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Proposers must respond to the ERP requirements included herein. Proposers are to respond to each of these requirements with one of the following response codes:

- Y – Meets Requirement
- N – Does Not Meet Requirement
- F – Planned for future release
- W/C – Workaround Proposed or Customization Needed to Meet Requirement
- T – Third-Party Solution to Meet Requirement

Response Codes “Y” and “N” do not require written responses unless the Proposers wish to present additional benefits or opportunities related to their solution and the requirement. However, response codes “F”, “W/C” and “T” do require written responses. For these response codes, Proposers must describe how the requirement will be met and when (if applicable) it will be met.

1 General

1.1 User Interface

#	Requirement	Response Code	Response/Comments
1.1.1	Provides a browser-based user interface		
1.1.2	Discuss whether browser plug-ins are required, and if so, list them		
1.1.3	Supports mobile technologies (e.g. smartphones, tablets)		
1.1.4	Indicate if mobile is supported through browser with native app or responsive design		
1.1.5	Provides the ability to drill-down and drill-across from a transaction view to the supporting source data and documents		
1.1.6	Provides fully integrated functionality such that data is entered only one-time and available throughout the system(s) and available in real time (single-points of data entry) to eliminate re-keying of information		
1.1.7	Provides organized screen layouts that are customizable		
1.1.8	Provides consistent use of icons, colors, and menus across all elements		
1.1.9	Provides shortcuts for frequently accessed processes, screens, reports, etc.		
1.1.10	Provides search functions that reach across all applications and attachments		
1.1.11	Provides online help that is context sensitive and content appropriate with manuals also available for download		

1.2 Workflow

#	Requirement	Response Code	Response/Comments
1.2.1	Provides integrated workflow management including generation, routing, notification, and approval of forms, reports, other documents, and processes (e.g. payable processing, purchase orders, GL transactions, HR transactions, payroll processing, budgeting, personnel action forms, etc.) for all modules		
1.2.2	Provides the ability to establish multiple approval levels based on user-defined criteria (e.g. dollar amounts, types of items purchased, document types, etc.)		
1.2.3	Allows out of office approval delegation		
1.2.4	Provides multiple attributes to define which users participate in which steps of the workflow processes (e.g. GL number segments, unique groupings, project/task codes, object/spend category codes, consideration of roles, etc.)		
1.2.5	Integrates with the email system to assist in the notification/request of approvals, rejections, corrections, and approval through/from email and mobile devices		
1.2.6	Allows document attachment and allows attached documents to be available for review through all levels of approval for all core modules		

1.3 Content/Document Management

#	Requirement	Response Code	Response/Comments
1.3.1	Supports multiple media formats (e.g. audio, video, image, etc.) and file types (e.g. Excel, Word, PDF, etc.)		
1.3.2	Provides the ability to support retention policies with respect to images managed by the system		
1.3.3	Offers drill-down/drill across features for users to view documents associated with financial, payroll, and personnel transactions		

#	Requirement	Response Code	Response/Comments
1.3.4	Provides the ability to create, store, and retrieve electronic images (e.g. purchase orders, payroll checks, accounts payable invoices, etc.) that are attached to the appropriate transaction record for all modules		
1.3.5	Supports document scanning and attachment, and makes documents accessible throughout all modules (i.e. requisition, purchase order, packing slips, accounts payable, budget, onboarding, leave, etc.)		
1.3.6	Supports ability to link to external documents provided by 3 rd party Document Management System such as Laserfiche		

1.4 Reporting and Analysis

General

#	Requirement	Response Code	Response/Comments
1.4.1	Provides the ability to access data across all modules for inquiry and reporting		
1.4.2	Provides modeling tools to do 'what if' analysis and forecasting (i.e. analysis of revenue/expenditure trends and the ability to develop forecast projections)		
1.4.3	Processes transactions in real-time that are immediately available for inquiry and reporting		
1.4.4	Allows users to drill down from reports and inquiries to source transactions		
1.4.5	Provides full integration with MS Excel for all modules (e.g. worksheet export to Excel, data imported from Excel, etc.) and allows users to export reports to Excel that include formulas/formatting		
1.4.6	Provides the ability to copy and customize standard reports		
1.4.7	Provides the ability to create report notification groups and inform/alert groups a new report is available		

#	Requirement	Response Code	Response/Comments
1.4.8	Provides the ability to choose a format when exporting a report (e.g. Excel, Adobe, flat file, delimited, etc.)		
1.4.9	Provides the ability for a dashboard/scorecard to include, at a minimum, user defined metrics, key performance indicators (KPIs), reports, charts, etc.		
1.4.10	Provides the ability for reporting to be based on user security setting		
1.4.11	Provides the ability to save and “publish” ad hoc reports for use by others		
1.4.12	Allows for multiple output options (e.g. display, print, email, etc.)		
1.4.13	Provides the ability to automatically run and distribute scheduled reports to a group or individuals via email		
1.4.14	Provides the ability to define report from/to dates across multiple fiscal years		
1.4.15	Provides automated month-end reporting		

GL/Accounting

#	Requirement	Response Code	Response/Comments
1.4.16	Provides an automated means to categorize and summarize transactional data in support of the Annual Financial Report		
1.4.17	Provides a report to assist Journal Entry approval/review and includes GL accounts and names, amounts, descriptions, etc.		
1.4.18	Provides the ability to generate printed output of all financial/accounting reports (e.g. income statement, balance sheet, general ledger, revenue/expenditure comparison report etc.)		
1.4.19	Provides functionality for generation of quarterly and annual accounting reports required by State and Federal agencies		

Budgeting

#	Requirement	Response Code	Response/Comments
1.4.20	Provides the ability to report on justification comments by budget line item		
1.4.21	Offers the ability to see budget-to-actuals in real-time with drill-down capabilities		
1.4.22	Supports publication of the “annual budget document” via direct leveraging of system outputs/forms/reports		
1.4.23	Supports the reporting of fully burdened hourly rates for all employees		
1.4.24	Allows users to change key underlying assumptions to impact forecasts		
1.4.25	Provides modeling for “what if” scenarios and forecasting tools for “10 Year Cash Flow Projections”		

Position Control

#	Requirement	Response Code	Response/Comments
1.4.26	Provides reporting by position type		
1.4.27	Provides reporting by position allocations		
1.4.28	Provides reporting by filled, and vacant positions		
1.4.29	Provides reporting for grant positions nearing the end date		

Employee Master File

#	Requirement	Response Code	Response/Comments
1.4.30	Provides Seniority Listing		
1.4.31	Provides Federal and State government mandated reporting including, but not limited to: <ul style="list-style-type: none"> • IRS 1099 • SSA W-2 • EEOC EEO-4 • • SCO Employee Compensation • EDD New Hire • EDD Quarterly Contribution Return and Report of Wages • EDD Report of Independent Contractors • EDD PIT, SDI, and UI • CalPERS reporting 		
1.4.32	Provides point-in-time reporting for various data points (ex. headcount, benefits enrollment, ethnicity data)		

Benefits Administration

#	Requirement	Response Code	Response/Comments
1.4.33	Provides 3rd party benefit administrator reports		

2 Finance

2.1 General Ledger/Accounting

General

#	Requirement	Response Code	Response/Comments
2.1.1	Maintains accounts for transactions via elements such as fund, department, division, program, project, object or any other element needed to meet the needs of the Town		
2.1.2	Ensures all transactions post individually and/or in summary to the general ledger regardless of the transaction source ensuring each entry is balanced and auditable, and provides a message/warning if transactions are not balanced		
2.1.3	Supports accrual and cash accounting methods		
2.1.4	Creates appropriate entries needed at the end of the period (month or year) and for purposes of opening a new period (i.e. rolling forward account balances or reversing certain year end entries)		
2.1.5	Provides the ability to add notes/comments to transactions that post to the GL		
2.1.6	Provides the ability to adjournal supporting documents in pdf format		
2.1.7	Enforces rules for entry validation based on roles at departmental/user level to prevent incorrect account coding		
2.1.8	Captures multiple dates (e.g. transactional, posting, data entry, etc.)		
2.1.9	Provides pooled cash accounting from multiple funds to a single bank account		
2.1.10	Supports Government Accounting Standards Board (GASB) standards/principles		

Chart of Accounts (COA)

#	Requirement	Response Code	Response/Comments
2.1.11	Supports a flexible COA structure with room for growth within each field and expanded use of segments in the future (for this requirement, describe Proposer COA recommendations based on best practices)		
2.1.12	Provides ability to reclassify the COA as necessary in support of organizational changes without having to create an entirely new COA		
2.1.13	Allows for object code category		
2.1.14	Provides an option for Town re-organization to have data/history move (all data re-written to new account, electronic reference, crosswalk, etc.)		
2.1.15	Provides the ability to support reporting, analysis, and differing views or organizational performance related to all levels within the organization		
2.1.16	Provides the ability to adapt the COA to support modern financial concepts such as workflow, reporting, security design, and internal controls		

Journal Processing

#	Requirement	Response Code	Response/Comments
2.1.17	Supports multiple journal processing capabilities including one-time, standing, automated recurring, allocations & distributions, automatic reversals (accruals), and corrections		
2.1.18	Identifies the source of journals (e.g. budget, sub-system, import, etc.)		
2.1.19	Allows multiple periods to be open at the same time		
2.1.20	Manages due to/due from transactions		
2.1.21	Allows multiple options for creating a journal (e.g. onscreen, import from Excel, copy a prior journal, etc.)		

#	Requirement	Response Code	Response/Comments
2.1.22	Provides multiple description fields for the Journal Entries (i.e. long, short, free form, etc.) and document attachment		
2.1.23	Provides the ability to adjournal supporting documents in pdf format		
2.1.24	Provides the ability to search for posted journals by date, journals by type, accounting period, keyword, creator, etc.		
2.1.25	Allows for posting back to previous periods		
2.1.26	Provides the ability to save work in process and return to it at another date/time		

Bank Account Management and Bank Reconciliation

#	Requirement	Response Code	Response/Comments
2.1.27	Provides the ability to manage and automate reconciling of multiple bank accounts (for this requirement, please describe any tools the Proposer utilizes to support cash management and bank reconciliation)		
2.1.28	Provides the ability to transfer funds between accounts		

Closing

#	Requirement	Response Code	Response/Comments
2.1.29	Supports period end soft close processes (i.e. secures new entries to a closed accounting period for specific modules)		
2.1.30	Provides automated year-end closing of revenue and expenditure accounts and the automated roll forward of balance sheet accounts (as appropriate) to establish subsequent year beginning balances		
2.1.31	Allows multiple year-end closings periods (i.e. period 13, period 14, etc.)		
2.1.32	Supports period end hard close processes		

#	Requirement	Response Code	Response/Comments
2.1.33	Allocates interest earnings, gain/loss on investments, and expenses as a percentage of daily cash balances, and prepares journals of the allocations for review and posting (for this requirement, please describe Proposer investment management modules/functionality)		
2.1.34	Provides the ability to select frequency of interest allocations		

2.2 Budgeting

#	Requirement	Response Code	Response/Comments
2.2.1	Supports biennial budgeting		
2.2.2	Provides an automated electronic budget process with decentralized entry, workflow, and related notifications/alerts		
2.2.3	Supports tracking budget revisions and mid-year amendments		
2.2.4	Supports multiple biennial budget years for expenditures, revenue, and projections (e.g. two, four, six, eight, etc.)		
2.2.5	Supports Capital Improvement Planning (CIP) project budgeting		
2.2.6	Tracks various budget versions (e.g. original, edited, admin review, council draft, department head, etc.), which includes the ability to see when and by whom changes were made		
2.2.7	Projects fund balance details automatically (i.e. reflecting projected reserves, revenues, expenses and inter-fund transfers that would result in an ending fund balance)		
2.2.8	Provides the option to seed budgets zero-based, with historical data (e.g. last year's actuals) or with increasing/decreasing factors down to the object level		
2.2.9	Allows departmental entry (free-form) of justifications and background data related to requests; this information must stay with line item entries through budget level-up cycles		
2.2.10	Processes mass changes to various accounts during budget process such as a reorganization		
2.2.11	Offers the ability to control budget rollups at multiple levels		

#	Requirement	Response Code	Response/Comments
2.2.12	Offers the ability to add/delete/reallocate/shift positions and update proposed budgets in real-time		
2.2.13	Provides the ability to allocate employee costs by various factors including percentage to multiple account strings, pay type with associated benefits, etc.		
2.2.14	Provides position budgeting processes for updating the budget to reflect changes for such things as COLAs, adjustments to variable benefits, updates to fixed benefits, and other misc. personnel related rate adjustments		
2.2.15	Provides status tracking relative to departmental budget approvals (minimum five levels of review)		
2.2.16	Automates roll-forward for selected operational and multi-year Capital Improvement Plan (CIP) project budgets and identifies which funds are roll-forward versus which are new		
2.2.17	Provides an ability to apply “what if”/factor scenarios across funds, departments, programs, and/or objects as designated by staff		
2.2.18	Offers the ability through security/rights to lock funds, departments, objects, and/or object categories from identified staff		
2.2.19	Provides multi-year budgeting, object, justification, description, etc. fields for each budget year		
2.2.20	Offers the ability to define a maximum budget amount per fund, department, division, object, and report against the defined maximum		
2.2.21	Allows negative amounts to be entered with appropriate security		
2.2.22	Provides the ability to generate labor projections based on factors including percent change in salary, benefits, pay codes, bargaining units, time periods, etc.		
2.2.23	Supports publication of Public Budget (Budget Book)		
2.2.24	Provides automated notification when budget is close to being expended		
2.2.25	Supports a cost allocation model, one that allocates internal services budgets to departments		

2.3 Vendor Management

#	Requirement	Response Code	Response/Comments
2.3.1	Supports decentralized vendor entry with workflow to approve vendor prior to availability for use		
2.3.2	Provides auto generation of vendor numbers		
2.3.3	Provides the ability to maintain vendor information to process payments		
2.3.4	Provides the ability to view changes to vendor records (i.e. address, name, phone, etc.)		
2.3.5	Prevents duplicate entry of vendor records		
2.3.6	Notifies staff if insurance requirements are near/past expiration		
2.3.7	Supports multiple remittance addresses for a vendor		
2.3.8	Provides a vendor self-service portal with functions that include: <ul style="list-style-type: none"> • Provide vendor related forms online • Submit requests to become “registered” vendors • Register to receive notifications for formal bids, and download information and upload bids accordingly • Check invoice/payment status • View appropriate transactional history associated with purchase orders (POs) • Make changes to address, phone, primary contact, etc. • Upload of W9’s • Download of 1099’s 		

2.4 Procurement/Purchasing

Requisitions

#	Requirement	Response Code	Response/Comments
2.4.1	Enforces the purchasing policy rules for general purchases, informal bidding, formal bidding, authority limits, sole source, and emergency purchasing procedures		

#	Requirement	Response Code	Response/Comments
2.4.2	Performs budget checking during requisition, PO creation, and invoice processing		
2.4.3	Supports the purchase of recurring services by automatically generating a requisition/PO based on pre-established criteria (e.g. health insurance, cleaning services, and leased vehicles)		
2.4.4	Provides the ability to initiate an electronic purchase requisition and attach supporting documentation (i.e. quotes, bids, contracts, agreements)		
2.4.5	Supports the ability to copy a previous requisition for a new requisition		

Encumbrances

#	Requirement	Response Code	Response/Comments
2.4.6	Provides the ability to pre-encumber/encumber requisitions and purchases, and the ability to override transactions that fail budget check		
2.4.7	Supports encumbering of funds when requisition is approved		
2.4.8	When a PO or requisition is cancelled, or closed, automatically reverses pre-encumbrance and encumbrance amounts as appropriate		
2.4.9	Supports encumbering of funds over multiple years, along with ability to carryover existing encumbrances across fiscal years		

Purchase Orders

#	Requirement	Response Code	Response/Comments
2.4.10	Provides the ability to have a single PO associated with multiple departments and/or funding sources (i.e. cross department PO's)		
2.4.11	Supports recurring/routine departmental PO's based on dollar limits		
2.4.12	Supports annual, blanket, and multi-department PO types		

#	Requirement	Response Code	Response/Comments
2.4.13	Supports multiple line items per PO with the option of associating different GL strings with each line		
2.4.14	Captures internal or external justifications, notes, or comments on POs; internal comments must only be visible to staff		
2.4.15	Limits which users are authorized to override established PO limits		
2.4.16	Provides near real-time expense tracking on all PO's including blanket PO's		
2.4.17	Prevents a PO from being issued to an inactive vendor		
2.4.18	Provides options for distributing the PO (e.g. print-mail, email, etc.)		
2.4.19	Provides the ability to re-open a purchase order that has been closed including recording the encumbrance		
2.4.20	Provides the ability to configure alerts (percentage/dollar-based) when an invoice (or combination of invoices) is on the verge of exceeding the approved PO amount		

Year End

#	Requirement	Response Code	Response/Comments
2.4.21	Defines close and roll-over dates at system and module level		
2.4.22	Supports the maintenance of open POs over multiple years		
2.4.23	Supports year-end activities such as conditional PO closure and the ability to roll purchase orders to the new fiscal year		
2.4.24	Automates PO rollover process for individual or groups of POs including appropriate treatment of carryover budget amounts		
2.4.25	Allows users to enter POs for the new fiscal year prior to the start of that fiscal year		
2.4.26	Provides real-time access to PO information related to encumbrances, balances, adjustments, and postings		
2.4.27	Provides a report or dashboard alert of POs with no activity for a user defined period of time		
2.4.28	At year-end, provides the ability to print list of POs with outstanding balances		

2.5 Contract Management

#	Requirement	Response Code	Response/Comments
2.5.1	Provides the ability to support bid request, negotiation, and management of vendor contracts		
2.5.2	Provides the ability to track contracts, insurance requirements and related certificates needed for doing business with the Town		
2.5.3	Supports tracking and managing of contract status (e.g. phases, deliverables, milestones, payment schedule, payment terms, payments, incentives, amendments, renewal status, expiration dates, insurance certificates, etc.) via automated alerts		
2.5.4	Associates contracts to projects, requisitions, and purchase orders		
2.5.5	Supports multi-year contracts, including available contract balances and encumbrances		

2.6 Accounts Payable

General

#	Requirement	Response Code	Response/Comments
2.6.1	Supports payments to various entities including, but not limited to, vendors for services or goods, employees' expenses, and retirees		
2.6.2	Provides and applies appropriate controls over all payments		

#	Requirement	Response Code	Response/Comments
2.6.3	Provides templates/forms to assist in the payment of large vendor bills (e.g. PG&E) with dozens of lines on a bill		

Invoice Receipt

#	Requirement	Response Code	Response/Comments
2.6.4	Supports importing of electronic invoices from vendors		
2.6.5	Supports centralized or decentralized invoice receipt		
2.6.6	Automates matching the PO, receiver, and invoice		
2.6.7	Provides the ability to identify duplicate invoices from vendor at the time of entry		
2.6.8	Checks the status of all open/pending invoices		
2.6.9	Reflects invoice amount on account balances immediately		
2.6.10	Manages vendor invoice credits with associated adjustments to encumbrances and PO balances		
2.6.11	Supports managing Town Purchasing Card usage and processing of related payments in coordination with bank (for this requirement, please describe how Proposer manages credit card reconciliation)		

Payment Calculation

#	Requirement	Response Code	Response/Comments
2.6.12	Alerts staff about and calculates payment discounts		
2.6.13	Supports automatically calculating shipping and taxes as appropriate for items being paid at time of data entry		
2.6.14	Allows payments that can be scheduled over a time period and with associated tracking of payment terms		

Payment Process

#	Requirement	Response Code	Response/Comments
2.6.15	For multi-line item POs, allows selection of one or more of those line items during invoice processing		

#	Requirement	Response Code	Response/Comments
2.6.16	Creates POS pay files		
2.6.17	Supports processing of 1099's and 1099 reporting requirements		
2.6.18	Supports refund and retention payment processing		
2.6.19	Provides the ability to short close POs based on user defined parameters		
2.6.20	Provides for ACH, EFT, and wire transfer payments to vendors with a system generated email notification and remittance that payment was sent		
2.6.21	Provides alerts for invoices that are aging and where penalties may apply for late payments		
2.6.22	Provides alerts to designated staff when an invoice is paid against a certain budget code		

Check Generation

#	Requirement	Response Code	Response/Comments
2.6.23	Provides the ability to generate multiple checks for a single vendor during a check process		
2.6.24	Generates multiple page checks		
2.6.25	Generates on demand manual checks		
2.6.26	Allows reprinting checks without void and reissue, and without having to re-enter data, if an error occurs during check printing		

2.7 Payroll Processing

General

#	Requirement	Response Code	Response/Comments
2.7.1	Provides functionality to calculate employee payroll, deductions, and accruals based on components managed in the HR benefit and pay administration module		
2.7.2	Provides functionality for electronic timesheets for multiple departments with different pay codes (e.g. Police , PPW)		

Appendix A – Requirements

#	Requirement	Response Code	Response/Comments
2.7.3	Provides ability to have electronic timesheet approved via work flow and upload into the payroll module		
2.7.4	Provides ability to employees enter hours worked via mobile device or computer		
2.7.5	Supports prior period payroll adjustments, including non-cash payroll adjustments		
2.7.6	Supports deductions for health insurance twice a month		
2.7.7	Supports pre-tax deductions for health insurance and other deductions		
2.7.8	Processes payments for government and 3 rd party agencies (e.g. benefits, retirement, CalPERS Retirement xml file, 457 Plan file to etc. to upload)		
2.7.9	Supports State and Federal tax filings		
2.7.10	Complies with all calculation and reporting requirements of the Fair Labor Standards Act (FLSA), Family Medical Leave Act (FMLA), and CalPERS retirement system		
2.7.11	Supports multiple concurrently open payrolls (e.g. vacation, sick or comp time cash outs, etc.)		
2.7.12	Provides and enforces rule-based validation and prevents duplicate earning codes at employee level, etc.		
2.7.13	Provides user-defined exception hours' analysis		
2.7.14	Supports multiple 're-runs' of payroll prior to final payroll run		
2.7.15	Supports Town's bi-weekly payroll runs		
2.7.16	Supports years with more or less than 26 payroll periods		
2.7.17	Supports the voiding and re-issuance of payroll documents		
2.7.18	Generates paychecks, direct deposits (supporting deposits across multiple accounts on a single check), EFT files, Nacha FILES, text files, and related positive pay files to upload to bank		
2.7.1	Supports payment of garnishments via payroll check		
2.7.2	Supports creation of annual pay and benefit letters, W2s, and ACA annual documents		
2.7.3	Supports one-time MOU stipend payments		
2.7.4	Provides the ability to calculate various scenarios pertaining to MOU and FLSA overtime		

#	Requirement	Response Code	Response/Comments
2.7.5	Supports distribution of payments to third-parties such as deferred compensation or bargaining units		
2.7.6	Provides the ability to support multiple and differing declared work weeks for calculating FLSA overtime including 7(k) exemptions		
2.7.7	Provides the ability to calculate offset between paid MOU overtime and FLSA overtime (RRP)		

Paystub

#	Requirement	Response Code	Response/Comments
2.7.8	Identifies all elements used to calculate pay on the paystub		
2.7.9	Identifies key information for employee (leave balances, allocation of direct deposit accounts, employee vs. employer pay benefits, etc.) on the paystub		
2.7.10	Generates PDF/electronic copy and automatically posts payroll stub, W2, and ACA documents to the employee self-service portal		
2.7.11	Provides ability for a self-service portal		

2.8 Fixed Assets/Inventory

#	Requirement	Response Code	Response/Comments
2.8.1	Provides asset management functionality to capture and maintain information associated with leased and capitalized assets		
2.8.2	Allows multiple funding sources per asset, including Grant funding sources		
2.8.1	Provides automated asset inventory and tracking capabilities (e.g. bar codes, etc.)		
2.8.2	Provides parent/child associations for assets		

#	Requirement	Response Code	Response/Comments
2.8.3	Ties an asset(s) to a CIP project		
2.8.4	Tracks non-capitalized assets		
2.8.5	Supports various asset depreciation schedules, the ability to change depreciation methodologies, and (from a point in time) recalculates depreciation based on the remaining life		
2.8.6	Tracks asset maintenance (including enhancement and transfers) and projected associated costs		
2.8.7	Allows for creation of an asset as part of purchase requisition		
2.8.8	Allows for automatic creation of asset when certain dollar thresholds are exceeded, and an automated notification that the process to create an asset has been initiated		
2.8.9	Tracks assets disposal and salvage value; reports on assets nearing full depreciation		
2.8.10	Allows user to define fields for asset reporting to assist with analysis/development (e.g. motor vehicles, buildings, equipment etc.)		
2.8.11	Generates journal entries to record depreciation expense to appropriate fund in the General Ledger		
2.8.12	Provides the ability to generate a variety of asset-related reports including assets prior to and after posting, assets by type, by account, by value, etc.		
2.8.13	Provides for the ability to close a CIP project and move related assets into services and/or infrastructure		
2.8.14	Supports the tracking of capital assets that are not depreciated		
2.8.15	Supports GASB 34 fixed asset infrastructure reporting requirements		

2.9 Accounts Receivable/Miscellaneous Billing

#	Requirement	Response Code	Response/Comments
2.9.1	Supports invoicing of various entities including, but not limited to, citizens, former employees, businesses, and other governmental entities		
2.9.2	Supports invoicing for a variety of items, including but not limited false alarms, grants, property damage, DUI cost recovery, NSF check fee code enforcement fees, encroachment permits, and other miscellaneous items and services		
2.9.3	Provides functionality to record receivable and payments against customer accounts		
2.9.4	Provides customizable invoices (Town requires multiple templates)		
2.9.5	Provides the ability to add user-defined messages to invoices and statements		
2.9.6	Provides options for off-cycle and regular batch bill runs		
2.9.7	Provides Non-Sufficient Funds (NSF) support including application of additional fees, adjustments to receivables, etc.		
2.9.8	Ensures appropriate cross-references to payment history and open balances for refunds processing		
2.9.9	Ensures payments immediately affect customer account balances even while batches are still open		
2.9.10	Provides statements of cumulative activity (vs. invoices only)		
2.9.11	Provides comprehensive NSF check processing including reversing payments, appropriate reversing of accounting transactions, rebilling with NSF check charge(s), and associating these events with the customer's account		
2.9.12	Provides on demand and interval-based (i.e. weekly) past due payments and aging reports with notifications		
2.9.13	Provides accounts aging data sufficient to support collection activities		
2.9.14	Automates 2nd and 3rd notices of missed payments		
2.9.15	Provides the ability to reverse payment and prepare write off journal entries		

#	Requirement	Response Code	Response/Comments
2.9.16	Provides the ability to edit and revise invoices (i.e. address, comments, etc.) including the amount and record (adjustments) the revised amount to the General Ledger		

2.10 Cash Receipts (Cashiering)

#	Requirement	Response Code	Response/Comments
2.10.1	Provides a centralized cashiering model to collect and manage transactions (e.g. cash, checks, credit cards, electronic payments, etc.) from multiple locations on a daily basis		
2.10.2	Provides ability to process online payment and automatically add online processing fee based on percentages of the total transactions		
2.10.3	Provides ability to access transaction detail in subaccounts		
2.10.4	Provides system generated receipt numbers		
2.10.5	Provides for verification of cash and validates checks		
2.10.6	Supports the ability for staff to scan checks for deposit		
2.10.7	Supports the ability for staff to scan supporting documentation and attach it to receipts		

2.11 Grant Management

#	Requirement	Response Code	Response/Comments
2.11.1	Supports establishing grant budgets and recording expenditures against the grants		
2.11.2	Provides fields to record the type of grant (local, state, and federal), grantor information, match terms, grant begin and end date, and grant drawdown activity		
2.11.3	Allows users to establish budgets, track activities, and manage reimbursements/billings related to CIP grants (specific items that		

#	Requirement	Response Code	Response/Comments
	are or are not to be billed to a grant) and to associate those grants with project categories as appropriate		
2.11.4	Allows real-time access to grant costing details		
2.11.5	Ensures overhead percent allocations are consistently and accurately applied		
2.11.6	Supports cost allocations		
2.11.7	Tracks grants over multiple fiscal years		
2.11.8	Supports grant application and funding request processes		
2.11.9	Provides reporting on grant activity by period and over the life of the grant award		
2.11.10	Provides alerts when administrative expenses are close to 20% threshold		

2.12 Project Management

#	Requirement	Response Code	Response/Comments
2.12.1	Assigns unique numbers to each project that can be used for inquiry/reporting of project details		
2.12.2	Provides functionality to manage Capital Improvement Program (CIP) projects, including tracking funding sources and budget to actual expenditures		
2.12.3	Provides functionality to associate projects into multiple categories and subcategories		
2.12.4	Supports multi-year projects		
2.12.5	Allows multiple funding sources for a single project		
2.12.6	Provides real-time project budget balances with the option to include pending staff time or pending invoices in process		
2.12.7	Tracks actual, committed, and estimated (or budgeted) costs		
2.12.8	Distributes costs and units (including labor hours) to as many projects (job phases) and sub-divisions (job-sub-phases) as the user wishes to establish		
2.12.9	Captures staff time and associates it directly to a project using a blended hourly rate (or actual rate) based on defined project rules		

#	Requirement	Response Code	Response/Comments
2.12.10	Reports on project activity by period and over the life of the project		
2.12.11	Supports collection of reimbursements at a project level		

3 Human Resources

3.1 Position Control

#	Requirement	Response Code	Response/Comments
3.1.1	Links HR, Payroll and Budget data to facilitate managing the Town’s structure, positions, and financial budget for positions		
3.1.2	Associates positions with funding source		
3.1.3	Encumbers a position upon request to fill a vacancy		
3.1.4	Identifies positions that are overfilled and/or under-filled		
3.1.5	Tracks and reports on history of position changes by date (title/location)		
3.1.6	Tracks and reports on history of incumbents in position by date		
3.1.7	Identifies positions that are grant funded and have a position end date (end of grant date)		

3.2 Employee Master File

#	Requirement	Response Code	Response/Comments
3.2.1	Maintains data elements including but not limited to employee ID, basic demographics, address information, emergency contacts, survivor/beneficiary information, dependent information, history of salary changes (effective start and end dates), training/certification, history of assigned positions, and history of personnel actions		
3.2.2	Maintains employee photo		
3.2.3	Provides employee directory functionality		

#	Requirement	Response Code	Response/Comments
3.2.4	Supports deactivation of employees and the ability to reactivate employees as necessary; maintains deactivation history		
3.2.5	Supports the scanning of prior employee action forms to be loaded in chronological order and attached to each employee master file		

#	Requirement	Response Code	Response/Comments
3.2.6	Supports the limiting of access to employee master files based on security roles		

3.3 Benefits Administration

#	Requirement	Response Code	Response/Comments
3.3.1	Provides flexible, rules-based benefit management functionality to manage public employee benefits such as medical, dental, disability, deferred compensation, and life insurance		
3.3.2	Complies with current and future Affordable Care Act (ACA) requirements, including automatic notification to employee when a dependent is approaching coverage discontinuance at age 26		
3.3.3	Complies with Consolidated Omnibus Budget Reconciliation Act (COBRA) requirements		
3.3.4	Complies with Health Insurance Portability and Accountability Act (HIPAA) requirements		
3.3.5	Supports California Public Employees Retirement System (CalPERS) to manage pension, health, and retirement benefits for California public employees and retirees, including public safety employees		
3.3.6	Supports additional medical reimbursement payments (outside CalPERS) for public safety employees		
3.3.7	Maintains eligibility dates for different plans based on different rules and which may differ from hire dates		
3.3.8	Updates employee benefit records and reflects changes in pay in HR and payroll systems/modules and applicable third-party		

#	Requirement	Response Code	Response/Comments
	benefit providers whenever there are changes due to a life event, changes in eligibility rules, or requests for benefits		
3.3.9	Supports administration of flexible spending reimbursement accounts		
3.3.10	Maintains dependent demographics and has ability to assign each dependent to different benefit elections		
3.3.11	Ability to extract data from benefits module to produce census enrollment data reports for carriers and individual benefit enrollment statements for employees		

3.4 Leave Administration

#	Requirement	Response Code	Response/Comments
3.4.1	Supports sufficient number of leave banks (minimum 100)		
3.4.2	Provides the ability to track holiday, vacation, and sick leave accruals		
3.4.3	Provides the ability to assign different caps to holiday, vacation, and sick leave based on specific MOUs		
3.4.4	Provides the ability to support two accrual methods for vacation: initial load and hours worked		
3.4.5	Provides the ability to code holiday leave and floating holiday leave separately		
3.4.6	Supports managing available leave balances, leave taken, payments, and balances for various types of leave (e.g. paid time off, vacation, sick, Family Medical Leave Act, disability, worker’s compensation, etc.) (for this requirement, describe how Proposer’s solution supports FLMA tracking)		
3.4.7	Supports meeting CA sick time laws for part-time employees		
3.4.8	Allows for flexible rules for taking leave when balances are at zero, but accrual is pending		
3.4.9	Notifies employees of leave that may be lost		
3.4.10	Supports conversion of leave accruals to cash		
3.4.11	Supports bidding for time off by public sector employees (seniority-based)		
3.4.12	Support donation of leave time to others (catastrophic leave)		
3.4.13	Supports temporary removal of existing leave cap by employee		
3.4.14	Supports creation of episodic and legislative leave time (ex. FFCRA and SPSLA related to the COVID pandemic) and pro-rating of leave time based on a lookback of work schedule for part-time non-benefitted employees		

3.5 Training and Certification

#	Requirement	Response Code	Response/Comments
3.5.1	Supports tracking required position-specific job certifications, licenses, and mandatory training		
3.5.2	Supports tracking history of training results, certifications, licenses, and related expiration dates		
3.5.3	Provides automated notification of expiring certifications to supervisors and employees based on user-defined rules		
3.5.4	Associates certifications with applicable pay codes such that employees are paid or not paid based on the status of their certification		
3.5.5	Updates employee records in HR and payroll systems/modules such that changes in pay can occur based on completion of training/certification events		
3.5.6	Allows for employee self-service to sign up for training and to acknowledge documents		

3.6 Personnel Actions

#	Requirement	Response Code	Response/Comments
3.6.1	Provides functionality to manage personnel actions from initiation, review, authorization, approval, and electronic distribution of completed personnel actions for actions such as promotions, demotions, salary increases, discipline, separations, leave, etc.		
3.6.2	Updates employee records in HR and payroll systems/modules to reflect changes in pay if needed		
3.6.3	Uses end dates to automatically stop the action at a specified time (e.g. discontinue administrative leave without pay, leave of absence, etc.)		

3.7 Employee Self Service

#	Requirement	Response Code	Response/Comments
3.7.1	Provides employee self service functions that allow access and update to designated employee information		
3.7.2	Updates employee records in HR and payroll systems/modules and applicable external systems (e.g. CalPERS, 3rd Party Benefit Providers, etc.)		

#	Requirement	Response Code	Response/Comments
3.7.3	Provides the ability to view paycheck history, W2 history, personnel actions, leave balances, etc.		
3.7.4	Provides the ability to update/change W-4, benefits during open enrollment, benefits when newly hired, and profile data (e.g. address, phone number, emergency contact beneficiaries, etc.)		
3.7.5	Provides the ability for employee to reset password		
3.7.6	Provides electronic employee separation workflow		
3.7.7	Provides workflow to track progress of employee offboarding/separation checklist		
3.7.8	Provides the ability for employees to request leave time with an appropriate approval workflow and an automatic transfer of approved leave to time card		

3.8 Pay Administration

#	Requirement	Response Code	Response/Comments
3.8.1	Provides functionality to manage employee pay including wages, special pay, employee loans, State and Federal taxes, and accruals		
3.8.2	Supports multiple (minimum 999) earning/pay codes including, but not limited to, Acting Pay and Special Pays that may change between pay periods		
3.8.3	Supports flexible definition of shift work and work schedules (e.g. 4/10, 9/80, 5/40 9/75, etc.)		
3.8.4	Supports setup of earning codes, deductions codes, and others at the Town level		
3.8.5	Supports multiple employee groups with different MOU requirements and benefits (e.g. differing leave accrual level, differing premiums, etc.)		
3.8.6	Supports multi-rate positions		
3.8.7	Provides the flexibility to define PERS-able pay, including different setups for different employee groups, salaries, benefits, and other similar accumulators, including public safety positions that may have overtime calculations in the other classification		

#	Requirement	Response Code	Response/Comments
3.8.8	Supports retention pay for public safety positions		

#	Requirement	Response Code	Response/Comments
3.8.9	Provides the ability to do ‘what-if’ analysis and modeling for salary increases, benefit changes, etc.		
3.8.10	Calculates step, increment, and percentage pay adjustments for all or a group of employees (e.g. bargaining units, classes, etc.) and creates salary tables		
3.8.11	Provides an automated process for retroactive pays		
3.8.12	Ensures pay codes associated with specific types of employees (e.g. police, maintenance workers, etc.) are not inadvertently assigned to other employee types		
3.8.13	Supports multiple concurrent assignments for part-time employees		
3.8.14	Supports mid pay period pay rate changes		

3.9 Time and Attendance

#	Requirement	Response Code	Response/Comments
3.9.1	Provides functionality to collect time, perform exception-based time entry, and time adjustments to multiple work schedules		
3.9.2	Provides ability to pre-populate time sheets with specific number of hours by day to support exception reporting		
3.9.3	Provides the ability to define and validate business rules at time of collection (i.e. prevents employees from entering adjustments that will cause employee leave balances to be exceeded)		
3.9.4	Prevents employees from entering invalid data (i.e. earnings or pay codes they are not authorized to use)		
3.9.5	Provides the ability to assign specific locations to employees and allow employees to change locations as necessary		
3.9.6	Allows employees to enter prior period leave		
3.9.7	Includes notes or comments associated with hours submitted at the project level		
3.9.8	Allows employee to associate project codes with each line of time entered		
3.9.9	Allows multiple pay periods to be open for time entry purposes		

#	Requirement	Response Code	Response/Comments
3.9.10	Provides the ability to reconcile pay period schedule with the calendar/fiscal year in support of processes that will facilitate W2 generation and accrued payroll		
3.9.11	Provides workflow to collect time, perform exception-based time entry, and time adjustments to multiple work schedules, including approval and submission to payroll system/module at the department level		
3.9.12	Provides the ability to support overtime requests, including tracking of hours by day, week, etc.		
3.9.13	Supports exception-based time entry by department, MOU, etc.		
3.9.14	Supports clocking in and out for non-exempt employees		
3.9.15	Tracks hours worked per fiscal year regardless of designated pay period (i.e. July 1 to June 30)		

3.10 Separation/Offboarding

#	Requirement	Response Code	Response/Comments
3.10.1	Provides functionality to manage processes and procedures for employee separation due to termination, retirement, resignation, or transfer		
3.10.2	Supports initiation of the process and a checklist of tasks that need to be performed to successfully exit an employee based on type of separation		
3.10.3	Provides electronic employee separation workflow processes		
3.10.4	Updates employee records in HR and payroll systems/modules and applicable external systems (e.g. CalPERS, 3rd Party Benefit Providers, etc.)		

4 Business Licensing

4.1 General

#	Requirement	Response Code	Response/Comments
4.1.1	Supports multiple license types, (flat, tax tables, formula based etc.)		
4.1.2	Provides user defined fields with parameters defined by the user		
4.1.3	Provides a workflow process to set up new business accounts		
4.1.4	Supports system integration to cash register, online cash register, general ledger, planning approval etc.		

4.2 Business License Account and Location Management

#	Requirement	Response Code	Response/Comments
4.2.1	Supports an unlimited number of Business Licenses		
4.2.2	Provides the ability to define, add, change, and delete an unlimited number of Business License Types		
4.2.3	Provides the ability to query an account based on various search criteria (i.e., Business name, Business number, Business Type, phone number, Business Location, SIC Code, paid status etc.)		
4.2.4	Provides summary and detail level inquiry of Business License records		
4.2.5	Provides user defined fields to be maintained for each Business License record		

#	Requirement	Response Code	Response/Comments
4.2.6	Provides unlimited notes on accounts with the ability to assign alert flags		
4.2.7	Provides an audit trail for changes to an account		
4.2.8	Provides the ability to transfer business license balance, deposits, and other related information to a new account when a business owner transfers to a new business address		
4.2.9	Provides the ability to track an unlimited number of user-defined events on an account (e.g., late notices, penalty write-off, etc.)		
4.2.10	Provides the ability to track information through the system by business		

4.3 Business License Taxes and Fee Management

#	Requirement	Response Code	Response/Comments
4.3.1	Provides the ability to define, add, change, and delete an unlimited number of license fee types (flat, percentages, tiered, and tax tables based)		
4.3.2	Provides the ability to define an effective date for tax tables and prorate charges based on the effective dates		
4.3.3	Provides the ability to define business license rates that are fixed, flat, percentages, and/or tiered		
4.3.4	Provides the ability to create charges for non-business license fees such as State Mandated fees, reprint fees, other one-time or reoccurring fees)		
4.3.5	Provides the ability to define distribution of fees to multiple general ledger accounts based on user-defined account type, fee category, license type, tier, or reason code		
4.3.6	Provides the ability to define, add, change, and delete an unlimited number of license types		
4.3.7	Provides the ability to mass update/modify business license tax fees based on a percentage or fixed amount		
4.3.8	Provides the ability to renew all type of busines licenses		
4.3.9	Provides the ability to post penalty to all or individual		

#	Requirement	Response Code	Response/Comments
	businesses		
4.3.10	Provides the ability to print and automatically email business licenses		
4.3.11	<p>Please confirm that the proposed system will provide the functionality and billing needs of the Town Business License Code. The Code can be found at the following link: https://www.losgatosca.gov/25/Town-Code</p> <p>Any exceptions are to be communicated. Answering “Y” to this requirement indicates that the proposer has reviewed the Town Business License Code and the proposed system can provide the necessary functionality.</p>		

4.4 Billing Management

#	Requirement	Response Code	Response/Comments
4.4.1	Supports a multi-cycle billing system		
4.4.2	Provides the ability to generate one business license invoice covering all services and charges and itemizes charges separately or in summary		
4.4.3	Maintain a file of comments for including on business license renewal invoices, follow up notices etc.		
4.4.4	Provides user-defined free form messages on invoices		
4.4.5	Provides the ability for user to include a notice on invoice for a group, type of business license owner		
4.4.6	Provides, at a minimum, the following invoice fields: invoice date, business number, Business Number bar code, license type, license period, expiration date, itemized charges, credits/refunds, amount due, due date, etc.		
4.4.7	Provides the ability to view and reprint past invoices at any time		

#	Requirement	Response Code	Response/Comments
4.4.8	Provides the ability to include mailing bar code on bills		
4.4.9	Provides the ability to prorate bills for new accounts		
4.4.10	Supports billing adjustments and automatically adjust billing amounts and history		
4.4.11	Provides the option to print a paper bill, email the bill, or both to the customer		
4.4.12	Provides the ability for customers to pay bills through online system		

4.5 Financial Management

#	Requirement	Response Code	Response/Comments
4.5.1	Allows for positive or negative transaction adjustments and provides a complete audit trail		
4.5.2	Provides the ability to automatically generate the appropriate journal entries		
4.5.3	Accepts over payment or credit adjustment with amount maintained as unapplied credit balance or to be applied to the next invoice		
4.5.4	Provides a complete audit trail of payments processed for reconciliation prior to general ledger cash posting		
4.5.5	Provides the ability to generate a counter invoice detailing charges and balance due		
4.5.6	Provides the ability to accept full, over, partial, and pre-payments		
4.5.7	Provides the ability to support payment plans for customers to schedule payments for outstanding balances		

#	Requirement	Response Code	Response/Comments
4.5.8	Provides the ability to recognize pending payments to prevent customers from receiving penalties or delinquent notices		
4.5.9	Provides the ability to display transaction history including bills, receipts, receipt adjustments, credit and refunds for an account		
4.5.10	Provides the ability to display details of transactions and drill to a final bill		
4.5.11	Provides the ability to accept multiple payment types for a bill (i.e. a bill payment is split between cash and check, credit Card))		

4.6 Delinquency Management

#	Requirement	Response Code	Response/Comments
4.6.1	Provides the ability to age business license accounts as defined by the Town		
4.6.2	Provides the ability to automatically add late penalties to delinquent accounts according to a late fee penalty determined by the Town		
4.6.3	Provides the ability to produce delinquent notices for business owners that have reached Town defined days delinquent, but continue to maintain an unpaid balance along with a listing of notices		
4.6.4	Provides the ability to automate special payment arrangements allowing customer to pay amount due over time		

#	Requirement	Response Code	Response/Comments
4.6.5	Provides the ability to select accounts to be flagged as exempt from receiving past due notices		
4.6.6	Provides the ability to process account write offs and collections		

4.7 Business License Self Service

#	Requirement	Response Code	Response/Comments
4.7.1	Provides a public portal for business owner self-service to view account balance, make payments (via various payment methods), update billing address, etc.		
4.7.2	Provides the ability for customer to invoke or deactivate paperless billing		
4.7.3	Provides the ability for customer to set up online bill pay (debit, credit, or ACH)		
4.7.4	Provides the ability for customers to upload supporting documents (tax returns, planning forms, etc.)		
4.7.5	Provides the ability for customers to update business license information such as number of employees, number of hospital beds etc. at business license renewal time		
4.7.6	Provides the ability for customers to update estimated gross receipts at renewal time, actual gross receipts at actual reporting)		
4.7.7	Provides the ability to allow customer to manage/change credit cards online		
4.7.8	Provides the ability to allow customer to manage/change email address for paperless billing		
4.7.9	Provides the ability to allow business license owner to access and print business license online		
4.7.10	Provides the ability to allow customer to access account history including: <ul style="list-style-type: none"> Business License Types 		

#	Requirement	Response Code	Response/Comments
	<ul style="list-style-type: none">• Business License Fees paid• Other Fees Paid		
4.7.11	Provides the ability to allow Business Owners to access billing reports including: <ul style="list-style-type: none">• Online electronic copy of business license invoice		

5 Technical

5.1 General

#	Requirement	Response Code	Response/Comments
5.1.1	Provides a production, test, and development environment		
5.1.2	Provides the ability to configure workflows, report parameters, and other elements to meet specific business needs using configuration and operating parameters provided by Town and without the assistance of the software vendor		
5.1.3	Provides for upgrades to accommodate changes in laws, regulations, best practices, and new technology		
5.1.4	Integrates with Active Directory		
5.1.5	Provides an Audit Trail with user, date, and time stamp throughout all modules, including field level change tracking (before/after values) as well as record level activity, including creation, viewing, editing, deletion and exporting (where applicable)		
5.1.6	Includes complete installation, operating, and system maintenance documentation (for on-premise solutions only)		

5.2 Regulatory Compliance

#	Requirement	Response Code	Response/Comments
5.2.1	Provides solution that is PCI compliant		
5.2.2	Provides solution that is HIPAA compliant		

5.3 System Security

#	Requirement	Response Code	Response/Comments
5.3.1	Unless integrated to Active Directory, allows the system administrator to <ul style="list-style-type: none"> Define a minimum length password Define a password expiration timeframe Prohibit reusing of passwords Supports automatic login via MS Office credentials 		
5.3.2	Allows the system administrator to: <ul style="list-style-type: none"> Configure control access to the application, modules, transactions, data and reports Define access rights (e.g. create, read, update, delete) by user ID or functional role Define functional access rights (e.g. processes, screens, fields, and reports) by user ID or functional role Restrict access to sensitive data elements (e.g. social security numbers, banking data, etc.) by user ID, user groups or functional role 		

5.4 Integrations/Interfaces

#	Requirement	Response Code	Response/Comments
5.4.1	Provides an Application Program Interface (API) to enable the exchange of information (both inbound and outbound) with other business applications using a variety of protocols including but not limited to XML, delimited, ASCII, and txt files		
5.4.2	Provides a configurable API such that new interfaces can be defined, or existing interfaces can be modified by an administrator without requiring the support of the software provider		
5.4.3	Provides security and auditing of data exported and imported via any API interfaces		

#	Requirement	Response Code	Response/Comments
5.4.4	Provides the ability to specify the editing criteria (including both field validation and consistency edits) to be applied to inbound transactions and ensures that transactions submitted via the API are subject to the same business rules as transactions submitted via the user interface		
5.4.5	Provides the ability to specify whether outbound interface transactions should be sent immediately or stored and forwarded at a specific time or at specific intervals		
5.4.6	Provides a notification to users of transactions that fail edits and provides a way for user to view, update, delete, and automatically resubmit transactions for processing or to be returned to the originating applications		
5.4.7	Provides the ability to schedule and encrypt files as necessary for data transfers		
5.4.8	Integrates or interfaces with the systems below (please see RFP Section 3 for information pertaining to the named applications) through scheduled file exchanges and/or manually processed imports:		
5.4.9	Accela Cloud Permit tracking Software		
5.4.10	Receive cash receipt information from RecPro Park Reservation Software to the new ERP		
5.4.11	Bank of the West		
5.4.12	Wells Fargo Bank		
5.4.13	Review Snap - Performance Review Software		
5.4.14	Laserfiche (document management)		
5.4.15	Cartegraph – Asset Management Software		
5.4.16	NeoGov (recruiting application)		
5.4.17	CA State Employment Development Department (disability insurance)		
5.4.18	CalPERS (retirement system)		
5.4.19	Internal Revenue Service (IRS)		
5.4.20	Social Security Administration (SSA)		
5.4.21	Third-Party Insurance Providers		

5.5 Hosted/SaaS Specific System Requirements (this section is N/A for on-premise solutions)

General

#	Requirement	Response Code	Response/Comments
5.5.1	Provides system availability 24 hours a day, 365 days a year (not including scheduled downtime)		
5.5.2	Ensures scheduled downtime is pre-approved by the Town one week in advance		
5.5.3	Provides system uptime of 99.9%		
5.5.4	Provides hosting facility that is SSAE 16 certified		
5.5.5	Stores data in the Continental U.S.		
5.5.6	Provides for continuous backup of data and transactions such that the Town will not suffer data loss in the event of a disaster or catastrophic failure		
5.5.7	Provides a “Trusted System” for backups according to requirements defined by the State of California		
5.5.8	Provides for scheduled, periodic backup of live data to the test/training environment		
5.5.9	In the event of a disaster or catastrophic failure, informs the Town: <ul style="list-style-type: none"> • Within one hour • The scale and quantity of the data loss • What Proposer has done to recover the data and mitigate any effect of the data loss • What corrective action Proposer has taken to prevent future data loss 		

Data Access and Security Breaches

#	Requirement	Response Code	Response/Comments
5.5.10	Maintains audit logging to record access activity: <ul style="list-style-type: none"> • Login/logout attempts by user and workstation • User submitted transactions • Initiated processes • System overrides 		

#	Requirement	Response Code	Response/Comments
	<ul style="list-style-type: none"> • Additions, changes, or deletes to application maintained data 		
5.5.11	<p>Upon discovery or reasonable belief of any data breach, notifies the Town by the fastest means available, and also in writing within 24 hours. Notification should include:</p> <ul style="list-style-type: none"> • The nature of the breach • The data accessed, used, or disclosed • The person(s) who accessed, used, disclosed, and/or received data (if known) • What has been done to quarantine and mitigate the breach • What corrective actions has been taken to prevent future breaches 		
5.5.12	Provides daily updates regarding findings and actions performed until the breach has been effectively resolved to the Town's satisfaction		
5.5.13	Provides a report containing the results of the investigation of the breach		

6 Optional Requirements

6.1 Onboarding

#	Requirement	Response Code	Response/Comments
6.1.1	Provides functionality to manage processes and procedures for employee onboarding		
6.1.2	Supports the initiation process and a checklist of tasks that need to be performed to successfully educate an employee on the organization		
6.1.3	Supports preparing the employee with the necessary knowledge, skills, access, equipment, etc.		
6.1.4	Provides the ability to track Town property (badge, phone, vehicle, etc.) provided to the employee throughout tenure with the Town		
6.1.5	Works with an employee self-service web portal to facilitate delivery and receiving of documents, benefits enrollment, etc.		
6.1.6	Allows attachments to enrollment documents such as marriage license, birth certificate, etc.		
6.1.7	Notifies Town when documents are received from applicant through employee self-service portal		
6.1.8	Provides functionality to approve or reject documents submitted and communicate back to the applicant through email		

6.2 Performance Reviews

#	Requirement	Response Code	Response/Comments
6.2.1	Provides functionality to manage performance reviews/evaluations including tracking notifications, initiation, review results, and approvals		
6.2.2	Updates employee records in HR and payroll systems/modules to reflect changes in pay if needed		
6.2.3	Provides automated notification of performance reviews to supervisors and managers based on user-defined rules		
6.2.4	Supports multiple types of evaluation forms by different bargaining units		
6.2.5	Provides alerts on past due evaluations and escalation notification		
6.2.6	Provides workflow to initiate the appropriate personnel action if needed		