capped at maximum amount at anniversary date	Y	S	Human Capital Management	
1297	TE	Leave Accruals	Balances can be capped at maximum amount on specified date	Y	S	Human Capital Management	
1298	TE	Leave Accruals	Balances can be capped at maximum amount at end of calendar year	Y	S	Human Capital Management	
1299	TE	Leave Accruals	Balances can be capped at fixed amount	Y	S	Human Capital Management	
1300	TE	Leave Accruals	All leave balances are printed on pay stub	Y	S	Human Capital Management	
1301	TE	Leave Accruals	Requests for negative leave accrual require workflow approval	Y	S	Human Capital Management	Based on setup of accrual table and associated workflow rule
1302	TE	Leave Accruals	System allows comp time to be earned up to limit by employee or employee group	Y	S	Human Capital Management	
1303	TE	Leave Accruals	System allows comp time to be earned up to limit by bargaining unit with in a contract year	Y	S	Human Capital Management	
1304	TE	Leave Accruals	If comp limit is reached, employee forced to take overtime payments	Y	S	Human Capital Management	
1306	TE	Leave Accruals	Adjustments to leave balance should allow comments to document the reason for the adjustment	Y	S	Human Capital Management	
1307	TE	Leave Payout	System coverts accrued vacation time to payout	Y	S	Human Capital Management	
1308	TE	Leave Payout	System has the ability to pay out leave time at different percentages (i.e. 25%, 50%, 100%, etc.)	Y	S	Human Capital Management	Defined during accrual buyout process
1309	TE	Leave Payout	System pays out any comp time earned on specific date over specified limit	Y	S	Human Capital Management	Enforced by accrual table limit and site determined processing date of accrual buyout
1310	TE	Leave Payout	System allows for sick time sell back	Y	S	Human Capital Management	
1311	TE	Leave Payout	Related to 1240 - Leave pay outs can be at a %. ie. Cash out all hours at 80% pay rate	Y	S	Human Capital Management	Leave can be paid out as a percentage, would require utilizing the factor field on pay types.
1312	TE	Leave Type	System tracks the following type of leave:				Leave types are site defined utilizing ranges A-Z, 0-9
1313	TE	Leave Type	FMLA	Y	S	Human Capital Management	
1314	TE	Leave Type	Paid parental leave	Y	S	Human Capital Management	
1315	TE	Leave Type	System tracks leave taken on rolling 12 month calendar	Y	S	Human Capital Management	
1316	TE	Leave Type	System accommodates forward and backward rolling calendars	Y	S	Human Capital Management	
1317	TE	Leave Type	System tracks multiple leave periods (multiple periods within rolling calendar)	Y	S	Human Capital Management	
1318	TE	Leave Type	System allows employees to take leave and sick leave (or other leave type) on the same day	Y	S	Human Capital Management	
1319	TE	Leave Type	System tracks leave taken intermittently (example: FMLA leave taken every other day of leave period)	Y	S	Human Capital Management	
1320	TE	Leave Type	System to track employees that have taken leave	Y	S	Human Capital Management	
1321	TE	Leave Type	System to track approved FMLA and when the employee starts to take FMLA	Y	S	Human Capital Management	
1322	TE	Leave Type	System can manage short and long term military leave	Y	S	Human Capital Management	
1323	PAY	Payroll Processing	Payroll process bi-weekly per payroll group (i.e. a payroll is run weekly for either County Pay)	Y	S	Human Capital Management	
1324	PAY	Payroll Processing	Payroll to process off cycle	Y	S	Human Capital Management	
1325	PAY	Payroll Processing	System will process pay for one employee with multiple jobs and employee will receive one paycheck	Y	S	Human Capital Management	

1326	PAY	Payroll Processing	System calculates overtime according to FLSA regulations taking into account: Special pays earned	Y	S	Human Capital Management	
1327	PAY	Payroll Processing	System calculates overtime according to FLSA regulations taking into account: Different positions worked	Y	S	Human Capital Management	
1328	PAY	Payroll Processing	System will run pay, deduction, withheld taxes, and net pay calculations as a "proof" run for review prior to final pay run	Y	S	Human Capital Management	
1329	PAY	Payroll Processing	System will cut special or immediate (on-demand) checks.	Y	S	Human Capital Management	
1330	PAY	Payroll Processing	System allows posting new adjustments/corrections for a prior period for tax reporting	Y	S	Human Capital Management	
1331	PAY	Payroll Processing	Ability to accommodate various pay codes such as the following:				Pay code range is site defined utilizing 1 -999 pay code range
1332	PAY	Payroll Processing	Differential Pay	Y	S	Human Capital Management	
1333	PAY	Payroll Processing	Benefit Dollars (i.e. 125 Cafeteria Plan)	Y	S	Human Capital Management	
1334	PAY	Payroll Processing	Regular (Full-Time, Part-Time, Temporary, etc.)	Y	S	Human Capital Management	
1335	PAY	Payroll Processing	Overtime	Y	S	Human Capital Management	
1336	PAY	Payroll Processing	Holiday	Y	S	Human Capital Management	
1337	PAY	Payroll Processing	Holiday Payout	Y	S	Human Capital Management	
1338	PAY	Payroll Processing	Floating holidays	Y	S	Human Capital Management	
1339	PAY	Payroll Processing	Personal days	Y	S	Human Capital Management	
1340	PAY	Payroll Processing	Vacation	Y	S	Human Capital Management	
1341	PAY	Payroll Processing	Vacation payout	Y	S	Human Capital Management	
1342	PAY	Payroll Processing	Sick leave payout	Y	S	Human Capital Management	
1343	PAY	Payroll Processing	Comp time accrual	Y	S	Human Capital Management	
1344	PAY	Payroll Processing	Comp time payout	Y	S	Human Capital Management	
1345	PAY	Payroll Processing	Comp time use	Y	S	Human Capital Management	
1346	PAY	Payroll Processing	Retroactive pay	Y	S	Human Capital Management	
1347	PAY	Payroll Processing	Jury duty	Y	S	Human Capital Management	
1348	PAY	Payroll Processing	Military	Y	S	Human Capital Management	
1349	PAY	Payroll Processing	Training	Y	S	Human Capital Management	
1350	PAY	Payroll Processing	FMLA leave	Y	S	Human Capital Management	
1351	PAY	Payroll Processing	Severance/termination pay	Y	S	Human Capital Management	
1352	PAY	Payroll Processing	Health and dependent care reimbursement	Y	S	Human Capital Management	
1353	PAY	Payroll Processing	Bereavement	Y	S	Human Capital Management	
1354	PAY	Payroll Processing	Leave without pay	Y	S	Human Capital Management	
1355	PAY	Payroll Processing	Docked/no pay	Y	S	Human Capital Management	
1356	PAY	Payroll Processing	Leave of absence	Y	S	Human Capital Management	
1357	PAY	Payroll Processing	Bonus:	Y	S	Human Capital Management	
1358	PAY	Payroll Processing	Dollars	Y	S	Human Capital Management	
1359	PAY	Payroll Processing	Hours	Y	S	Human Capital Management	
1360	PAY	Payroll Processing	Flat-rate Special Pays (e.g., specialized training/education, etc.)	Y	S	Human Capital Management	
1361	PAY	Payroll Processing	Auto Allowance:	Y	S	Human Capital Management	
1362	PAY	Payroll Processing	Flat allowance for personal use of car	Y	S	Human Capital Management	
1363	PAY	Payroll Processing	Business use of County vehicle (IRS rules)	Y	S	Human Capital Management	
1364	PAY	Payroll Processing	Uniform allowance	Y	S	Human Capital Management	
1365	PAY	Payroll Processing	Tool allowance	Y	S	Human Capital Management	
1366	PAY	Payroll Processing	Meal allowance	Y	S	Human Capital Management	
1367	PAY	Payroll Processing	Hazard Pay (multiple levels)	Y	S	Human Capital Management	
1368	PAY	Payroll Processing	Spray Painting Pay (multiple levels)	Y	S	Human Capital Management	
1369	PAY	Payroll Processing	Disaster recovery/Homeland Security	Y	S	Human Capital Management	
1370	PAY	Payroll Processing	Worker's Compensation	Y	S	Human Capital Management	
1371	PAY	Payroll Processing	Sick Sell Back	Y	S	Human Capital Management	
1372	PAY	Payroll Processing	Parental leave	Y	S	Human Capital Management	

1373	PAY	Payroll Processing	Safety Days	Y	S	Human Capital Management	
1374	PAY	Payroll Processing	Other user-defined pay codes (Please comment on any limit in the number of pay codes)	Y	S	Human Capital Management	999 total pay codes
1375	PAY	Payroll Processing	System can accommodate differential pay, benefit dollars	Y	S	Human Capital Management	
1376	PAY	Retro Pay	Retro pay calculation used to back date and correct for personnel actions	Y	S	Human Capital Management	
1377	PAY	Retro Pay	Retro pay calculation used to back date and correct for corrections to errors	Y	S	Human Capital Management	
1378	PAY	Retro Pay	Retro pay calculation used to back date and correct for changes to timesheet	Y	S	Human Capital Management	
1379	PAY	Retro Pay	Retro pay calculation used to back date and correct for back pay	Y	S	Human Capital Management	
1380	PAY	Retro Pay	Retro pay will automatically correct salary amounts	Y	S	Human Capital Management	
1381	PAY	Retro Pay	Retro pay will automatically correct tax deductions (additional income tax withheld)	Y	S	Human Capital Management	
1382	PAY	Retro Pay	Retro pay will automatically correct benefit deductions	Y	S	Human Capital Management	
1383	PAY	Retro Pay	Retro pay will automatically correct garnishments	Y	S	Human Capital Management	
1384	PAY	Retro Pay	Retro pay will automatically correct FLSA Calculations (Overtime)	Y	S	Human Capital Management	
1385	PAY	Retro Pay	Retro pay will automatically correct leave balances	Y	S	Human Capital Management	
1386	PAY	Retro Pay	System will retain previous salary and hours and days worked data and effective dates for use when calculating retroactive pay adjustments	Y	S	Human Capital Management	System retains pay history and effective dated Job/Salary records to properly calculate retroactive pay
1387	PAY	Retro Pay	System provide for multi tier and complex selection of Retro pay employee sets. (i.e.. Bargaining unit, position, date of hire, etc.)	Y	S	Human Capital Management	Emp Number, Location, and Group/BU are the 3 options available for selecting sets of records.
1388	PAY	Deductions	System handles deduction frequency of off cycle pay (on demand)	Y	S	Human Capital Management	
1389	PAY	Deductions	System tracks effective dated start and stop dates for benefit deductions	Y	S	Human Capital Management	
1390	PAY	Deductions	System tracks limit to deductions by year (System automatically stops taking deduction after limit is reached)	Y	S	Human Capital Management	
1391	PAY	Deductions	System will provide invoice to employees with deductions and garnishments greater than compensation	Y	S	Human Capital Management	via Benefit Arrears processing
1392	PAY	Deductions	System will alert and track for employees with net pay less than benefit deductions	Y	S	Human Capital Management	
1393	PAY	Deductions	Deductions and garnishments can be prioritized	Y	S	Human Capital Management	
1394	PAY	Deductions	System integrates to accounts payable and generates checks for deductions (to pay amount deducted to provider/vendor)	Y	S	Human Capital Management	
1395	PAY	Deductions	System automatically calculates deduction adjustments based on date driven changes	Y	S	Human Capital Management	
1396	PAY	Deductions	Show hourly base pay + hourly incentive pay (i.e.: education) = rate used. Rate may also be broken out. Base rate should be able to be updated individually.	Y	S	Human Capital Management	Add to base pays
1397	PAY	Deductions	Accrue hours prior to processing leave and vice versa. For example: Employees accruing leave in final check that includes leave payout.	Y	S	Human Capital Management	
1398	PAY	Deductions	Deduction maximums can be defined by different years (i.e. disability runs based on fiscal year)	Y	S	Human Capital Management	
1399	PAY	Garnishments	System records garnishments on employee and can accommodate multiple garnishments with priority order	Y	S	Human Capital Management	
1400	PAY	Garnishments	Garnishments calculated as percentage of disposable income	Y	S	Human Capital Management	
1401	PAY	Garnishments	Garnishments withheld and paid to appropriate agency/organization through accounts payable (integration between garnishment and accounts payable	Y	S	Human Capital Management	
1402	PAY	Special Pay	System supports rates for special pays, shift differentials, and other ad to pays	Y	S	Human Capital Management	
1403	PAY	Special Pay	System calculates add-to-pays and special pay amounts every pay period	Y	S	Human Capital Management	
1404	PAY	Special Pay	System automatically and accurately calculates multiple tax rate depending on the type of pay	Y	S	Human Capital Management	
1405	PAY	Special Pay	Special pay/add-to-pay is calculated as flat amount	Y	S	Human Capital Management	
1406	PAY	Special Pay	Special pay/add-to-pay is calculated as percentage of eligible pay (identify eligible pay for each special pay by pay code)	Y	S	Human Capital Management	
1407	PAY	Special Pay	System to accommodate multiple pay rates and positions during same period	Y	S	Human Capital Management	
1408	PAY	Special Pay	System automatically applies imputed income for employees receiving non-cash benefits	Y	S	Human Capital Management	
1409	PAY	Travel / Employee Reimbursement	System allows employees to enter pre-travel request (prior to travel) and travel advance request	Y	S	Employee Expense Reimbursement, Human Capital Management	
1410	PAY	Travel / Employee Reimbursement	System routes pre-travel and travel advance request through workflow for approval (prior to travel)	Y	S	Employee Expense Reimbursement, Human Capital Management	
1411	PAY	Travel / Employee Reimbursement	System supports per diem amounts for travel	Y	S	Employee Expense Reimbursement, Human Capital Management	
1412	PAY	Travel / Employee Reimbursement	System allows employees enter reimbursement request	Y	S	Employee Expense Reimbursement, Human Capital Management	
1413	PAY	Travel / Employee Reimbursement	System allows employees to upload receipt and documentation for travel/employee reimbursement	Y	S	Employee Expense Reimbursement, Human Capital Management	

1414	PAY	Travel / Employee Reimbursement	System links employee reimbursement request with travel advances		Y	S	Employee Expense Reimbursement, Human Capital Management	
1415	PAY	Check Printing	System support direct deposit for payroll		Y	S	Human Capital Management	
1416	PAY	Check Printing	System provides set up to provide direct deposit to multiple bank accounts based on amount and percentage		Y	S	Human Capital Management	
1417	PAY	Check Printing	System produces electronic file to multiple banks for direct deposit		Y	S	Human Capital Management	
1418	PAY	Check Printing	System allows broadcast messages which appears on check stubs for a defined group		Y	S	Human Capital Management	
1419	PAY	Check Printing	System produces positive pay file to send to bank		Y	S	Human Capital Management	
1420	PAY	Check Printing	System emails check advices to employees		Y	S	Human Capital Management	
1421	PAY	Check Printing	System should support printing paper check at discretion of payroll personnel		Y	S	Human Capital Management	
1422	PAY	End of Year Process	System will produce W-2s (and to reprint single W-2)		Y	S	Human Capital Management	
1423	PAY	End of Year Process	System will store W-2s		Y	S	Human Capital Management	
1424	PAY	End of Year Process	System will produce quarterly Form 941 report (IRS, State)		Y	S	Human Capital Management	
1425	PAY	End of Year Process	System will produce electronic (in the required format) unemployment tax report (gross wages, employee status)		Y	S	Human Capital Management	
1426	PAY	End of Year Process	System will produce amended W-2 for multiple years		Y	S	Human Capital Management	
1427	PAY	End of Year Process	System will produce a report showing FICA wages, by individual, and in total		Y	S	Human Capital Management	
1428	PAY	End of Year Process	System will produce report to produce all deductions by employee		Y	S	Human Capital Management	
1429	PAY	End of Year Process	System produces electronic files for social security and IRS and state of AZ		Y	S	Human Capital Management	
1430	PAY	End of Year Process	System provides social security verification file		Y	S	Human Capital Management	
1431	PAY	End of Year Process	Calculate accrued payroll based on certain pay codes		Y	S	Human Capital Management	
1432	PAY	End of Year Process	System should produce and store 1095 forms for ACA reporting as well as electronic files for the IRS		Y	S	Human Capital Management	
1433	PAY	End of Year Process	System allows for ability to modify/add records to W-2 file for submission and production.		Y	S	Human Capital Management	
1434	PAY	Pension	Records the pension data for reporting to the state pension system to include, but not limited to:					
1435	PAY	Pension	Program Type	Y				Tyler's proposed solution includes pension deduction tracking and processing utilizing standard payroll/benefit deduction functionality. Reporting is available on any data stored within the application and may require SQL Server Reporting Services. More information required to determine if third party solution would be required.
1436	PAY	Pension	FL Public Employees' Retirement System (FRS, Police, Fire)	Y				Established via Implementation; leveraging Tyler EERP Set Personnel Up Codes and 3rd Party functionality
1437	PAY	Pension	SIP – Supplemental Contribution Program	Y				Established via Implementation; leveraging Tyler EERP Set Personnel Up Codes and 3rd Party functionality
1438	PAY	Pension	SIP – 457 Plan	Y				Established via Implementation; leveraging Tyler EERP Set Personnel Up Codes and 3rd Party functionality
1439	PAY	Pension	SIP – Peace Officers and Fire Fighters	Y				Established via Implementation; leveraging Tyler EERP Set Personnel Up Codes and 3rd Party functionality
1440	PAY	Pension	SIP – 401(a) Plan	Y				Established via Implementation; leveraging Tyler EERP Set Personnel Up Codes and 3rd Party functionality
1441	PAY	Pension	SIP Plan ID	Y				Established via Implementation; leveraging Tyler EERP Set Personnel Up Codes and 3rd Party functionality
1442	PAY	Pension	Participant's Pension ID	Y				Established via Implementation; leveraging Tyler EERP Set Personnel Up Codes and 3rd Party functionality
1443	PAY	Pension	Participant Name	Y				Established via Implementation; leveraging Tyler EERP Set Personnel Up Codes and 3rd Party functionality
1444	PAY	Pension	Pay Rate	Y				Established via Implementation; leveraging Tyler EERP Set Personnel Up Codes and 3rd Party functionality
1445	PAY	Pension	Reportable Earnings	Y				Established via Implementation; leveraging Tyler EERP Set Personnel Up Codes and 3rd Party functionality
1446	PAY	Pension	Taxed Member Paid Contribution/Deduction	Y				Established via Implementation; leveraging Tyler EERP Set Personnel Up Codes and 3rd Party functionality
1447	PAY	Pension	Tax Deferred Member Paid Contribution/Deduction	Y				Established via Implementation; leveraging Tyler EERP Set Personnel Up Codes and 3rd Party functionality
1448	PAY	Pension	Tax Deferred Employer Paid Contribution/Deduction	Y				Established via Implementation; leveraging Tyler EERP Set Personnel Up Codes and 3rd Party functionality
1449	PAY	Pension	Total Hours Worked	Y				Established via Implementation; leveraging Tyler EERP Set Personnel Up Codes and 3rd Party functionality

1450	PAY	Pension	Includes the following in the pension report file:	Y			Established via Implementation; leveraging Tyler EERP Set Personnel Up Codes and 3rd Party functionality
1451	PAY	Pension	Service Center Pension ID (Third-Party Payroll Processor ID)	Y			Established via Implementation; leveraging Tyler EERP Set Personnel Up Codes and 3rd Party functionality
1452	PAY	Pension	Employer's Pension ID	Y			Established via Implementation; leveraging Tyler EERP Set Personnel Up Codes and 3rd Party functionality
1453	PAY	Pension	Report Period Begin Date	Y			Established via Implementation; leveraging Tyler EERP Set Personnel Up Codes and 3rd Party functionality
1454	PAY	Pension	Report Period End Date	Y			Established via Implementation; leveraging Tyler EERP Set Personnel Up Codes and 3rd Party functionality
1455	PAY	Pension	System accommodates previous retro dates for retroactive adjustments	Y			Established via Implementation; leveraging Tyler EERP Set Personnel Up Codes and 3rd Party functionality
1456	WO	General Requirements	Provide status of all outstanding work requests based on user defined status codes.	Y	S	Asset Maintenance & Performance	
1457	WO	General Requirements	Ability to identify the type of work order:				
1458	WO	General Requirements	Preventative Maintenance	Y	S	Asset Maintenance & Performance	
1459	WO	General Requirements	Repair	Y	S	Asset Maintenance & Performance	
1460	WO	General Requirements	Corrective	Y	S	Asset Maintenance & Performance	
1461	WO	General Requirements	Turn-on/Turnoff	Y	S	Asset Maintenance & Performance	
1462	WO	General Requirements	Inspection	Y	S	Asset Maintenance & Performance	
1463	WO	General Requirements	Other user-defined types and fields (please provide any limitations in comments)	Y	S	Asset Maintenance & Performance	
1464	WO	General Requirements	Ability to identify work orders by billable status and track completed work orders through the Accounts Receivable module (e.g., warranty repair).	Y	S	Asset Maintenance & Performance	
1465	WO	General Requirements	Ability for the work order system to issue a purchase requisition when sufficient inventory is not available to complete task assigned on a work order.	Y	S	Asset Maintenance & Performance	
1466	WO	General Requirements	Ability to maintain customizable work order templates.	Y	S	Asset Maintenance & Performance	
1467	WO	General Requirements	Ability for Work orders to interface and record labor and fringe amounts for total work order cost.	Y	S	Asset Maintenance & Performance	
1468	WO	General Requirements	Support user defined fields within the work order defined by site or location.	Y	S	Asset Maintenance & Performance	
1469	WO	General Requirements	Support parent child relationship and the ability to report on all costs at the parent level.	Y	S	Asset Maintenance & Performance	
1470	WO	General Requirements	Ability to include chart of account elements in orders and requests for interfacing to finance.	Y	S	Asset Maintenance & Performance	
1471	WO	General Requirements	System should support multiple accounting lines per order. (e.g. PMC billing to multiple funds)	Y	S	Asset Maintenance & Performance	
1472	WO	General Requirements	Ability to assign and enforce workflow based on order type (e.g. work order, preventative, service, etc.)	Y	S	Asset Maintenance & Performance	
1473	WO	General Requirements	Ability to support custom status codes	Y	S	Asset Maintenance & Performance	
1474	WO	General Requirements	Ability to support custom work order types	Y	S	Asset Maintenance & Performance	
1475	WO	General Requirements	System is GIS centric and supports vertical assets	Y	S	Asset Maintenance & Performance	
1476	WO	General Requirements	Ability to automatically\manually notify other users on activity\action related to the work order within the work order (i.e. Personnel on shift can see notes from previous shift).	Y	S	Asset Maintenance & Performance	Comments, added tasks, and other work detail can be seen by multiple users.
1477	WO	General Requirements	System generates work order reminders based on user defined criteria.	Y	S	Asset Maintenance & Performance	Hub dashboard can provide visual reminders based on user defined information. Also emails via Event Notifications
1478	WO	Service Requests	Ability to accommodate service request generated by any of the following:				
1479	WO	Service Requests	Utility Billing	Y	S	Asset Maintenance & Performance	
1480	WO	Service Requests	Departments or Facilities	Y	S	Asset Maintenance & Performance	
1481	WO	Service Requests	System generated (e.g., preventative maintenance)	Y	S	Asset Maintenance & Performance	
1482	WO	Service Requests	Ability to limit work request capabilities to certain staff	Y	S	Asset Maintenance & Performance	
1483	WO	Service Requests	Ability to generate multiple work orders from one service request and maintain tracking of the original service requests	Y	S	Asset Maintenance & Performance	
1484	WO	Service Requests	Ability to limit self-service requests to drop-down menu of options, including other category.	Y	S	Asset Maintenance & Performance	Service requests can be entered by users with Enterprise Asset Management. If the desire is to allow public/residents to submit service requests, then some functionality is available with Resident Access. Depending on desired functionality, additional costs and/or solutions may be required.
1485	WO	Service Requests	Ability to require a "reason" or "description" field to be completed when "other" is chosen.	Y	S	Asset Maintenance & Performance	
1486	WO	Service Requests	Ability to track the following items for each service request:				
1487	WO	Service Requests	System-generated unique service request number	Y	S	Asset Maintenance & Performance	
1488	WO	Service Requests	Requestor	Y	S	Asset Maintenance & Performance	
1489	WO	Service Requests	Contact person (if different than requestor)	Y	S	Asset Maintenance & Performance	
1490	WO	Service Requests	Date of request	Y	S	Asset Maintenance & Performance	

1491	WO	Service Requests	Time of request	Y	S	Asset Maintenance & Performance	
1492	WO	Service Requests	Problem Code	Y	S	Asset Maintenance & Performance	
1493	WO	Service Requests	Problem description (short description field and long description free flow text)	Y	S	Asset Maintenance & Performance	
1494	WO	Service Requests	Location (support multiple location/sub location combinations)	Y	S	Asset Maintenance & Performance	
1495	WO	Service Requests	Ability to select a valid account code to charge a work order to (drop-down list)	Y	S	Asset Maintenance & Performance	
1496	WO	Service Requests	System must calculate cost estimate for service request prior to generating a work order	Y	S	Asset Maintenance & Performance	
1497	WO	Service Requests	Ability to create work order from service request.	Y	S	Asset Maintenance & Performance	
1498	WO	Service Requests	Ability to default information into the work order from the service request.	Y	S	Asset Maintenance & Performance	
1499	WO	Work Orders	Ability to generate work orders without a service request.	Y	S	Asset Maintenance & Performance	
1500	WO	Work Orders	System must have the ability to charge parts, labor and service charges to an individual work order	Y	S	Asset Maintenance & Performance	
1501	WO	Work Orders	Ability to automatically generate Preventive Maintenance (PM) work orders based on:				
1502	WO	Work Orders	Mileage	Y	S	Asset Maintenance & Performance	
1503	WO	Work Orders	Hours	Y	S	Asset Maintenance & Performance	
1504	WO	Work Orders	User defined Schedule or frequency	Y	S	Asset Maintenance & Performance	
1505	WO	Work Orders	Meter	Y	S	Asset Maintenance & Performance	
1506	WO	Work Orders	Ability to produce scheduled work orders on a weekly, monthly, quarterly, and annual basis for facilities and equipment.	Y	S	Asset Maintenance & Performance	
1507	WO	Work Orders	Provide for multiple, unique preventative maintenance schedules to be established for stationary equipment, facilities, or piece of equipment based on user-defined criteria	Y	S	Asset Maintenance & Performance	
1508	WO	Work Orders	Ability to track the following information associated with a work order:				
1509	WO	Work Orders	Unique work order number (system-generated)	Y	S	Asset Maintenance & Performance	
1510	WO	Work Orders	Asset number	Y	S	Asset Maintenance & Performance	
1511	WO	Work Orders	Requestor	Y	S	Asset Maintenance & Performance	
1512	WO	Work Orders	Location	Y	S	Asset Maintenance & Performance	
1513	WO	Work Orders	Date and time of request	Y	S	Asset Maintenance & Performance	
1514	WO	Work Orders	Complaint or problem	Y	S	Asset Maintenance & Performance	
1515	WO	Work Orders	Asset number and description	Y	S	Asset Maintenance & Performance	
1516	WO	Work Orders	Multiple contact names and information	Y	S	Asset Maintenance & Performance	
1517	WO	Work Orders	Problem Description	Y	S	Asset Maintenance & Performance	
1518	WO	Work Orders	Priority	Y	S	Asset Maintenance & Performance	
1519	WO	Work Orders	Task codes (specific tasks completed to correct problem)	Y	S	Asset Maintenance & Performance	
1520	WO	Work Orders	Actual start date	Y	S	Asset Maintenance & Performance	
1521	WO	Work Orders	Scheduled start date	Y	S	Asset Maintenance & Performance	
1522	WO	Work Orders	Status Code	Y	S	Asset Maintenance & Performance	
1523	WO	Work Orders	Completion date	Y	S	Asset Maintenance & Performance	
1524	WO	Work Orders	Department	Y	S	Asset Maintenance & Performance	
1525	WO	Work Orders	Assigned To (multiple assignments such as Crew chief, workman, etc.) (Please include limitations in the comment field)	Y	S	Asset Maintenance & Performance	
1526	WO	Work Orders	Ability for work orders to display and print special instructions	Y	S	Asset Maintenance & Performance	
1527	WO	Work Orders	Ability to store attachment on a work order (e.g. pictures, word document, etc.)	Y	S	Asset Maintenance & Performance	
1528	WO	Work Orders	Ability to attach drawings and pictures in the following formats (JPG, DWG, TIF)	Y	S	Asset Maintenance & Performance	
1529	WO	Work Orders	Ability to print attachment and drawings with the work order detail	Y	S	Asset Maintenance & Performance	
1530	WO	Work Orders	Ability to enter information specific to a job when a work order is created or executed	Y	S	Asset Maintenance & Performance	
1531	WO	Work Orders	Ability to assign work order to one person or multiple people	Y	S	Asset Maintenance & Performance	
1532	WO	Work Orders	Ability to assign work orders to supervisors, technicians, and/or crews	Y	S	Asset Maintenance & Performance	
1533	WO	Work Orders	Ability to track all dates throughout the work order life cycle (e.g., date received, date scheduled, date started, etc.)	Y	S	Asset Maintenance & Performance	
1534	WO	Work Orders	Ability to record date and time, changes made, and the user who made changes to any work order	Y	S	Asset Maintenance & Performance	
1535	WO	Work Orders	Ability to print out work orders for technician or field use	Y	S	Asset Maintenance & Performance	
1536	WO	Work Orders	Ability to create work orders that contain multiple tasks	Y	S	Asset Maintenance & Performance	
1537	WO	Work Orders	Ability to log progress on a work order through out the lifecycle of that work order	Y	S	Asset Maintenance & Performance	

1538	WO	Work Orders	Ability to transfer work order from one department to another	Y	S	Asset Maintenance & Performance	
1539	WO	Work Orders	Ability to create a schedule within a work order to track key dates and milestones	Y	S	Asset Maintenance & Performance	
1540	WO	Work Orders	Ability to update work order activity via mobile device	Y	S	Asset Maintenance & Performance	
1541	WO	Preventive Maintenance	Ability to easily modify a preventive maintenance schedule	Y	S	Asset Maintenance & Performance	
1542	WO	Preventive Maintenance	Ability to indicate preventive maintenance work orders that are delinquent	Y	S	Asset Maintenance & Performance	
1543	WO	Preventive Maintenance	Ability to create a master list of scheduled preventive maintenance activities due in a selected period.	Y	S	Asset Maintenance & Performance	
1544	WO	Preventive Maintenance	Ability to move scheduled preventive maintenance when downtime or outages present performance opportunities.	Y	S	Asset Maintenance & Performance	
1545	WO	Preventive Maintenance	Ability to record undone preventative maintenance for immediate follow up or delay until next regularly scheduled maintenance activity.	Y	S	Asset Maintenance & Performance	
1546	WO	Preventive Maintenance	Ability to define different types of preventive maintenance (i.e. outage vs daily\routine)	Y	S	Asset Maintenance & Performance	
1547	WO	Preventive Maintenance	Ability to generate preventive work orders in batches based on user defined selection criteria	Y	S	Asset Maintenance & Performance	
1548	WO	Work Order Resources	Ability to track the following resource usage to a work order:				
1549	WO	Work Order Resources	Equipment hours	Y	S	Asset Maintenance & Performance	
1550	WO	Work Order Resources	Labor hours	Y	S	Asset Maintenance & Performance	
1551	WO	Work Order Resources	Labor overhead	Y	S	Asset Maintenance & Performance	
1552	WO	Work Order Resources	Materials	Y	S	Asset Maintenance & Performance	
1553	WO	Work Order Resources	Outside contractors	Y	S	Asset Maintenance & Performance	
1554	WO	Work Order Resources	Parts	Y	S	Asset Maintenance & Performance	
1555	WO	Work Order Resources	Tools	Y	S	Asset Maintenance & Performance	
1556	WO	Work Order Resources	Associated fees	Y	S	Asset Maintenance & Performance	
1557	WO	Work Order Resources	Permits and certifications	Y	S	Asset Maintenance & Performance	
1558	WO	Work Order Resources	Other user-defined elements	Y	S	Asset Maintenance & Performance	
1559	WO	Work Order Resources	Ability to report activity by relevant statistic (e.g., meters read, etc.)	Y	S	Asset Maintenance & Performance	
1560	WO	Work Order Resources	Ability to schedule and prioritize employee resources	Y	S	Asset Maintenance & Performance	
1561	WO	Closeout	Ability to formally close a work order	Y	S	Asset Maintenance & Performance	
1562	WO	Closeout	Ability to partially close a work order; leaving open only to update employee resource usage	Y	S	Asset Maintenance & Performance	
1563	WO	Closeout	System does not allow formal work order close until all related tasks are completed	Y	S	Asset Maintenance & Performance	
1564	WO	Closeout	Prevent closing work order if open PO's are assigned to that work order	Y	S	Asset Maintenance & Performance	
1565	TRS	Cash Management	System supports use of pooled cash	Y	S	Cash Management	
1566	TRS	Cash Management	Generate a system alert when insufficient funds are available for planned check runs	Y	S	Cash Management	
1567	TRS	Cash Management	System will advise user of insufficent funds during a check run if there are insufficient funds to cover it.	Y	NS		
1568	TRS	Cash Receipting	System provides cash flow forecasts projecting outstanding payable, outstanding receivables, recurring payments, and current position	Y	S	Cash Management	
1569	TRS	Cash Receipting	System has interface with other County cashiering systems (i.e. point of sale systems)	Y	S	Cashierigin, Cashiering API Conector	Via Cashiering API Connector
1570	TRS	Bank Reconciliation	System gets daily bank activity and balances and reconcile to recorded receipts and disbursements	Y	S	Cash Management	
1571	TRS	Bank Reconciliation	System provides automated features for bank reconciliation	Y	S	Cash Management	
1572	TRS	Bank Reconciliation	System bank reconciliation process accommodates credit card transactions that post to different day in bank and system	Y	S	Cash Management	
1573	TRS	Bank Reconciliation	System accommodates reconciliation process that posts in batch or summary of transactions	Y	S	Cash Management	
1574	TRS	Bank Reconciliation	Process canceled checks from bank file and create list of outstanding checks	Y	S	Accounts Payable, Cash Management	
1575	TRS	Bank Reconciliation	System allows deposits to be tagged by a type or category (i.e. location code, merchant account code, etc.)	Y	S	Accounts Payable, Cash Management	
1576	TRS	Bank Reconciliation	Create positive pay files for bank for both Payroll and AP checks, vendor verification included	Y	S	Accounts Payable, Cash Management, Payroll w/Employee Access	
1577	TRS	Bank Reconciliation	System provides reports for non-cleared reconciliation items (for example: exception report)	Y	S	Accounts Payable, Cash Management, Payroll w/Employee Access	
1578	TRS	Bank Reconciliation	System can delineate between ACH payments and paper checks, EFT, etc. (i.e. separate report for each)	Y	S	Accounts Payable, Cash Management	
1579	TRS	Bank Reconciliation	System can automatically clear ACH payment batches	Y	S	Accounts Payable, Cash Management	
1580	TRS	Interest Allocation	System will calculate county designated interest allocation	Y	S	Cash Management	
1581	TRS	Interest Allocation	System will process and allocate interest to designated departments/business units	Y	S	Cash Management	

1582	TRS	Interest Allocation	System has the ability to process revenue or expense allocations proportionally, based on user defined rules (i.e. number of transactions, total amount in the period)	Y	S	Cash Management	can process based on expense types, based on priroity and percentage, not necessarily number of transactions
EPL1	EPL	General Functionality	Online help files and web-browser with the most up to date version of support.	Y	S	Community Development	
EPL2	EPL	General Functionality	Supplies eTraining videos on Vendor's website to refresh Users on standard functionality.	Y	S	Community Development	
EPL3	EPL	General Functionality	Ability to enter notes with unlimited characters.	Y	S	Community Development	
EPL4	EPL	General Functionality	Assign permit, project, code violation, and complaint types to specific departments.	Y	S	Community Development	
EPL5	EPL	General Functionality	System must be capable of easily interfacing with Property Appraiser records to download ownership information onto permit application.	Y	S	Community Development	Tyler's EPL solution is a GIS-centric application which consumes parcel, address and ownership information in real time via ArcGIS map services.
EPL7	EPL	General Functionality	Supports address with 1/2, 1/4, a, b, c and other non-standard / non-US addresses.	Y	S	Community Development	
EPL8	EPL	General Functionality	System should support the ability to scan, store, retrieve and print documents related to the permitting and inspection process	Y	S	Community Development	
EPL9	EPL	General Functionality	Abilty to support scan, storing data locally, print forms in offline mode until resync	Y	S	Community Development	
EPL10	EPL	General Functionality	Maintains information on applicant including:	Y	S	Community Development	
EPL11	EPL	General Functionality	Dates of public hearings	Y	S	Community Development	
EPL12	EPL	General Functionality	Prerequisite documents	Y	S	Community Development	
EPL13	EPL	General Functionality	Whether Commissioners approval is required	Y	S	Community Development	
EPL14	EPL	General Functionality	Whether Planning and Zoning commission approval is required	Y	S	Community Development	
EPL15	EPL	General Functionality	Tracks special events information such as, but not limited to:	Y	S	Community Development	
EPL16	EPL	General Functionality	Street Closures	Y	S	Community Development	
EPL17	EPL	General Functionality	Right of Way Encroachments	Y	S	Community Development	
EPL18	EPL	General Functionality	Work in the Right of Way	Y	S	Community Development	
EPL19	EPL	General Functionality	Pavement Cuts	Y	S	Community Development	
EPL20	EPL	General Functionality	Block Party	Y	S	Community Development	
EPL21	EPL	General Functionality	Other Activity on County Owned Property	Y	S	Community Development	
EPL22	EPL	General Functionality	Film Permits	Y	S	Community Development	
EPL23	EPL	General Functionality	Tent	Y	S	Community Development	
EPL24	EPL	General Functionality	Once customer number and business license number is assigned, the numbers should be retained from year to year.	Y	S	Community Development	
EPL25	EPL	General Functionality	Ability to assign license number in various forms to match state, other county or other license formats.	Y	S	Community Development	
EPL26	EPL	General Functionality	Multiple owners can be linked to the same business.	Y	S	Community Development	
EPL27	EPL	General Functionality	Similar records can be copied as templates for new records	Y	S	Community Development	
EPL28	EPL	General Functionality	Business license fee range	Y	S	Community Development	
EPL29	EPL	General Functionality	Search partial name and "Contains" capability on Business Name and Owner Name.	Y	S	Community Development	
EPL30	EPL	General Functionality	Permit capture of information on hazardous operations or materials by parcel and address for Public Safety/Public Works/Community and Economic Development usage.	Y	S	Community Development	
EPL31	EPL	General Functionality	Ability to flag parcel as confidential based on data in GIS system.	Y	S	Community Development	
EPL32	EPL	General Functionality	Ability to flag parcel as requiring flood review based on data in GIS system.	Y	S	Community Development	
EPL33	EPL	General Functionality	Can import external tax data (e.g. sales tax tape) into the system to verify businesses.	Y	S	Community Development	
EPL34	EPL	Reporting	Track the history of reports a user has performed.	Y	S	Community Development	
EPL35	EPL	Reporting	Users can merge data in MS Word doc templates.	Y	S	Community Development	
EPL36	EPL	Reporting	Report of all changes to a file (changed from, date/time stamp, user that changed record).	Y	S	Community Development	
EPL37	EPL	Reporting	A weekly detailed listing of all projects that have not met pre-established performance dates.	Y	S	Community Development	
EPL38	EPL	Reporting	Renewal Notices including but not limited to expiring licenses	Y	S	Community Development	
EPL39	EPL	Reporting	Report by street address, parcel unique identifier, and/or parcel key.	Y	S	Community Development	
EPL40	EPL	Reporting	Provide a report of businesses from prior year that have not renewed their licenses.	Y	S	Community Development	
EPL41	EPL	Reporting	Generates on-demand printout of delinquent accounts and delinquent notices for use with window envelopes. Notice should include space for a free-form message up to 100 characters. Notices should be able to include certified letter details.	Y	S	Community Development	
EPL42	EPL	Reporting	Generates reports of multiple businesses on the same parcel, businesses with multiple locations, and businesses outside of County boundaries.	Y	S	Community Development	
EPL43	EPL	Permitting	Provide ability to track any type of permit and to add additional permit types as needed.	Y	S	Community Development	
EPL44	EPL	Permitting	Ability to link records together creating parent-child relationships.	Y	S	Community Development	
EPL45	EPL	Permitting	Ability to duplicate part or all of the data from one permit record to another.	Y	S	Community Development	

EPL46	EPL	Permitting	Calculate permit fees based on our fee schedule and ensure fees are collected.	Y	S	Community Development	
EPL47	EPL	Permitting	Provide interactive permit application ability to the public.	Y	S	Community Development	
EPL48	EPL	Permitting	Able to attach associated documentation to a record (pictures, word docs etc.).	Y	S	Community Development	
EPL49	EPL	Permitting	Link record to GIS.	Y	S	Community Development	
EPL50	EPL	Permitting	Restrict the issuance of permits for certain parcels based on access authority (e.g. certain permits require approval by flood plan administrator, fire chief, engineer, planning or building official).	Y	S	Community Development	
EPL51	EPL	Permitting	Link to contact information of contractors, applicants, property owners, etc.	Y	S	Community Development	
EPL52	EPL	Permitting	Ability to add, modify and delete job valuation details.	Y	S	Community Development	
EPL53	EPL	Permitting	Automatic inspection, reviews and fees based on type and sub-types.	Y	S	Community Development	
EPL54	EPL	Permitting	View full history of permit including changes made and who made changes in a timeline view.	Y	S	Community Development	
EPL55	EPL	Permitting	Ability to insert a QR code on a permit form.	Y	S	Community Development	
EPL56	EPL	Permitting	Ability to obtain notifications of all changes made related to a specific record.	Y	S	Community Development	
EPL57	EPL	Permitting	Ability to track customer calls including date, time, contact information and purpose.	Y	S	Community Development	
EPL58	EPL	Permitting	Ability to relate an expired permit to a new permit.	Y	S	Community Development	
EPL59	EPL	Permitting	Ability to notify staff if scheduled by customer.	Y	S	Community Development	
EPL60	EPL	Permitting	Ability to schedule customer appointment.	Y	S	Community Development	
EPL61	EPL	Permitting	Ability to block certificates of completion or final occupancy permit.	Y	S	Community Development	
EPL62	EPL	Permitting	Allow expiration date to be extended.	Y	S	Community Development	
EPL63	EPL	Permitting	Allow notes from plan review to be flagged to print on permit.	Y	S	Community Development	
EPL64	EPL	Inspections	Have a work center where Inspectors can view all of the inspections assigned to them, and results of those inspections from this area.	Y	S	Community Development	
EPL65	EPL	Inspections	Ability to quickly re-assign a group of inspections to a new Inspector.	Y	S	Community Development	
EPL66	EPL	Inspections	Allow different check-lists for each inspection type.	Y	S	Community Development	
EPL67	EPL	Inspections	Have standard notes unique to each inspector and each inspection type.	Y	S	Community Development	
EPL68	EPL	Inspections	Capable of batch scheduling inspections from a single screen for all inspection requests.	Y	S	Community Development	
EPL69	EPL	Inspections	Able to automatically insert a re-inspection fee based on the failed status of an inspection.	Y	S	Community Development	
EPL70	EPL	Inspections	Able to automatically email the contractor/developer of inspection results.	Y	S	Community Development	
EPL71	EPL	Inspections	Ensuring that previous inspections are approved, before accepting the next inspection type.	Y	S	Community Development	
EPL72	EPL	Inspections	Able to view a centralized Work Calendar for all inspectors.	Y	S	Community Development	
EPL73	EPL	Inspections	Able to use GIS information to automatically route an inspection to a default Inspector based on a geographic area.	Y	S	Community Development	
EPL74	EPL	Inspections	Allow an Inspector to record audio notes and play them back at any time.	Y	S	Community Development	
EPL75	EPL	Inspections	Adding attachments to the permit from a camera.	Y	S	Community Development	
EPL76	EPL	Inspections	Able to change the status codes of an inspection to our agency's terminology.	Y	S	Community Development	
EPL77	EPL	Inspections	Being able to associate a unique amount of time with each inspection type, to allow for a daily "cap" of inspections.	Y	S	Community Development	
EPL78	EPL	Inspections	Offer an integrated IVR solution for contractors to result inspections via phone.	Y	S	Community Development	
EPL79	EPL	Inspections	Required previous inspections to occur before allowing for subsequent inspections to be added.	Y	S	Community Development	
EPL80	EPL	Inspections	Re-inspection fees automatically schedule based on a failed inspection.	Y	S	Community Development	
EPL81	EPL	Inspections	Ability to generate confirmation e-mail to inspection requester.	Y	S	Community Development	
EPL82	EPL	Inspections	Ability to alter inspection sequences for individual permits.	Y	S	Community Development	
EPL83	EPL	Inspections	Ability to issue stop work orders.	Y	S	Community Development	
EPL84	EPL	Code Enforcement	Allow multiple violations to be added to a single case while tracking each resolution and status individually.	Y	S	Community Development	
EPL85	EPL	Code Enforcement	When a violation is added, the code text is automatically inserted.	Y	S	Community Development	
EPL86	EPL	Code Enforcement	Track follow-up dates to ensure the issue is resolved.	Y	S	Community Development	
EPL87	EPL	Code Enforcement	View/add restrictions to the parcel when a Case is created.	Y	S	Community Development	
EPL88	EPL	Code Enforcement	User rights determine which Users are able to view Case information/details.	Y	S	Community Development	
EPL89	EPL	Code Enforcement	Able to attach images to the Case with time stamp.	Y	S	Community Development	
EPL90	EPL	Code Enforcement	Create a Case Details Report which itemizes all details pertaining to the case, including the photos attached.	Y	S	Community Development	
EPL91	EPL	Code Enforcement	Easily create MS Word letters and merge data from system into letter.	Y	S	Community Development	
EPL92	EPL	Code Enforcement	View all details of a case from a single screen, without selecting different tabs or windows.	Y	S	Community Development	

EPL93	EPL	Code Enforcement	Track all activities on the record, including when a phone call is made, a letter is printed, etc.	Y	S	Community Development	
EPL94	EPL	Code Enforcement	Able to print and attach a letter for historical purposes in a single step.	Y	S	Community Development	
EPL95	EPL	Code Enforcement	Automatically assign a Case to a default Officer if received from online.	Y	S	Community Development	
EPL96	EPL	Code Enforcement	Ability to automatically lock a parcel when certain code Cases are created, to prevent permits from being issued.	Y	S	Community Development	
EPL97	EPL	Code Enforcement	Restrict access to the Complainant information to only Code Officers.	Y	S	Community Development	
EPL98	EPL	Code Enforcement	Allow code officers to enter results of their inspections including items for correction in the field either online or offline.	Y	S	Community Development	
EPL99	EPL	Code Enforcement	Ability to create code violation cases related to permit inspections in the field.	Y	S	Community Development	
EPL10	EPL	Code Enforcement	Print images associated with the case into a letter.	Y	S	Community Development	
EPL10	EPL	Code Enforcement	Automatic inspection, reviews and fees based on type and sub-types.	Y	S	Community Development	
EPL10	EPL	Code Enforcement	Ability to automatically lock down activity at a location where there is an outstanding issue.	Y	S	Community Development	
EPL10	EPL	Code Enforcement	Ability to record and track resident complaints for code violations.	Y	S	Community Development	
EPL10	EPL	Code Enforcement	Ability to allow the user to enter resident complaint information using a drop-down list of user-defined complaints.	Y	S	Community Development	
EPL10	EPL	Code Enforcement	Ability to back date enforcement transactions with appropriate security permissions.	Y	S	Community Development	
EPL10	EPL	Code Enforcement	Ability to import County ordinances and national codes (ICC, NFPA, FBC) (maintains updated code).	Y	S	Community Development	
EPL10	EPL	Code Enforcement	Ability to accommodate a user-defined and user-maintained fee schedule.	Y	S	Community Development	
EPL10	EPL	Code Enforcement	Ability to override default fees/fines on an individual case (with appropriate user security permissions).	Y	S	Community Development	
EPL10	EPL	Code Enforcement	Ability to allow staff to flag a property to indicate safety or other considerations (i.e., property owner/tenant has a history of threatening County employees).	Y	S	Community Development	
EPL11	EPL	Code Enforcement	Ability to allow the County to determine information that is made public by a private or public flag.	Y	S	Community Development	
EPL11	EPL	Code Enforcement	Ability to allow citizens to check the status of a logged complaint online via a portal from the County's website.	Y	S	Community Development	
EPL11	EPL	Code Enforcement	Ability to track fines through final collection process.	Y	S	Community Development	
EPL11	EPL	Code Enforcement	Ability to flag a violation as a repeat violation.	Y	S	Community Development	
EPL11	EPL	Code Enforcement	Ability to work offline in the field and record enforcement actions which can later be uploaded to the system at a user defined time.	Y	S	Community Development	
EPL11	EPL	Code Enforcement	Ability to access the system remotely via laptops and wireless mobile devices for the purpose of querying violation history and other codes detail.	Y	S	Community Development	
EPL11	EPL	Code Enforcement	Support vacant property inspections.	Y	S	Community Development	
EPL11	EPL	Project Planning & Zoning	Track plan review by address, parcel unique identifier, and/or parcel key and review results from reviewers in multiple departments.	Y	S	Community Development	
EPL11	EPL	Project Planning & Zoning	Provide for logging dates sent, reviewed, due, rejected or approved for multiple reviewers, as well as a remarks area for each reviewer.	Y	S	Community Development	
EPL11	EPL	Project Planning & Zoning	Track multiple submittals on any project.	Y	S	Community Development	
EPL12	EPL	Project Planning & Zoning	Ability to create a list of standard comments for plan review.	Y	S	Community Development	
EPL12	EPL	Project Planning & Zoning	Link multiple permits, cases, plans and licenses to a single master project.	Y	S	Community Development	
EPL12	EPL	Project Planning & Zoning	Supports Multiple Parcels & Addresses (unlimited) for each plan case.	Y	S	Community Development	
EPL12	EPL	Project Planning & Zoning	Automatically "route" the application information to users whose input is required.	Y	S	Community Development	
EPL12	EPL	Project Planning & Zoning	Ability to track the physical location of plans.	Y	S	Community Development	
EPL12	EPL	Project Planning & Zoning	Attach associated plans to record.	Y	S	Community Development	
EPL12	EPL	Project Planning & Zoning	Ability to define project timelines and schedule project milestones in a single step.	Y	S	Community Development	
EPL12	EPL	Project Planning & Zoning	Track inspections by type, inspector, scheduled date and completed date.	Y	S	Community Development	
EPL12	EPL	Project Planning & Zoning	Ability to define and add standard conditions as well as free form condition information.	Y	S	Community Development	
EPL12	EPL	Project Planning & Zoning	Track contact information of contractors, applicants, property owners, etc.	Y	S	Community Development	
EPL13	EPL	Project Planning & Zoning	Ability to merge conditions into letters and other documents.	Y	S	Community Development	
EPL13	EPL	Project Planning & Zoning	Ability to use fully integrated Electronic Plan Review solution for red lining, comments, concurrent plan review and comparison tools from one submittal to the next.	Y	S	Community Development	
EPL13	EPL	Project Planning & Zoning	Automatic inspection, reviews and fees based on type and sub-types.	Y	S	Community Development	
EPL13	EPL	Project Planning & Zoning	View full history of project including changes made and who made changes in a timeline view.	Y	S	Community Development	
EPL13	EPL	Project Planning & Zoning	Ability to track performance bonds, maintenance bonds, and landscape bonds.	Y	S	Community Development	
EPL13	EPL	Project Planning & Zoning	Ability to track tasks associated with bonds.	Y	S	Community Development	
EPL13	EPL	Project Planning & Zoning	Ability to take bond payments with ability to release partial payments and track associated notes.	Y	S	Community Development	
EPL13	EPL	Project Planning & Zoning	Ability to provide notification of bond activity and expiration.	Y	S	Community Development	
EPL13	EPL	Project Planning & Zoning	Ability to notify the contractor or applicant of pending application items at County-defined intervals.	Y	S	Community Development	
EPL13	EPL	Project Planning & Zoning	Ability to automatically notify users of key deadlines approaching on a project (as defined by the County).	Y	S	Community Development	

EPL14	EPL	Project Planning & Zoning	Ability to integrate with MS Outlook for email notifications and calendar events.	Y	S	Community Development	
EPL14	EPL	Project Planning & Zoning	Ability to allow GIS mapping to identify parcels related to an application.	Y	S	Community Development	
EPL14	EPL	Project Planning & Zoning	Ability to drill down to companion applications associated with master record.	Y	S	Community Development	
EPL143			Ability to document the following building data:	Y	S	Community Development	
EPL14	EPL	Project Planning & Zoning	Estimated Cost of Project	Y	S	Community Development	
EPL14	EPL	Project Planning & Zoning	Building Dimensions	Y	S	Community Development	
EPL14	EPL	Project Planning & Zoning	Floor Area	Y	S	Community Development	
EPL14	EPL	Project Planning & Zoning	Occupancy Loads	Y	S	Community Development	
EPL14	EPL	Project Planning & Zoning	Room numbers and Types	Y	S	Community Development	
EPL14	EPL	Project Planning & Zoning	Parking Spaces	Y	S	Community Development	
EPL15	EPL	GIS	Must be an ESRI Business Partner for more than 10 years.	Y	S	Community Development	
EPL15	EPL	GIS	Must integrate with ESRI ArcGIS Server.	Y	S	Community Development	
EPL15	EPL	GIS	Allow for the assignment and reassignment of property addresses to parcel numbers.	Y	S	Community Development	
EPL15	EPL	GIS	Real-time link to GIS data.	Y	S	Community Development	
EPL15	EPL	GIS	Create GIS maps that display queried data.	Y	S	Community Development	
EPL15	EPL	GIS	Email map as an attachment.	Y	S	Community Development	
EPL15	EPL	GIS	Create mail merge notifications from GIS data.	Y	S	Community Development	
EPL15	EPL	GIS	Add new records to selected parcel(s) directly from GIS map.	Y	S	Community Development	
EPL15	EPL	GIS	View detailed parcel information from GIS application.	Y	S	Community Development	
EPL15	EPL	GIS	Create permits and other records directly from the map.	Y	S	Community Development	
EPL16	EPL	GIS	Measure the distance from one parcel to another or a collection of selected parcels.	Y	S	Community Development	
EPL16	EPL	GIS	Select parcels within a radius or draw a boundary.	Y	S	Community Development	
EPL16	EPL	GIS	Access summary information and related records from map.	Y	S	Community Development	
EPL16	EPL	GIS	Provides inspection routing with ability to find the best order and to preserve first and last locations.	Y	S	Community Development	
EPL16	EPL	GIS	Provides sketch tools.	Y	S	Community Development	
EPL16	EPL	GIS	Provides workflow rules based on spatial data.	Y	S	Community Development	
EPL16	EPL	GIS	Provides a map template to easily print maps from GIS.	Y	S	Community Development	
EPL16	EPL	Mobility/In-Field Usage	Access to aerial photo information through Microsoft Live Maps/Google Maps.	Y	S	Community Development	
EPL16	EPL	Mobility/In-Field Usage	Be able to access all property information while mobile.	Y	S	Community Development	
EPL16	EPL	Mobility/In-Field Usage	Ability for field inspectors to print documents stored in the system in the field.	Y	S	Community Development	
EPL17	EPL	Mobility/In-Field Usage	Ability to configure security to assure that only authorized persons are allowed to sign off on an inspection.	Y	S	Community Development	
EPL17	EPL	Mobility/In-Field Usage	Supports remote data entry.	Y	S	Community Development	
EPL17	EPL	Mobility/In-Field Usage	Provide the appropriate capabilities to allow users to operate in the field with hand-held devices, iPads or with laptop computers.	Y	S	Community Development	
EPL17	EPL	Mobility/In-Field Usage	Ability to view attachments in the field.	Y	S	Community Development	
EPL17	EPL	Mobility/In-Field Usage	Inspectors can obtain a list of scheduled inspections for a defined date in the field.	Y	S	Community Development	
EPL17	EPL	Online/Citizen Access	Information is posted real-time to the database.	Y	S	Community Development	
EPL17	EPL	Online/Citizen Access	Online mapping capability for citizens to view property information.	Y	S	Community Development	
EPL17	EPL	Online/Citizen Access	Ad hoc and standard queries to generate property information and plot development activity on the map.	Y	S	Community Development	
EPL17	EPL	Online/Citizen Access	Able to file a complaint online.	Y	S	Community Development	
EPL17	EPL	Online/Citizen Access	Apply for simple permit types online.	Y	S	Community Development	
EPL18	EPL	Online/Citizen Access	Pay for outstanding fees online.	Y	S	Community Development	
EPL18	EPL	Online/Citizen Access	Have a shopping cart feature that Users can log into and pay for fees.	Y	S	Community Development	
EPL18	EPL	Online/Citizen Access	Match the web pages to our web page format, not only a header bar with the agency's logo.	Y	S	Community Development	
EPL18	EPL	Online/Citizen Access	Upload plans and any attachment type online.	Y	S	Community Development	
EPL18	EPL	Online/Citizen Access	Custom screens are viewable online.	Y	S	Community Development	
EPL18	EPL	Online/Citizen Access	Able to require certain fields and collect custom information during online entry.	Y	S	Community Development	
EPL18	EPL	Online/Citizen Access	Request inspections online.	Y	S	Community Development	

EPL18	EPL	Online/Citizen Access	File a new project online.	Y	S	Community Development	
EPL18	EPL	Online/Citizen Access	View the status of a permit, project, license or case online.	Y	S	Community Development	
EPL18	EPL	Online/Citizen Access	Allow outside inspectors and plan reviewers to input results & comments online, with a unique login.	Y	S	Community Development	
EPL19	EPL	Online/Citizen Access	Application System Administrators are able to change the configuration and preferences of the online system.	Y	S	Community Development	
EPL19	EPL	Online/Citizen Access	Apply for a new business license online.	Y	S	Community Development	
EPL19	EPL	Online/Citizen Access	View and add attachments online.	Y	S	Community Development	
EPL19	EPL	Online/Citizen Access	Renew business license applications online.	Y	S	Community Development	
EPL19	EPL	Online/Citizen Access	View the plan review notes and comments online.	Y	S	Community Development	
EPL19	EPL	Online/Citizen Access	Submit a request for service online, to be notified of the service request receipt and case initiation, and subsequently find and track the case online.	Y	S	Community Development	
EPL19	EPL	Online/Citizen Access	Ability to add attachments online.	Y	S	Community Development	
EPL19	EPL	Online/Citizen Access	User dashboard of all permits, projects, licenses, etc. a logged in user is linked to. With the ability schedule/cancel inspections, pay fees, print permits, etc.	Y	S	Community Development	
EPL19	EPL	Online/Citizen Access	Scales to meet organization's volume needs using redundant, load-balanced server configuration.	Y	S	Community Development	
EPL19	EPL	Online/Citizen Access	Integrates with most municipal CRM systems.	Y	S	Community Development	
EPL20	EPL	Online/Citizen Access	Supports administrator dashboard with up-to-the-second behavior and activity details.	Y	S	Community Development	
EPL20	EPL	Online/Citizen Access	Allows users to print and save report snapshots.	Y	S	Community Development	
EPL20	EPL	Online/Citizen Access	Supports multiple languages and currencies.	Y	S	Community Development	
EPL20	EPL	Online/Citizen Access	Supports custom or generic branding	Y	S	Community Development	
EPL20	EPL	Online/Citizen Access	Systems offers:	Y	S	Community Development	
EPL20	EPL	Online/Citizen Access	issue reporting	Y	S	Community Development	
EPL20	EPL	Online/Citizen Access	inspection requests	Y	S	Community Development	
EPL20	EPL	Online/Citizen Access	news and calendar RSS feeds	Y	S	Community Development	
EPL20	EPL	License Management	Comprehensive License History tracking by User, date, time stamp.	Y	S	Community Development	
EPL20	EPL	License Management	Automatic Renewals and fee calculations.	Y	S	Community Development	
EPL21	EPL	License Management	Supports Multiple License Cycle Types.	Y	S	Community Development	
EPL21	EPL	License Management	Supports Unlimited User-defined License Types & Auto-Generated License Numbers.	Y	S	Community Development	
EPL21	EPL	License Management	Track multiple licenses per single Business.	Y	S	Community Development	
EPL21	EPL	License Management	Track Registration, Insurance and Expiration information.	Y	S	Community Development	
EPL21	EPL	License Management	Customize license labels as well as all drop downs fields.	Y	S	Community Development	
EPL21	EPL	License Management	Automatic inspection, reviews and fees based on type and sub-types.	Y	S	Community Development	
EPL21	EPL	License Management	Ability to query GIS data when adding a new business to determine if it is within the County or not.	Y	S	Community Development	
EPL21	EPL	License Management	Ability to cross reference state ID number, FIN number and account number within the license module.	Y	S	Community Development	
EPL21	EPL	License Management	Ability to calculate fees based on County-defined metrics.	Y	S	Community Development	
EPL21	EPL	License Management	Ability to provide an online portal for businesses and property management companies to update business information including tenants located in office parks, strip malls, etc.	Y	S	Community Development	
EPL22	EPL	License Management	Ability to add, inactivate, modify, etc., all business license accounts with appropriate system permissions.	Y	S	Community Development	
EPL22	EPL	License Management	Ability to display the business license account number when querying a business account.	Y	S	Community Development	
EPL22	EPL	License Management	Ability to display all delinquencies across modules when querying a business account.	Y	S	Community Development	
EPL22	EPL	License Management	Ability to track the compliance of each business with approvals necessary from external organizations based on the type of license.	Y	S	Community Development	
EPL22	EPL	License Management	Ability to allow the county's customers to re-new and pay a business license fee via the internet, and in doing so, provides security measures to protect customers data and assure data confidentiality.	Y	S	Community Development	
EPL22	EPL	License Management	Ability for customers to submit imaged documents in support of a Business license Application or Renewal.	Y	S	Community Development	
EPL22	EPL	License Management	Ability to view and print all information and business license status for a business license account and all related accounts.	Y	S	Community Development	
EPL22	EPL	License Management	Ability to calculate prior year business license fees.	Y	S	Community Development	
EPL22	EPL	License Management	Ability to create license records for the next year from the license records in the current year, based on user-defined effective date.	Y	S	Community Development	
EPL22	EPL	License Management	Ability to provide a "Reason Code" field that includes all reasons for a fee adjustment.	Y	S	Community Development	
EPL23	EPL	License Management	Ability to change Doing Business As (DBA) name without re-processing the application.	Y	S	Community Development	
EPL23	EPL	License Management	Ability to print a bill for a license fee due without issuing the license.	Y	S	Community Development	
EPL23	EPL	License Management	Ability to flag accounts for inconsistencies, reporting discrepancies, and/or the suggestion to audit such account.	Y	S	Community Development	

EPL23	EPL	License Management	Ability to print and re-print bills in-house.	Y	S	Community Development	
EPL23	EPL	License Management	Ability to apply a late payment penalty.	Y	S	Community Development	
EPL23	EPL	License Management	Ability to allow the County to create a user-defined penalty.	Y	S	Community Development	
EPL23	EPL	License Management	Ability to plot geographic locations for all business license accounts utilizing Geographic Information System (GIS) functionality.	Y	S	Community Development	
EPL23	EPL	License Management	Ability to query GIS data when adding a new business to determine if it is within the County or not.	Y	S	Community Development	
EPL23	EPL	License Management	Supporting documents for an application can be attached to an on-line submitted application	Y	S	Community Development	
EPL23	EPL	License Management	Assigns time constraints on permits and issues an automatic notice when the time constraint expires to the owning department/division	Y	S	Community Development	
EPL24	EPL	Contact Management	Tracks Unique Contractor number.	Y	S	Community Development	
EPL24	EPL	Contact Management	Unlimited User-defined Contractor types.	Y	S	Community Development	
EPL24	EPL	Contact Management	Tracks company and contact info, address, email, phone, fax, etc.	Y	S	Community Development	
EPL24	EPL	Contact Management	Tracks Primary and Sub-Contractors.	Y	S	Community Development	
EPL24	EPL	Contact Management	Supports Unlimited Contract License Types per Contractor with associated Expiration Cycles.	Y	S	Community Development	
EPL24	EPL	Contact Management	Internal Flagging for Licensing issues.	Y	S	Community Development	
EPL24	EPL	Contact Management	Comprehensive Activity Tracking (i.e. Permits, Plans, Code Cases, Inspections, etc.) and quick access to this information.	Y	S	Community Development	
EPL24	EPL	Contact Management	Multiple Invoice Management / Individual Fee Payments.	Y	S	Community Development	
EPL24	EPL	Contact Management	Supports Free Form Entry Fields for Comments related to individual contractors.	Y	S	Community Development	
EPL24	EPL	Contact Management	Link contact information to associated projects and activities.	Y	S	Community Development	
EPL25	EPL	Contact Management	Ability to enter Trust Account information.	Y	S	Community Development	
EPL25	EPL	Contact Management	Ability to add alerts/flags to contact information, e.g., they can only pay in cash for writing bad checks.	Y	S	Community Development	
EPL25	EPL	Citizen Response Management	Route complaint information to the appropriate department.	Y	S	Community Development	
EPL25	EPL	Citizen Response Management	Store contact information for site of complaint and complainant.	Y	S	Community Development	
EPL25	EPL	Citizen Response Management	Ability to link to site address.	Y	S	Community Development	
EPL25	EPL	Citizen Response Management	Ability to provide the description and resolution of the complaint with unlimited text.	Y	S	Community Development	
EPL25	EPL	Citizen Response Management	Generate email with issue details.	Y	S	Community Development	
EPL25	EPL	Citizen Response Management	Ability to create workflow rules based on follow up activities such as sending an email, mail a letter, create a case, etc.	Y	S	Community Development	
EPL25	EPL	Citizen Response Management	Ability to provide an online, web-based interface for citizen self-service that integrates with all system modules.	Y	S	Community Development	
EPL25	EPL	Citizen Response Management	Ability to provide a citizen self-service portal that can be customized to have a similar look and feel as the county website.	Y	S	Community Development	
EPL26	EPL	Citizen Response Management	Ability to provide a citizen self-service portal that is operational on a 24x7 basis.	Y	S	Community Development	
EPL26	EPL	Citizen Response Management	Ability to capture and track usage volume statistics.	Y	S	Community Development	
EPL26	EPL	Citizen Response Management	Ability to generate and send e-mail confirmations of user-defined activity.	Y	S	Community Development	
EPL26	EPL	Citizen Response Management	Ability to display notice of successful submission to a user.	Y	S	Community Development	
EPL26	EPL	Citizen Response Management	Ability to send an email notice of successful submission to a user.	Y	S	Community Development	
EPL26	EPL	Citizen Response Management	Ability to send an email notice of successful submission to a user that contains hyperlinks to the relevant areas of the citizen self-service portal.	Y	S	Community Development	
EPL26	EPL	Citizen Response Management	Ability to allow "online form submission" whereby users can complete fillable forms for electronic submission.	Y	S	Community Development	
EPL26	EPL	Citizen Response Management	Ability to configure certain fields as required fields within the online form submission functionality.	Y	S	Community Development	
EPL26	EPL	Citizen Response Management	Ability to enforce requiring a valid email address.	Y	S	Community Development	
EPL26	EPL	Citizen Response Management	Ability to provide a notification when an applicant is about to repeat a previously executed process (i.e., citizen is about to re-submit a payment).	Y	S	Community Development	
EPL27	EPL	Citizen Response Management	Ability to provide a security-enabled functionality set (i.e., user ID and password required).	Y	S	Community Development	
EPL27	EPL	Citizen Response Management	Ability to provide a single username/password combination that can be used for all security-enabled functionality.	Y	S	Community Development	
EPL27	EPL	Citizen Response Management	Ability to enforce timeout thresholds.	Y	S	Community Development	
EPL27	EPL	Citizen Response Management	Ability to allow a logged-in user to view all security-enabled information related to them.	Y	S	Community Development	
EPL27	EPL	Citizen Response Management	Ability to configure the approval process of submitted applications from the contractor self service.	Y	S	Community Development	
EPL27	EPL	Citizen Response Management	Ability to allow the contractor to view the status of the application via the self service module.	Y	S	Community Development	
EPL27	EPL	Citizen Response Management	Ability to integrate with the County's credit card processing merchant to accept payments through the citizen self-service portal.	Y	S	Community Development	
EPL27	EPL	Citizen Response Management	Ability to allow payments for certain inspections in the citizen self-service portal.	Y	S	Community Development	
EPL27	EPL	Citizen Response Management	Ability to provide a receipt of payments made in real time.	Y	S	Community Development	
EPL27	EPL	Citizen Response Management	Ability to allow or not allow partial payments in the citizen self-service portal.	Y	S	Community Development	

| EPL28 | EPL | Citizen Response Management | Ability to restrict payment types to county-defined parameters (i.e., credit cards accepted). | Y | S | Community Development | |

Exhibit G
Interface List

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Hernando County, FL
Attachment 9 (Interface List)

Column E: Available Responses

Replace w/ERP	System is replaced with functionality native to the new the ERP
Replace w/New TPS	System is replaced with a new Third Party System (TPS) that has been proposed as part of the new solution
Keep	Keep the current system and build a permanent interface as part of the project

Column F: Available Responses

Inbound Only	Data will be pulled from the TPS into the ERP System
Outbound Only	Data will be pushed from the ERP System into the TPS
Bi-Directional	Data will be pushed from the ERP System into the TPS and pulled from the TPS into the ERP System

Column G: Available Responses

Temporary	Interface will be needed for limited amount of time during the project be will not be necessary after the project is completed
Permanent	Interface will be needed for the life-time of the ERP System

Column H: Available Responses

Real-Time	Data is transferred, at a minimum, every 15mins.
Hourly	Data is transferred, at a minimum, every 60mins.
Daily	Data is transferred, at a minimum, every 24 hours
Weekly	Data is transferred, at a minimum, every 7 days
Monthly	Data is transferred, at a minimum, every 30/31 days

Column J: Available Responses

Yes	
No	

NOTE: All new Third Party Systems (TPS) that are part of the proposal should be added to this list.

			THIS SECTION IS TO BE COMPLETED BY VENDOR/PROPOSER				
System Name	Description / Use Case	County's Plan	Vendor Recommendation	Direction	Temporary / Permanent	Frequency	Comments
BenTek	Update of Benefit Changes to Payroll	Replace w/ERP	Keep	Bi-Directional	Permanent	Daily	Proposed solution includes ful
Bank File	Daily Load of Cleared Checks	Keep	Keep	Inbound Only	Permanent	Daily	Assumes use of compatible file
NeoGov	Human Resources Management System	Replace w/ERP	Replace w/ERP				Scope of Solutoins to be discu
Allocation Manager	Interest Allocation Calculations	Replace w/ERP	Replace w/ERP				Proposed ERP solution include
FinancePlus	Primary Finance System (GL, Chart of Acc	Replace w/ERP	Replace w/ERP				Replaced with propsed EERP s
Cognos	Financial Reporting	Replace w/ERP	Replace w/ERP				Replaced with proposed EERP
HRS Pro	Unclaimed funds Management	Replace w/ERP	Keep	Inbound Only	Permanent		NMI
LIONS - Adminsys	Asset Management; Risk Management	Replace w/ERP	Replace w/ERP				NMI
GMS (LIONS)	Special Assessments/Property Appraisals	Replace w/ERP	Keep	Inbound Only	Permanent		Need more information regard
The Reporting Solution (CAFR Online)	Financial Reporting	Replace w/ERP	Replace w/ERP				Tyler has proposed a fully inte
LuCity	Utility Work order (GIS)	Replace w/ERP	Keep	Bi-Directional	Permanent	Daily	Assumes use of compatible file
OnBase	Document Management	Replace w/ERP	Replace w/ERP				Replaced with propsed Conten
RTA	Fleet Utility Work order and fuel manage	Replace w/ERP	Replace w/ERP				Replace with Enterprise Asset
AssetTrak by BMI Systems	Inventory Scanning and Integration for As	Replace w/ERP	Replace w/ERP				Replace with proposed Assets
OpenGov	Budget Creation	Replace w/ERP	Replace w/ERP				Replaced with proposed EERP
Procure Now (by OpenGov.)	Board is buying to facilitate the purchasin	Keep	Keep	Inbound Only	Permanent	Daily	Assumes use of compatible file
Bank of America Worx	Purchasing Cards (P-Cards)	Replace w/ERP	Keep	Inbound Only	Permanent	Daily	BoA Worx program integrates
QuickBooks	Airport / Leases / Hangers – Enterprise F	Replace w/ERP	Replace w/ERP				May need additional informati
Paradigm	Landfills / Sold Waste Scalehouse	Keep	Keep	Inbound Only	Permanent	Daily	Assumes use of compatible im
RecTrac	Recreation Management / Parks and Rec	Keep	Keep	Inbound Only	Permanent	Daily	Assumes use of compatible im
Next Request (Stripe is current payme	Records Request Management	Keep	Keep	Inbound Only	Permanent	Daily	Assumes use of compatible im
TaxSys by Grant Street	TC - Property tax accounting and paymen	Keep	Keep	Inbound Only	Permanent	Daily	Assumes use of compatible im
Granicus	Host Compliance / Tourist Development	Keep	Keep	Inbound Only	Permanent	Daily	Assumes use of compatible im
LeaseQuery	Lease Accounting	Keep	Keep	Inbound Only	Permanent	Daily	Assumes use of compatible im
Rescue Net	EMS / Ambulance billing	Keep	Keep	Inbound Only	Permanent	Daily	Assumes use of compatible im
SHIP (State Housing Program)	County Program / Housing Assistance / C	Replace w/ERP	Keep				Per addendum clarification, Re
Community Plus	Various excluding UB	Replace w/ERP	Keep				Need more information regard
Fresh Service	IT Work Order / Service catalog / Project	Keep	Keep	Bi-Directional	Permanent	Daily	Assumes use of compatible im
Trackr	Management of assets, licensing	Replace w/ERP	Replace w/ERP				Assumes use of compatible ex
E-Verify	Worker Eligibility (Federal System)	Keep	Keep	Outbound Only	Permanent	Daily	Assumes use of compatible ex
Big Ben	Home Grown System for Property Apprai	Replace w/ERP	Keep	Inbound Only	Permanent	Daily	Assumes use of compatible im
ExecuTime	Time and Attendance	Keep	Keep	Bi-Directional	Permanent	Real-Time	ExecuTime is fully integrated w
Fire Manager by Aladtec	Scheduling (timesheets and payroll, pend	Replace w/ERP	Replace w/ERP				Assumes use of compatible im
LIONS (current) / SmartGov (In Imple	Development Services Permitting	Replace w/ERP	Keep	Inbound Only	Permanent	Daily	Assumes use of compatible im
Invoice Cloud	Various types of payments / PCI – Credit	Replace w/ERP	Replace w/ERP				Tyler Enterprise Payments por
FinancePlus - Court Registry	Court escrow management	Replace w/ERP	Keep				Supported with prepayments/
Clerk – Clerucus	Tickets / Court related fees	Keep	Keep	Inbound Only	Permanent	Daily	Assumes use of compatible im
Clerk – Land Mark	Recording fees (Passport, Marriage Licen	Keep	Keep	Inbound Only	Permanent	Daily	Assumes use of compatible im
Clerk – Tax Smart	Payment Processing for Land / No credit	Keep	Keep	Inbound Only	Permanent	Daily	Assumes use of compatible im
Clerk – Jury-Flex	Juror Management / Payment	Keep	Keep	Inbound Only	Permanent	Daily	Assumes use of compatible im
Clerk – Cash bonds	Payment Processing: Bonding out of Jail	Keep	Keep	Inbound Only	Permanent	Daily	Assumes use of compatible im
Clerk - CSE by Civitek	Child Support Enforcement	Keep	Keep	Inbound Only	Permanent	Daily	Assumes use of compatible im