



SOFTWARE AS A SERVICE AGREEMENT

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

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”** or **“County”** means Cochise County, Arizona.
- **“Data”** means your data necessary to utilize the Tyler Software, including all output, copies, reproductions, modifications, adaptations, translations, and other derivative works of, based on, derived from, or otherwise using any Data are Data.
- **“Data Storage Capacity”** means the contracted amount of storage capacity for your Data identified in the Investment Summary. As of the Effective Date, the Tyler Software that includes Data Storage Capacity is **“Content Manager Core.”**
- **“Defect”** means a failure of the Tyler Software to substantially conform to the functional descriptions set forth in our responses to the functional requirements checklist, attached hereto as Exhibit F, or their functional equivalent. Future functionality may be updated, modified, or otherwise enhanced through our maintenance and support services, and the governing functional descriptions for such future functionality will be set forth in our then-current Documentation.
- **“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. “Concurrent users,” as that term is used in the Investment Summary, does not include those end users who use the Employee Access, Vendor Access or Resident Access Software, or for those end users who add time entries in the Time & Attendance w/Mobile Access Software.
- **“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. A copy of our current Invoicing and Payment Policy is attached 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 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). 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. 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). Prior to any increase in charges pursuant to this Section, Tyler will provide you notice of such excess(es) and reasonably cooperate with you to identify opportunities for managing user and Data Storage Capacity limits so as to not incur additional charges. Fees will be commensurate with the overages and based on the terms set forth in Section H(1).
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. 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, subject only to the limited license granted in this Agreement to Tyler. 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. Restrictions. 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. Software Warranty. 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. SaaS Services.

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 so long as you are timely paying for SaaS Services. 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.

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 1 hour 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. Any third-party data centers utilized by Tyler in the provision of the SaaS Services will have redundancies comparable to or greater than the redundancies utilized in Tyler's data centers.

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 Data or 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. In the event of a confirmed ransomware attack or similar cybersecurity incident impacting the SaaS Services, Tyler agrees to take immediate, commercially reasonable measures to mitigate the effects of the attack. Tyler further agrees to cooperate with the County and to take commercially reasonable steps to

mitigate the incident. The County acknowledges that while Tyler will implement industry-standard security measures, no system is entirely immune to cyber threats, and Tyler shall not be held liable for damages caused by ransomware attacks beyond its control, except where such damages arise from Tyler's gross negligence or willful misconduct.

6.6 In the event disaster recovery is necessary, we will be responsible for importing back-up Data and verifying that you can log-in per the timeline in paragraph 6.3 above. 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.

7 Data Breach Notification. In the event of any confirmed breach of your Data, Tyler will follow the Arizona Data Breach Notification law, and any other applicable state or federal law.

SECTION C – PROFESSIONAL SERVICES

1. Professional Services. We will provide you the various implementation-related services itemized in the Investment Summary and described in the Statement of Work.
2. Professional Services Fees. You agree to pay us the professional services fees in the amounts set forth in the Investment Summary. Those amounts are payable in accordance with our Invoicing and Payment Policy. You acknowledge that the fees stated in the Investment Summary are good-faith estimates of the amount of time and materials required for your implementation. We will bill you the actual fees incurred based on the in-scope services provided to you. 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. Additional Services. The Investment Summary contains, and the Statement of Work describes, the scope of services and related costs (including programming and/or interface estimates) required for the project based on our understanding of the specifications you supplied. If additional work is required, or if you use or request additional services, we will provide you with an addendum or change order, as applicable, outlining the costs for the additional work. The price quotes in the addendum or change order will be valid for thirty (30) days from the date of the quote.

4. Cancellation. If you cancel professional services that include scheduled travel less than three (3) 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. We will make all reasonable efforts to reassign personnel in the event you cancel within three (3) weeks of scheduled commitments.
5. Services Warranty. We will perform the services in a professional, workmanlike manner, consistent with industry standards. In the event we provide services that do not conform to this warranty, we will re-perform such services at no additional cost to you.
6. Site Access and Requirements. At no cost to us, you agree to provide us with full and free access to your personnel, facilities, and equipment as may be reasonably necessary for us to provide implementation services, subject to any reasonable security protocols or other written policies provided to us as of the Effective Date, and thereafter as mutually agreed to by you and us.
7. Background Checks. 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. Client Assistance. You acknowledge that the implementation of the Tyler Software is a cooperative process requiring the time and resources of your personnel. You agree to use all reasonable efforts to cooperate with and assist us as may be reasonably required to meet the agreed upon project deadlines and other milestones for implementation. This cooperation includes at least working with us to schedule the implementation-related services outlined in this Agreement. We will not be liable for failure to meet any deadlines and milestones when such failure is due to Force Majeure or to the failure by your personnel to provide such cooperation and assistance (either through action or omission).
9. Maintenance and Support. 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. 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) weeks' advance notice.

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 Tyler has represented to the County that it is not the manufacture of any Third-Party Products. However, Tyler agrees to pass through to the County any warranties we may receive by the Developer or suppliers of the Third Party Products.

Tyler also agrees to provide the County with a written copy of any pass-through warranty it may have received within fifteen (15) days of the County's written request. Tyler further agrees to assist the County, specifically by being the primary point of contact for any issues related to Third Party Products and they will coordinate all resolution efforts.

The parties agree this does not include any third party products outside of Tyler's provided Third Party Products included on the Investment Summary. Those remain your responsibility.

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 not able to resolve the issue in a timely manner, no late fees will be charged to you. 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. Pending the resolution of such payment dispute, Tyler shall continue performing its obligations in accordance with this Agreement, unless the nature of the dispute dictates otherwise.

SECTION F – TERM AND TERMINATION

1. Term. The initial term of this Agreement is equal to five (5) years, commencing on December 1, 2024, unless earlier terminated as set forth below. Upon expiration of the initial term, this Agreement may be renewed for successive one (1) year renewal terms by mutual agreement of the parties. Client may indicate its agreement to renewal terms by timely payment of a Tyler invoice of annual fees for the renewal term. Increases on SaaS Fees for renewal terms in years six (6) through ten (10) will be capped according to the chart in Exhibit B, Section 1. SaaS Fees for years eleven (11) and on will be at our then-current rates. Your right to access or use the Tyler Software and the SaaS Services will terminate at the end of this Agreement.
2. Termination. 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 Failure to Pay SaaS Fees. You acknowledge that continued access to the SaaS Services is

contingent upon your timely payment of SaaS Fees that are not otherwise in dispute in accordance with Section E(2). 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 For Cause. 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). Any fraud or willful misconduct will be a material breach of this Agreement.

2.3 Force Majeure. 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 Lack of Appropriations. Should there be insufficient funds appropriated in any fiscal period for the continuation of the SaaS services, you may terminate this Agreement with thirty (30) days written notice. Upon such termination, you will not be entitled to a prorated refund of any pre-paid, unused SaaS fees covering the remainder of the term after the effective date of termination. This termination right is meant to address budgetary constraints and is not intended as a substitute for termination for convenience. You agree not to use termination for lack of appropriations as a substitute for termination for convenience.

3. Disentanglement. In connection with the termination of this Agreement for any reason, and only upon the execution of a mutually agreed change order or addendum, Tyler shall use commercially reasonable efforts to accomplish an adequate and timely transition from Tyler to the Client, or to any replacement providers designated by the Client (a "Disentanglement"). The parties shall reasonably cooperate during Disentanglement. Client shall reimburse Tyler for Disentanglement services provided by Tyler at Tyler's then-current rates, plus reasonable costs, and expenses, as set forth in the parties' executed change order or addendum.
4. Return of Data. Upon written request during the term of the Agreement, or upon written request at termination, Data will be made available to you within 30 days 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. When Tyler makes the database available to you, we will also make available the then-current database dictionary and/or entity relationship diagram (collectively, the "Data Model"). The Client may use a Data Model in perpetuity for archival and related purposes, subject to the confidentiality provision at Section H(17) of this Agreement. Such Data and Data Model will be provided at no additional cost. Additionally, all Data must be retained, backed up and secured for 90 days after termination in the event there are problems with extraction.

SECTION G – INDEMNIFICATION, LIMITATION OF LIABILITY AND INSURANCE

1. Intellectual Property Infringement Indemnification.

1.1 We will defend you against any third party claim(s) that the Tyler Software or Documentation

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

1.2 Our obligations under this Section 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. General Indemnification.

2.1 We will indemnify and hold harmless you and your agents, officials, and employees from and against any and all third-party claims, losses, liabilities, damages, costs, and expenses (including reasonable attorney's fees and costs) for (a) personal injury or property damage to the extent caused by our negligence or willful misconduct; or (b) our violation of 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, EITHER PARTY'S 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 THAT PARTY'S 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 (inclusive of Cyber 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 until completion of Project Close Out (Stage 6) on the Statement of Work (SOW) by executing a mutually agreed addendum. If no rate is provided in the Investment Summary, or it is post-Project Close Out (Stage 6), 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 until the Project Close Out (Stage 6) on the Statement of Work (SOW).
3. Dispute Resolution. You agree to provide us with written notice within thirty (30) days of becoming aware of a dispute arising under this Agreement, including, but not limited to, disagreements regarding the scope of work, performance standards, payment terms, material breaches or performance issues (failure to meet deadlines, quality control issues, or personnel matters such as a lack of qualifications, misconduct, or a poor cultural fit). 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.

4. Taxes. The fees in the Investment Summary do not include any taxes, including, without limitation, sales, use, or excise tax. If you are a tax-exempt entity, you agree to provide us with a tax-exempt certificate. Otherwise, we will pay all applicable taxes to the proper authorities and you will reimburse us for such taxes. If you have a valid direct-pay permit, you agree to provide us with a copy. For clarity, we are responsible for paying our income taxes, both federal and state, as applicable, arising from our performance of this Agreement.
5. Nondiscrimination. We will not discriminate against any person employed or applying for employment concerning the performance of our responsibilities under this Agreement. This discrimination prohibition will apply to all matters of initial employment, tenure, and terms of employment, or otherwise with respect to any matter directly or indirectly relating to employment concerning race, color, religion, national origin, age, sex, sexual orientation, ancestry, disability that is unrelated to the individual's ability to perform the duties of a particular job or position, height, weight, marital status, or political affiliation. We will post, where appropriate, all notices related to nondiscrimination as may be required by applicable law.
6. E-Verify. We have complied, and will comply, with the E-Verify procedures administered by the U.S. Citizenship and Immigration Services Verification Division for all of our employees assigned to your project.
7. Subcontractors. We will not subcontract any services under this Agreement without your prior written consent, not to be unreasonably withheld.
8. Binding Effect; No Assignment. This Agreement shall be binding on, and shall be for the benefit of, either you or our successor(s) or permitted assign(s). Neither party may assign this Agreement without the prior written consent of the other party; provided, however, your consent is not required for an assignment by us as a result of a corporate reorganization, merger, acquisition, or purchase of substantially all of our assets.
9. Force Majeure. Except for your payment obligations, neither party will be liable for delays in performing its obligations under this Agreement to the extent that the delay is caused by Force Majeure; provided, however, that within ten (10) business days of the Force Majeure event, the party whose performance is delayed provides the other party with written notice explaining the cause and extent thereof, as well as a request for a reasonable time extension equal to the estimated duration of the Force Majeure event.
10. No Intended Third Party Beneficiaries. This Agreement is entered into solely for the benefit of you

and us. No third party will be deemed a beneficiary of this Agreement, and no third party will have the right to make any claim or assert any right under this Agreement. This provision does not affect the rights of third parties under any Third Party Terms.

11. Entire Agreement; Amendment. This Agreement represents the entire agreement between you and us with respect to the subject matter hereof, and supersedes any prior agreements, understandings, and representations, whether written, oral, expressed, implied, or statutory. 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. Severability. If any term or provision of this Agreement is held invalid or unenforceable, the remainder of this Agreement will be considered valid and enforceable to the fullest extent permitted by law.
13. No Waiver. In the event that the terms and conditions of this Agreement are not strictly enforced by either party, such non-enforcement will not act as or be deemed to act as a waiver or modification of this Agreement, nor will such non-enforcement prevent such party from enforcing each and every term of this Agreement thereafter.
14. Independent Contractor. We are an independent contractor for all purposes under this Agreement.
15. Notices. All notices or communications required or permitted as a part of this Agreement, such as notice of an alleged material breach for a termination for cause or a dispute that must be submitted to dispute resolution, must be in writing and will be deemed delivered upon the earlier of the following: (a) delivered by Registered or Certified Mail, with return receipt requested; or (b) delivered personally; or (c) delivered via e-mail and followed with delivery of hard copy; and in any case addressed to the other party at the address set forth on the signature page hereto or such other address as the party may have designated by proper notice. The consequences for the failure to receive a notice due to improper notification by the intended receiving party of a change in address will be borne by the intended receiving party.
16. Client Lists. You agree that we may identify you by name in client lists, and upon prior written consent by Cochise County, marketing presentations and promotional materials.
17. Confidentiality. Both parties recognize that their respective employees and agents, in the course of performance of this Agreement, may be exposed to confidential information and that disclosure of such information could violate rights to private individuals and entities, including the parties. Confidential information is nonpublic information that a reasonable person would believe to be confidential and includes, without limitation, personal identifying information (*e.g.*, social security numbers) and trade secrets, each as defined by applicable state law. Each party agrees that it will not disclose any confidential information of the other party and further agrees to take all reasonable and appropriate action to prevent such disclosure by its employees or agents. The confidentiality covenants contained herein will survive the termination or cancellation of this Agreement. This obligation of confidentiality will not apply to information that:
 - (a) is in the public domain, either at the time of disclosure or afterwards, except by breach of this Agreement by a party or its employees or agents;
 - (b) a party can establish by reasonable proof was in that party's possession at the time of initial

disclosure;

- (c) a party receives from a third party who has a right to disclose it to the receiving party; or
- (d) is the subject of a legitimate disclosure request under the open records laws or similar applicable public disclosure laws governing this Agreement; provided, however, that in the event you receive an open records or other similar applicable request, you will give us prompt notice and otherwise perform the functions required by applicable law.

18. Quarantining of Client Data. 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. Once moved, we will notify you of the data move with an explanation of why it was moved. 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.
19. Business License. In the event a local business license is required for us to perform services hereunder, you will promptly notify us and provide us with the necessary paperwork and/or contact information so that we may timely obtain such license at our expense.
20. Governing Law. This Agreement will be governed by and construed in accordance with the laws of your state of domicile, without regard to its rules on conflicts of law.
21. Multiple Originals and Authorized Signatures. This Agreement may be executed in multiple originals, any of which will be independently treated as an original document. Any electronic, faxed, scanned, photocopied, or similarly reproduced signature on this Agreement or any amendment hereto will be deemed an original signature and will be fully enforceable as if an original signature. Each party represents to the other that the signatory set forth below is duly authorized to bind that party to this Agreement.
22. Cooperative Procurement. To the maximum extent permitted by applicable law, we agree that this Agreement may be used as a cooperative procurement vehicle by eligible jurisdictions. We reserve the right to negotiate and customize the terms and conditions set forth herein, including but not limited to pricing, to the scope and circumstances of that cooperative procurement.
23. Data & Insights Solution Terms. 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.
24. Records and Auditing. Tyler shall maintain accurate and complete books and records relating directly to this Agreement for the greater of (a) five (5) years from creation, or (b) such period as is required by applicable law. The Client may audit Tyler's books and records relating directly to this Agreement once per year on one-week advance written notice, and at Client's expense. Unless

otherwise agreed, the location of the records will be the Tyler office servicing this Agreement. The audit will not include access to Tyler's personnel records, or conditions of employment.

25. Contract Documents. This Agreement includes the following exhibits:

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

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.

Cochise County, Arizona

By: _____

By: _____

Name: _____

Name: _____

Title: _____

Title: _____

Date: _____

Date: _____

Address for Notices:

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

Address for Notices:

Cochise County
1415 W. Melody Lane
Bisbee, AZ 85603-3027
Attention: _____



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.

Tyler sales quotation to be inserted prior to Agreement execution.

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Quoted By: Jennifer Wahlbrink
 Quote Expiration: 12/31/24
 Quote Name: Cochise County-EERP
 Quote Description: 10-16-24 Cochise County, AZ v.7
 SaaS Term: 5.00

Sales Quotation For:

Shipping Address:

Cochise County
 1415 W Melody Ln
 Bisbee AZ 85603-3027

Tyler SaaS and Related Services

Description	Qty	Imp. Hours	Annual Fee
Financial Management			
Accounting	1	448	\$ 72,651.00
Accounts Payable	1	128	\$ 19,926.00
Bid Management	1	96	\$ 8,648.00
Budgeting	1	184	\$ 19,926.00
Capital Assets	1	192	\$ 17,937.00
Cash Management	1	128	\$ 13,511.00
Contract Management	1	96	\$ 8,411.00
eProcurement (Vendor Access and Punch-Out)	1	84	\$ 14,850.00
Project & Grant Accounting	1	148	\$ 11,646.00
Purchasing	1	484	\$ 32,292.00
Human Resources Management			
Employee Expense Reimbursement	1	96	\$ 6,987.00
Human Resources & Talent Management	1	192	\$ 5,784.00
Payroll with Employee Access	1	320	\$ 8,604.00
Time & Attendance w Mobile Access - Up to 1000 Employees	1	256	\$ 16,315.00

Revenue Management			
Accounts Receivable	1	296	\$ 15,662.00
General Billing	1	184	\$ 8,178.00
Content Management			
Content Manager Core includes Onboarding	1	84	\$ 24,412.00
Data Insights			
Enterprise Analytics and Reporting w Executive Insights	1	192	\$ 28,147.00
Additional			
ACFR Statement Builder	1	40	\$ 11,393.00
Enterprise Forms Processing Software (including Common Form Set)	1	0	\$ 8,937.00
Integrations			
General Ledger API Toolkit	1	32	\$ 3,850.00
SnapLogic - Up to 5 Integrations	1	300	\$ 2,750.00
Sub-Total:			\$ 360,817.00
<i>Less Discount:</i>			<i>\$ 50,518.00</i>
TOTAL		3980	\$ 310,299.00

Professional Services

Description	Quantity	Unit Price	Ext Discount	Extended Price	Maintenance
25% of Dedicated Project Manager (Monthly)	22	\$ 7,400.00	\$ 0.00	\$ 162,800.00	\$ 0.00
Applicant Tracking Import Hours	20	\$ 185.00	\$ 1,860.00	\$ 1,840.00	\$ 0.00
Capital Assets Import Hours	28	\$ 185.00	\$ 2,604.00	\$ 2,576.00	\$ 0.00
COA Import Hours	20	\$ 185.00	\$ 1,860.00	\$ 1,840.00	\$ 0.00
Custom Report Development Hours -remote (as needed)	120	\$ 185.00	\$ 0.00	\$ 22,200.00	\$ 0.00
Executive Insights Implementation	1	\$ 10,500.00	\$ 0.00	\$ 10,500.00	\$ 0.00
P-Card Import Format	1	\$ 5,500.00	\$ 0.00	\$ 5,500.00	\$ 0.00
Payroll Accruals Import Hours	24	\$ 185.00	\$ 2,232.00	\$ 2,208.00	\$ 0.00
Payroll Deductions Import Hours	24	\$ 185.00	\$ 2,232.00	\$ 2,208.00	\$ 0.00
Payroll Employee Master Import Hours	24	\$ 185.00	\$ 2,232.00	\$ 2,208.00	\$ 0.00
Position Control Import Hours	32	\$ 185.00	\$ 2,976.00	\$ 2,944.00	\$ 0.00

Post Go-Live Support - Remote	160	\$ 185.00	\$ 0.00	\$ 29,600.00	\$ 0.00
State Retirement Tables Import Hours	20	\$ 185.00	\$ 1,860.00	\$ 1,840.00	\$ 0.00
Conversions – See Detailed Breakdown Below				\$ 29,150.00	\$ 0.00
Onsite Implementation	1016	\$ 200.00	\$ 0.00	\$ 203,200.00	\$ 0.00
Remote Implementation	2964	\$ 185.00	\$ 0.00	\$ 548,340.00	\$ 0.00
TOTAL				\$ 1,028,954.00	\$ 0.00

3rd Party Hardware, Software and Services

Description	Qty	Unit Price	Unit	Total Price	Unit	Unit	Total
			Discount		Maint/SaaS	Maint/SaaS	
Pattern Stream Automated Document System - Implementation	46	\$ 185.00	\$ 0.00	\$ 8,510.00	\$ 0.00	\$ 0.00	\$ 0.00
Pattern Stream Automated Document System - SaaS	1	\$ 0.00	\$ 0.00	\$ 0.00	\$ 32,400.00	\$ 22,400.00	\$ 10,000.00
Touchscreen 7: Proximity Reader	5	\$ 2,365.00	\$ 0.00	\$ 11,825.00	\$ 237.00	\$ 0.00	\$ 1,185.00
TOTAL				\$ 20,335.00			\$ 11,185.00

Summary

	One Time Fees	Recurring Fees
Total Tyler License Fees	\$ 0.00	\$ 0.00
Total SaaS	\$ 0.00	\$ 310,299.00
Total Tyler Services	\$ 1,028,954.00	\$ 0.00
Total Third-Party Hardware, Software, Services	\$ 20,335.00	\$ 11,185.00
Summary Total	\$ 1,049,289.00	\$ 321,484.00
Contract Total	\$ 2,611,969.00	
Estimated Travel Expenses excl in Contract Total	\$ 67,500.00	

Unless otherwise indicated in the contract or amendment thereto, pricing for optional items will be held For twenty one (21) 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
Financials				
Accounting	1	\$ 11,000.00	\$ 5,500.00	\$ 5,500.00
Accounts Payable	1	\$ 15,400.00	\$ 7,700.00	\$ 7,700.00
Project Accounting	1	\$ 11,000.00	\$ 5,500.00	\$ 5,500.00
Purchase Orders	1	\$ 9,000.00	\$ 4,500.00	\$ 4,500.00
Human Resources Management				
Human Resources Management	1	\$ 14,300.00	\$ 8,350.00	\$ 5,950.00
TOTAL				\$ 29,150.00

Optional Tyler SaaS and Related Services

Description	Qty	Imp. Hours	Annual Fee
Financial Management			
Inventory	1	192	\$ 17,937.00
Human Resources Management			
Advanced Scheduling w Mobile Access - Up to 250 Employees	1	84	\$ 6,793.00
Recruiting	1	40	\$ 1,484.00
Revenue Management			
Cashiering	1	112	\$ 21,723.00

Resident Access	1	148	\$ 19,250.00
Civic Services			
Enterprise Service Requests	1	128	\$ 10,173.00
My Civic	1	180	\$ 13,750.00
Enterprise Asset Management			
Asset Maintenance & Performance - Per User	10	864	\$ 9,600.00
Content Management			
Content Manager Enterprise Access	1	32	\$ 3,255.00
Content Manager Enterprise Auto Indexing and Redaction	1	20	\$ 1,627.00
Content Manager Enterprise Upgrade (Existing CL w/Tyler Content Manager Core)	1	148	\$ 24,454.00
Content Manager Enterprise Web API	1	32	\$ 1,627.00
Content Manager Enterprise WorkFlow	1	20	\$ 0.00
Data Insights			
Capital Projects Explorer	1	0	\$ 6,600.00
Open Finance	1	0	\$ 27,500.00
Additional			
DocuSign Signature Service - Annual Fee	1	20	\$ 7,425.00
GIS	10	8	\$ 2,960.00
Integrations			
API Toolkit Bundle	1	64	\$ 20,205.00
TOTAL:		2092	\$ 196,363.00

Optional Professional Services

Description	Quantity	Unit Price	Ext. Discount	Extended Price	Maintenance
50% of Dedicated Project Manager (Monthly)	22	\$ 14,800.00	\$ 0.00	\$ 325,600.00	\$ 0.00
Install Fee - Capital Projects Explorer	1	\$ 4,200.00	\$ 0.00	\$ 4,200.00	\$ 0.00
Conversion – See Detailed Breakdown Below				\$ 8,000.00	\$ 0.00
Onsite Implementation	548	\$ 200.00	\$ 0.00	\$ 109,600.00	\$ 0.00
Remote Implementation	1544	\$ 185.00	\$ 0.00	\$ 285,640.00	\$ 0.00
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TOTAL **\$ 733,040.00** **\$ 0.00**

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
Cash Drawer	1	\$ 260.00	\$ 0.00	\$ 260.00	\$ 0.00	\$ 0.00	\$ 0.00
Hand Held Scanner - Model 1960GSR	1	\$ 475.00	\$ 0.00	\$ 475.00	\$ 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 - HCM	1	\$ 61,975.00	10,350.00	\$ 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				\$ 54,013.00			\$ 0.00

Optional Conversion Details (Prices Reflected Above)

Description	Quantity	Unit Price	Discount	Total
Financials				
Inventory	1	\$ 8,000.00	\$ 0.00	\$ 8,000.00
TOTAL				\$ 8,000.00

Tyler Annual Discount Detail (Excludes Optional Products)

Description	Annual Fee	Annual Fee Discount	Annual Fee Net
Financial Management			
Accounting	\$ 72,651.00	\$ 10,171.00	\$ 62,480.00
Accounts Payable	\$ 19,926.00	\$ 2,790.00	\$ 17,136.00
Bid Management	\$ 8,648.00	\$ 1,211.00	\$ 7,437.00
Budgeting	\$ 19,926.00	\$ 2,790.00	\$ 17,136.00
Capital Assets	\$ 17,937.00	\$ 2,511.00	\$ 15,426.00
Cash Management	\$ 13,511.00	\$ 1,892.00	\$ 11,619.00

Contract Management	\$ 8,411.00	\$ 1,178.00	\$ 7,233.00
eProcurement (Vendor Access and Punch-Out)	\$ 14,850.00	\$ 2,079.00	\$ 12,771.00
Project & Grant Accounting	\$ 11,646.00	\$ 1,630.00	\$ 10,016.00
Purchasing	\$ 32,292.00	\$ 4,521.00	\$ 27,771.00
Human Resources Management			
Employee Expense Reimbursement	\$ 6,987.00	\$ 978.00	\$ 6,009.00
Human Resources & Talent Management	\$ 5,784.00	\$ 810.00	\$ 4,974.00
Payroll with Employee Access	\$ 8,604.00	\$ 1,205.00	\$ 7,399.00
Time & Attendance w Mobile Access - Up to 1000 Employees	\$ 16,315.00	\$ 2,284.00	\$ 14,031.00
Revenue Management			
Accounts Receivable	\$ 15,662.00	\$ 2,193.00	\$ 13,469.00
General Billing	\$ 8,178.00	\$ 1,145.00	\$ 7,033.00
Content Management			
Content Manager Core includes Onboarding	\$ 24,412.00	\$ 3,418.00	\$ 20,994.00
Data Insights			
Enterprise Analytics and Reporting w Executive Insights	\$ 28,147.00	\$ 3,942.00	\$ 24,205.00
Additional			
ACFR Statement Builder	\$ 11,393.00	\$ 1,595.00	\$ 9,798.00
Enterprise Forms Processing Software (including Common Form Set)	\$ 8,937.00	\$ 1,251.00	\$ 7,686.00
Integrations			
General Ledger API Toolkit	\$ 3,850.00	\$ 539.00	\$ 3,311.00
SnapLogic - Up to 5 Integrations	\$ 2,750.00	\$ 385.00	\$ 2,365.00
TOTAL	\$ 360,817.00	\$ 50,518.00	\$ 310,299.00

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 three (3) 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 60% Client and 40% Tyler.

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

Tyler provides onsite training for a maximum of less than 30 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.

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 \$2,500 per TB.

Amazon Web Services (AWS) has provided a project sponsorship credit in the amount of \$18,632 which covers the the one-time hosting configuration fee.

The SaaS fees for product that are not named users are based on 175 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. Additional users will be billed at \$750 per user, per year.

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.

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.

Accounting conversion includes: Actuals (total balances only) up to 5 years, Budgets (total balances only) up to 5 years

Accounts Payable conversion includes: Standard - Vendors, Remit Addresses, 1099 Amounts, Check History(Header, Detail) - up to 5 years, Invoices (Header, Detail) - up to 5 years

Human Resources Management conversion includes: Standard - Employee Master, Address, Accumulators (Earnings & Deduction totals by period) - up to 5 years, Check History - up to 5 years, Earning/Deduction History - up to 5 years, PM Action History - up to 5 years, Certifications, Education

Project Accounting conversion includes: Standard, Actuals - up to 5 years, Budgets - up to 5 years

Purchase Orders conversion includes: Standard - Open POs, Closed POs - up to 5 years

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.

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 at then current rates.

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

Inventory conversion includes: Standard - Master

DocuSign Signature Service refers to the interface between Tyler software and DocuSigns services. It does not include or take the place of DocuSigns proprietary products. Clients are required to provide certain DocuSign account information for implementation and to maintain its DocuSign account in order to use the interface. Clients who do not have a current DocuSign account can email dsreferral@docusign.com for

more information or to begin the process of obtaining an account.

SnapLogic hours are an estimate based on 60 hours per integration. If additional hours are needed due to scope they will be billed at then current rates. Hours are billed as incurred



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. **SaaS Fees.** SaaS Fees are invoiced in accordance with the table set forth below, 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, SaaS Fees will be invoiced annually in advance and for renewal terms in years six (6) through ten (10) will be capped at the percentage increases year over year as detailed in the chart below. SaaS Fees for any renewal terms beyond year ten (10) will be at our then-current rates.

SaaS Fee Payment Date	SaaS Fee Payment Amount
12/1/2024	\$69,472
3/1/2025	\$69,472
6/1/2025	\$77,575
9/1/2025	\$77,575
12/1/2025	\$310,299
12/1/2026	\$310,299
12/1/2027	\$310,299
12/1/2028	\$310,299

Year	Cap on Increases	Maximum SaaS Fees Amount
1	0%	\$310,299.00
2	0%	\$310,299.00
3	0%	\$310,299.00
4	0%	\$310,299.00
5	0%	\$310,299.00
6	3%	\$319,608.00
7	4%	\$332,392.00
8	5%	\$349,012.00
9	5%	\$366,463.00

10	6%	\$388,451.00
10 Year Total SaaS Fees		

2. Other Tyler Software and Services.

- 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. Any quantity or cost not used or not delivered in the Investment Summary will not be charged to you.
- 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 forty-five (45) days of delivery; otherwise, the modification will be deemed to be in compliance with the specifications after the 45-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.

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. For the avoidance of doubt, Finite Matters will invoice Client directly for any services fees for Pattern Stream.
- 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. Notwithstanding the foregoing, SaaS fees for the Pattern Stream Software will be capped in accordance with the capped percentages in the "Cap on Increases" table as set forth in Section 1 above. SaaS fees for Pattern Stream for any renewal terms beyond year ten (10) will be at that 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

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: $(\text{Service Availability} - \text{Downtime}) \div \text{Service Availability}$.

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.

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 days (15) of the end of the applicable month. We will respond to your relief request within thirty (30) day(s) 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 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 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.

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.

Pattern Stream Terms. Your use of Pattern Stream software and services is subject to the terms found here: <https://www.tylertech.com/terms/finite-matters-ltd-consolidated-terms>. By signing a Tyler Agreement or Order Form, or accessing, installing, or using Pattern Stream software or services, you agree that you have read, understood, and agree to such terms.



Exhibit E
Statement of Work

Statement of Work to be inserted prior to Agreement execution.

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Cochise County, AZ

SOW from Tyler Technologies, Inc.

10/28/2024

Presented to:
Cochise County AZ
1415 W Melody Ln
Bisbee, AZ 85603

Contact:
Rich Boven
Email: richard.boven@tylertech.com
1 Tyler Drive, Yarmouth, Maine 04096

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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 futures 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

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.



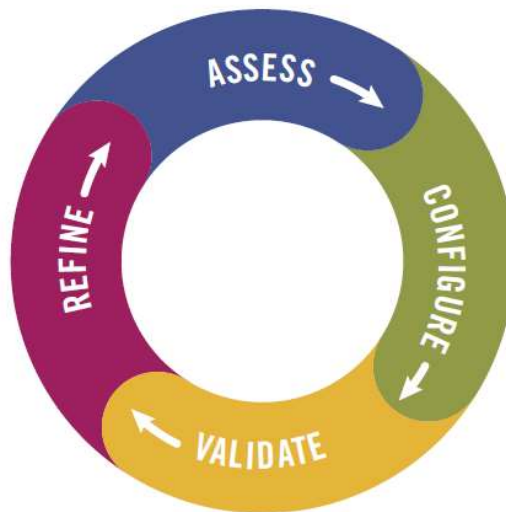
Tyler's Six Stage Project Methodology



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. 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.



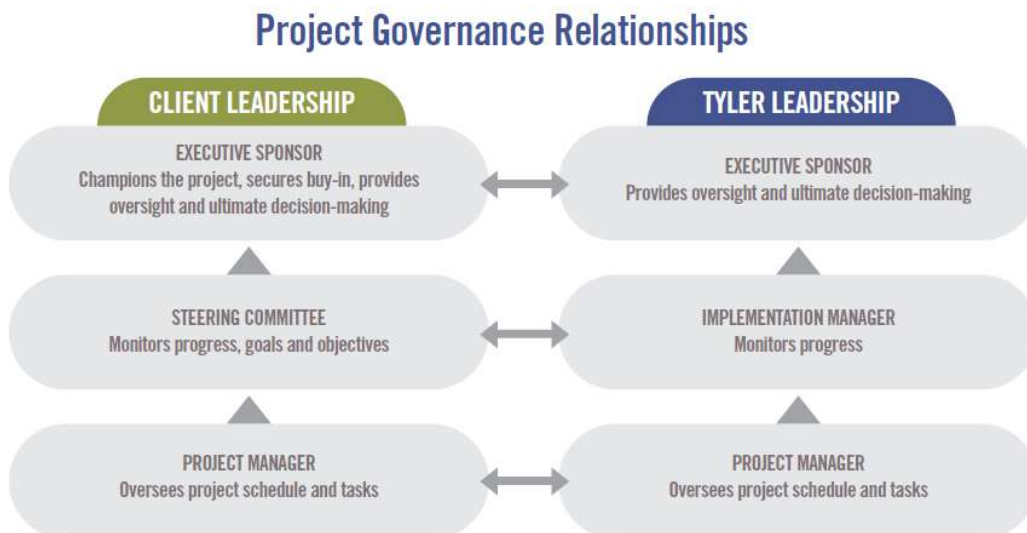
Part 2: Project Foundation

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.



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

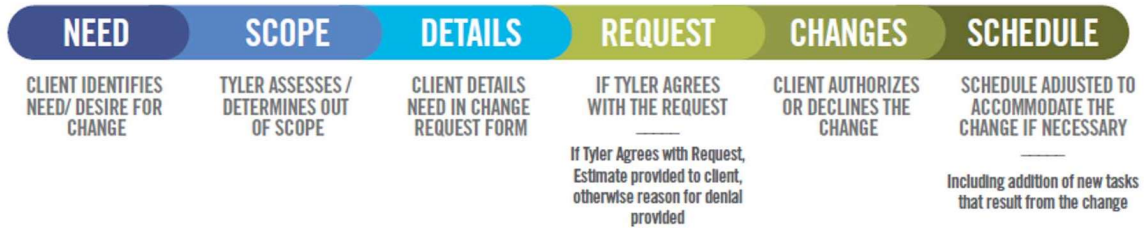
Should the need for a change to Project scope, schedule, and/or cost be identified during the Project, the change will be brought to the attention of the County Steering Committee and an assessment of the change will occur. While such changes may result in additional costs and delays relative to the 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). If the change is over \$30K, the County needs 20 days for the Board to review and approve the change. 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.

Change Request Process



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 seven (7) business days from the date of delivery, or as otherwise mutually agreed upon by the parties in writing, to accept each Deliverable or Control Point. If the County does not provide acceptance or acknowledgement within seven (7) business days, or the otherwise agreed upon timeframe, not to be unreasonably withheld, Tyler deems the Deliverable or Control Point as accepted.
- 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 seven (7) 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 or a plan for a solution within seven (7) business days. The County shall then have five (5) 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 five (5) business days, or the otherwise agreed upon timeframe, not to be unreasonably withheld, Tyler deems the Deliverable or Control Point as accepted.
- If the County and Tyler cannot resolve the disagreement regarding the Deliverable or Control Point through direct discussions, the matter will be subject to Section H - Dispute Resolution in the SaaS Agreement.

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. 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 and to the degree possible, mitigates turnover of staff once implementation activities begin.
- 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 sign-offs 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.
- Gathers/defines all the interfaces and integrations required and schedules an Implementation Consultant to help configure and test those interfaces/integrations.
- When applicable, provides rollback planning, this is discussed when reviewing the Go-Live Checklist.

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.
- Assist County with creating users, define, configure and test their security permission roles and workflow.
- Trains the County on software configurations and completes configurations based on the County's needs.
- Guides the County through software validation process including security role verification 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 understanding and discussion of the appropriate agenda topics during the allotted time.
- Provides data conversion review and error resolution assistance.
- Responsible for standard interface configuration and training. Works with the County while building and testing all interfaces and integrations.



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.

5.1.7 Tyler Cloud Operations

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

5.1.8 Tyler Data Experts

- Validates that customer data files are in proper format.
- Develops customized conversion programs, as necessary, to convert Legacy System data into the Tyler database for production use according to defined mapping.
- Provides error Reports on unsupported data conditions and the merging or normalization of data fields.
- Assists the County with understanding and interpreting error Reports.
- Performs changes and corrections to customized conversion programs as the County completes the data review.
- Provides conversion consulting and mapping assistance.

5.1.9 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.

5.2 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 ensures corrective action is taken at the appropriate level, 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:
 - Task completion
 - Stakeholder Meeting
 - Project Management Plan development
 - Schedule development
 - Maintenance and monitoring of risk register
 - Escalation of issues
 - Communication with Tyler project team
 - Coordination of County resources
 - Attendance at scheduled sessions
 - Change management activities
 - Modification specification, demonstrations, testing and approval assistance
 - Data analysis assistance
 - Decentralized end user training
 - Process testing
 - 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 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 Stage1: 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 Managers	Functional Leads	Change Management Leads	Subject Matter Experts (Power)	Department Heads	End Users	Technical Leads
Tyler project team is assigned	A	R	C	I	I	I	I		C		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								C						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 with the County.

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. A component of the Project Operations Plan is the Training Plan. The Tyler PM creates this and it’s discussed during the Project Planning meetings for each phase.

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				
Develop Project Management Plan		A	R						I		C	C	I	C	I	C
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 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										
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Inputs	Initial Infrastructure Requirements
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Outputs / Deliverables		Acceptance Criteria [only] for Deliverables
	Completed Infrastructure Requirements	Delivery of Requirements

6.1.4 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

6.1.5 This work package is not applicable.

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
- Initial Project Schedule

Initiate & Plan stage acceptance criteria:

- All stage deliverables accepted based on acceptance criteria previously defined
- County provides acceptance of schedule based on resource availability, project budget, and goals.
- Project governance defined
- Project portal made available to the County
- Stakeholder meeting complete

6.2 Stage 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.

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.	County acceptance of future-state decisions 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 Tyler Implementation 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.
- If source data is a Tyler legacy system, Tyler performs the data mappings. If source data is from a third-party, client is responsible for mapping 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
20017Extract 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		A	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
		County acceptance of Solution Design Document

Work package assumptions:

- If the source data is a Tyler system Tyler's Conversion Engineers extract and map the data into the standard Enterprise ERP conversion format. If the source data is from a third-party the client will provide Tyler with the data 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	C						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,

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 This work package is not applicable.

6.2.6 This work package is not applicable.

6.2.7 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.
- 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 Stage 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 Users)	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			A			R				I	I	I	I			

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	
Tyler System Administration Training is delivered	

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.
- The County has technical infrastructure in place that meets Tyler requirements to ensure sufficient speed and operability of Tyler Licensed Software. Tyler will not support the user of Licensed Software if the County does not meet the minimum standards of Tylers’s published specifications.

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 Users 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	I	C			
Complete Tyler configuration tasks (where applicable)			A	R							I	I		I			
Complete County configuration tasks (where applicable)			I	C							A	R	I	C			
Standard interfaces configuration and training (if applicable)			A	R			C				I	C	I	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 will provide excel code workbooks with all the configuration tables in the solution. Tyler will provide configuration options and recommendations from the analysis, but it's ultimately the County's decision on what functionality they want to use and how they want to configure their solution. Inputting the configuration into the Production environment will be done as a collaboration between the County and Tyler - where it makes sense Tyler can input the configuration in the system to take that workload off the County.



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 Users)	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	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	I	C				
	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 per agreed upon format
- 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. This assistance covers data code mapping from every current system to the new system modules.



6.3.5 This work package is not applicable.

6.3.6 This work package is not applicable.

6.3.7 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 Stage 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			C
Update test scripts (as applicable)			C	C	C						A	R		C			C
Perform testing			C	C	C						A	R		C			C
Document issues from testing			C	C	C						A	R		C			C
Perform required follow-up on issues			A	R	C						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	C	I	C		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	County Acceptance of 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.

Tyler will provide standard application documentation for the general use of the software, and will assist you with updating it based on your County specific business processes. We will provide a hybrid approach of County-led and Tyler-led end user training. If additional training is needed after the implementation, Tyler can provide this, if the County requests it.

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
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	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 & Tyler-led)		A	R	C							R	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 Stage 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			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 and full functionality is in place 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			C
Review long term maintenance and continuous improvement			A					R			C	C		C			C

Inputs	Open item/issues List
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Outputs / Deliverables		Acceptance Criteria [only] for Deliverables
	Client Services Support Document	Final County sign-off for transfer to Client Services.

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

Work package assumptions:

- System is being used in a live production state with an acceptable number of defects.

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 dependent upon Tyler’s receipt of this Stage Acceptance.
- Converted data and full functionality 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 Stage 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 Users)	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.

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	i		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. General Assumptions

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. There are a few assumptions which, when acknowledged and adhered to, will support a successful implementation. Assumptions related to specific work packages are documented throughout the SOW. Included here are general assumptions 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 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 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 guidance 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, 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 ERP Conversion Summary

9.1.1 Accounting

9.1.1.1 Accounting - Actuals

- Summary account balances
- Up to 5 years

9.1.1.2 Accounting - Budgets

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

9.1.2 Accounts Payable

9.1.2.1 Vendors

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

9.1.2.2 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

9.1.2.3 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

9.1.3 Project Accounting

9.1.3.1 Project Accounting Master Tables

- 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

9.1.3.2 Project Accounting - Actuals

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



- Up to 3 years

9.1.3.3 Project Accounting – Budget

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

9.1.4 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 detail data, up to 5 years, including line-item descriptions, quantities, amounts, etc.

9.1.5 Human Resources Management

9.1.5.1 HRM Employee Master Information

- 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

9.1.5.2 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
- Accumulators are converted with check history and earning/deduction history as a default. No accumulator files are necessary to submit when converting history.

9.1.5.3 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.

9.1.5.4 Earning/Deduction Hist.

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

9.1.5.5 Personnel Action History

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



9.1.5.6 Certifications

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

9.1.5.7 Education

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



10. Additional Appendices

10.1 This work package is not applicable.

10.2 This work package is not applicable.



11. Project Timeline

11.1 ERP Project Timeline

The Project Timeline establishes a target 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.

Phase	Functional Area(s)	Modules	Targeted Start	Targeted Live
1a	Financials	<ul style="list-style-type: none"> Accounting Accounts Payable Bid Management Budgeting Capital Assets Cash Management Contract Management eProcurement Project & Grant Accounting Purchasing Accounts Receivable General Billing ACFR Statement Builder 	December 2024	June 2026 or as defined in the Project Plan and mutually agreed upon
	System Wide	<ul style="list-style-type: none"> Analytics & Reporting w Executive Insights Enterprise Forms Content Manager Core includes Onboarding 		Included in both phases
1b	Financials – Post Live Support	<ul style="list-style-type: none"> Post Live Support 	3 Months	
2a	Human Resources Management	<ul style="list-style-type: none"> Payroll with Employee Access Human Resources & Talent Management 	June 2025	July 2026 or as defined in the Project Plan



		<ul style="list-style-type: none"> • Time & Attendance w Mobile Access • Employee Expense Reimbursement 		and mutually agreed upon
2b	HRM – Post Live Support	<ul style="list-style-type: none"> • Post Live Support 	3 Months	


11.2 This work package is not applicable.





Exhibit F
Product Functionality

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 Cochise County ERP Request for Information (RFI)		SUP	PSUP	PADD	MOD	3RD	CST	FUT	NS	Previous Response	Description	Comment	If you are a value-added reseller (VAR), please indicate if delivered via your own intellectual property (IP)
Hierarchy	Criterion												
Information covered by model: MSS- Cochise County													
1	Financials												
1.1	General Ledger										General ledger keeps centralized charts of accounts and corporate financial balances. It supports all aspects of the business accounting process. In this module, financial accounting transactions are posted, processed, summarized, and reported. It maintains a complete audit trail of transactions and enables individual business units to view their financial information, while parent companies can roll up all business subsidiaries and view the consolidated information.		
1.1.1	Parameters and Structuring												
1.1.1.1	Lean manufacturing accounting practices and methods (i.e., manufacturing overheads based on cycle time including labor)								X				
1.1.1.2	Fiscal calendar is defined by the user	X											
1.1.1.3	Calendar periods are defined by the user	X											
1.1.1.4	Calendar can be defined as uneven periods, adjustment periods, or to a maximum of 366 periods								X			Future Functionality, when and if provided, will be released on the same timeline as the functionality is made generally available to customers under a maintenance agreement with Tyler. If a customer requires that such functionality be committed to within the contract, the functionality will be treated as a custom modification, payable by the customer.	
1.1.1.5	Multiple calendars								X		Multiple calendars may be useful for different accounting scenarios. For example, different financial entities may need separate fiscal calendars; one set of books might require a quarterly calendar while another would require a different term. If a merger results in two financial entities that have different fiscal calendars, the accounting system will need to maintain both calendars and normalize the data (Q2 for Entity A is equal to Q3 for Entity B). This may also be useful for what-if scenarios.	Future Functionality, when and if provided, will be released on the same timeline as the functionality is made generally available to customers under a maintenance agreement with Tyler. If a customer requires that such functionality be committed to within the contract, the functionality will be treated as a custom modification, payable by the customer.	
1.1.1.6	Multi-entity financial reporting	X									A financial reporting entity is a business unit which can legally make financial reports.		
1.1.1.7	Twelve or thirteen fiscal months	X											
1.1.1.8	Fiscal quarterly periods can be defined as 4-4-5, 5-4-4, or 4-5-4								X		The 4-4-5 calendar period uses a four week, four week, five week pattern. Likewise, the 5-4-4 calendar period uses a five week, four week, four week pattern; and analogously for the 4-5-4 pattern.	Future Functionality, when and if provided, will be released on the same timeline as the functionality is made generally available to customers under a maintenance agreement with Tyler. If a customer requires that such functionality be committed to within the contract, the functionality will be treated as a custom modification, payable by the customer.	

1.1.1.9	Organization of calendar periods determined by the user									X			Future Functionality, when and if provided, will be released on the same timeline as the functionality is made generally available to customers under a maintenance agreement with Tyler. If a customer requires that such functionality be committed to within the contract, the functionality will be treated as a custom modification, payable by the customer.
1.1.1.10	Calendar may be organized in a variety of ways, supporting 999 periods in a financial year										X	The calendar can be organized in a limitless form, with up to 999 user periods, per calendar	Future Functionality, when and if provided, will be released on the same timeline as the functionality is made generally available to customers under a maintenance agreement with Tyler. If a customer requires that such functionality be committed to within the contract, the functionality will be treated as a custom modification, payable by the customer.
1.1.1.11	Open any number of fiscal years or calendar periods at the same time										X		Future Functionality, when and if provided, will be released on the same timeline as the functionality is made generally available to customers under a maintenance agreement with Tyler. If a customer requires that such functionality be committed to within the contract, the functionality will be treated as a custom modification, payable by the customer.
1.1.1.12	Companies with different regional presences may set a default currency for the financial division of each region										X		
1.1.1.13	Sets reporting entity and its organizational characteristics	X										The ability to decide how to organize data when defining the organization of an enterprise's financial information	More information is needed on organizational requirements
1.1.1.14	Distinguishes A/P transactions (of the same type) from different entities	X										account payable (A/P)	By use of account restrictions
1.1.1.15	Each entity's ledger can have its own calendar and chart of accounts										X		Future Functionality, when and if provided, will be released on the same timeline as the functionality is made generally available to customers under a maintenance agreement with Tyler. If a customer requires that such functionality be committed to within the contract, the functionality will be treated as a custom modification, payable by the customer.
1.1.1.16	Each entity's ledger can have its own accounting periods opened and closed										X	By controlling when an account is open and closed, the posting of information in an account period can be restricted.	Future Functionality, when and if provided, will be released on the same timeline as the functionality is made generally available to customers under a maintenance agreement with Tyler. If a customer requires that such functionality be committed to within the contract, the functionality will be treated as a custom modification, payable by the customer.
1.1.1.17	User may choose between data collection and real time posting modes	X										Allows for instant processing or batch processing	Where applicable, Journal import could be considered 'batch' processing.

1.1.1.18	Tracks items in the G/L and sub-ledger by quantity and value (in whichever currency is used)	X																general ledger (G/L)	Single currency only. Project Ledger transactions would be considered a subledger.
1.1.1.19	Maintains unit and dollar amount postings in GL and sub-ledgers	X																The ability to change the currency used in balance sheet accounts to another currency using a default rate. It is possible to override this default rate for particular accounts. Moreover, it is possible to set different default rates for different subledgers.	
1.1.1.20	User-defined criteria for system purges for general ledger transactions, journal vouchers, and accounts payable data based on the number of years or months of data required to maintain--each purge type has its own unique criteria	X																	Purging of data is generally not needed as history is retained indefinitely for auditing purposes.
1.1.1.21	Sub-ledgers closed out prior to performing a purge. The closeout process sets all financial account balances in the sub-ledger to zero by posting an equal and offsetting transaction	X																This would be part of the year end procedures for offsetting accounts. It can be used in determining, for example, year end sales amounts. This criterion would be considered in relation to whether or not data from the previous year should be kept.	Purging of data is generally not needed as history is retained indefinitely for auditing purposes.
1.1.1.22	Specifies a key and rules to have the system automatically purge all records related to the key throughout the system--sub-ledger accounts, sub-ledger transactions, tables, rates																X	A general ledger key typically is an identifier attached to accounts to put the accounts into groups. For example, there may be fifteen accounts in the chart of accounts related to payroll, and all fifteen accounts will be assigned the same key (perhaps "PAYROLL"). Thus the system can purge or set other rules to all chart of accounts with the same key.	
1.1.1.23	Automatic check to ensure that prior to deleting a financial record, the account balance must have been "closed out" (i.e., nets to zero)	X																	Financial records, once posted are not deleted.
1.1.1.24	Translation of balance sheet accounts including the ability to have a default rate (spot) that can be overridden on an exception basis (historic), on an account-by-account basis - do not want to set up a rate for every balance sheet account - the override rates will differ ledger to ledger	X																The ability to cumulatively incorporate results from the previous accounting period into the current accounting period, but only when the last document generated in the previous period was the financial statement.	
1.1.1.25	Automatically inserts actual account balances into the elapsed month's bucket in a future forecast file at the end of each accounting period when the system rolls into the next period	X																	Balances roll from month to month
1.1.1.26	Prevents roll from one accounting period to the next unless the last job run is the financial statements																X	The ability to cumulatively incorporate results from the previous accounting period into the current accounting period, but only when the last document generated in the previous period was the financial statement.	
1.1.1.27	Audit log required for any changes to table information that may contain rates and information used by the system in any way; log contains before and after, change, date, and user identification	X																	
1.1.1.28	Flexible general ledger key with multiple levels	X																	General ledgers are designed to present values for creating financial statements. The multiple level for a ledger key means the system will have a more complex and functional key structure--one that supports a hierarchy of keys.
1.1.1.29	Exception reporting with drill down capabilities	X																	The ability to automatically, rather than manually, identify open receivables exceptions by using user-defined conditions (for example, very large amount invoices, exceeding credit line, etc.)
1.1.1.30	Change cross charge percentages without retroactively changing previously published financial information	X																	More information needed regarding 'cross charge'.
1.1.1.31	Provision for use of standards that can be automatically propagated throughout the system to the various ledgers																X	The system can provide a copy function or a program to propagate a chart of accounts for a specific existing business unit to a new business unit. If a US dollar ledger has a chart of accounts, a Canadian dollar ledger can be created by propagating from the US dollar ledger, etc.	
1.1.1.32	Integration with ADP electronic transmission of payroll data																X	ADP refers to automatic data processing.	Need more information. Proposed financial solution is fully integrated with proposed payroll processing system, Enterprise Payroll. Clarification required regarding if ADP is at all affiliated with ADP company
1.1.1.33	Uses the budget forecast information to create automatic postings; accruals for any potential overhead item, for example, bonus, depreciation, professional fees, new product development, and marketing expense; supports standard (automatically repeating) postings and entries that are generated each month with reference to amounts maintained in budget fields for the month. The amounts may or may not be the same from month to month																X		Forfuture expenses that have not been received. Upon invoice receipt, differences are posted to aparticular G/L account.
1.1.1.34	Automatic year-end rolling of balances in sub-ledgers and general ledger control accounts	X																	This is different from a purge because the balance still exists but has been moved to another account. This allows for the automatic aging of account balances from a current file to a prior file and is required to maintain separate balances relating to customers acquired in the current year and in prior years
1.1.1.35	Automatic linking and posting of control accounts from related sub-ledger accounts	X																	
1.1.1.36	Processes jobs in edit and update mode	X																	The ability to process jobs that are in the midst of being edited or updated
1.1.1.37	Jobs required to include error and warning messages on reports	X																	
1.1.1.38	Reports to include a control report that lists pages on which errors and warnings have occurred	X																	The ability to create a report subsection that indicates which pages of the report mention errors and warnings
1.1.1.39	User-defined controls to allow specific jobs to update multiple times in a period	X																	The ability to decide if a particular job should be updated more than once during a given time period
1.1.1.40	Provides posting views at the company, market, and title/SKU level	X																	The ability to look up entries in the ledger by company, by market, and by stock keeping unit (SKU)
1.1.1.41	Table master functionality--sets parameters in a table, has jobs read the table, and creates postings or reports accordingly																X	The ability to define variables within a tabular array of data so that jobs are performed and postings or reports are created accordingly	
1.1.1.42	User-defined field names for tables	X																	This refers to enterprise resource planning (ERP) database tables, not, for example, report tables.

1.1.1.43	Method for verifying keying to ensure only appropriate records updated	X																		The ability check data entry to make sure that only the correct records are updated	
1.1.1.44	Archiving of transaction history as well as purge from active files	X																			Purging of data is generally not needed as history is retained indefinitely for auditing purposes.
1.1.2	Chart of Accounts Structure																				The chart of accounts is a list of ledger account names and account numbers, creating consistency in terminology and eliminates redundant accounts. A chart of accounts structure should include fields for account and ledger descriptions, to prevent shadow accounts from being created. Data tree tools allow users to see the structure of the fields and summaries, to help with reporting requirements, foster change, etc.
1.1.2.1	Account numbers may contain upwards of thirty alphanumeric characters	X																			Currently, Tyler's Enterprise ERP solution has a flexible chart of accounts structure that supports one fund (up to four characters), one object (up to six characters), one project (if applicable) (up to five characters), and up to seven configurable segments (up to 10 characters each) for a maximum account length of 45 alphanumeric characters across 10 segments. Tyler's NextGen GL, which is currently planned for release later this year, will include the ability to create an unlimited number of account segments with an unlimited number of characters. It will also include the ability to create rules with and/or exist along with the object to make segments required or optional. Future functionality will be released on the same timeline as the functionality is made generally available to customers under a maintenance agreement with Tyler.
1.1.2.2	Defaults to required number of alphanumeric characters rather than requiring the maximum allowable	X																			Users can suppress account numbers in order to use only necessary numbers or characters.
1.1.2.3	Common chart of accounts	X																			A common chart of accounts lets an organization integrate its data within financial and cost accounting systems, whether or not the data are included internally or externally. A common chart of accounts helps drive consistency of reported information, in addition to decreasing the reconciliation and consolidation procedures. Using a common chart of accounts is a method of ensuring compatibility across business units.
1.1.2.4	Common chart of accounts for both the ledgers and the sub-ledgers	X																			Given ledgers and sub-ledgers may share a chart of accounts.
1.1.2.5	Account numbers may be alphanumeric	X																			
1.1.2.6	Masking of account number or portions of account number during editing																			X	Future Functionality, when and if provided, will be released on the same timeline as the functionality is made generally available to customers under a maintenance agreement with Tyler. If a customer requires that such functionality be committed to within the contract, the functionality will be treated as a custom modification, payable by the customer.
1.1.2.7	Masking of account number or portions of account number while formulating account sequence																			X	Future Functionality, when and if provided, will be released on the same timeline as the functionality is made generally available to customers under a maintenance agreement with Tyler. If a customer requires that such functionality be committed to within the contract, the functionality will be treated as a custom modification, payable by the customer.

1.1.2.32	Chart of accounts and titles may have multiple entities, which can be consolidated	X																		The chart of accounts is a list of ledger account names and account numbers, creating consistency in terminology and eliminates redundant accounts. A chart of accounts structure should include fields for account and ledger descriptions, to prevent shadow accounts from being created. Data tree tools allow users to see the structure of the fields and summaries, to help with reporting requirements, foster change, etc.	Currently two entities are supported.	
1.1.2.33	Data fields using descriptive flexfields may be added without programming	X																		Flexfields are a set of fields that are configured to hold information. They can be customizable and be as small as three fields or longer.		
1.1.2.34	Assigns a particular currency to each account																					
1.1.2.35	Specifies accounting periods, including monthly, quarterly, and year to date	X																				
1.1.2.36	Fiscal year accounting periods are determined by the user	X																				
1.1.2.37	Accounting periods may be designated by calendar or fiscal years																					
1.1.2.38	Per-account entry on a monthly basis or annually by cost center	X																				
1.1.2.39	Budget accounts for current and future year	X																				
1.1.2.40	Accounts may be added to the chart of accounts with characteristics replicated for all departments	X																				
1.1.2.41	Departments may be added to the chart of accounts with characteristics replicated for all expense accounts	X																				
1.1.2.42	Budgets and accounts can be assigned to a department	X																				
1.1.2.43	Associates titles and description information with all accounts	X																				
1.1.2.44	Hides account numbers for reporting	X																				
1.1.2.45	Maintenance of history for two years (viewing) and five years (reporting)	X																				
1.1.2.46	Standard chart of accounts that can be automatically copied from one ledger to the new ledger. Results in the automatic creation of a standard set of financial statements, for example, balance sheets, income statements, and overhead statements	X																				
1.1.2.47	Validity checks to ensure existence of standard accounts	X																				
1.1.3	Ledger Development and Management																					
1.1.3.1	Manages disparate sets of books for each entity	X																				
1.1.3.2	Users may manage and update a set of books for each entity's ledger	X																				
1.1.3.3	Assigned books use ledger calendar and chart of accounts	X																				
1.1.3.4	A currency base and the reporting year may be determined and set for all books	X																				
1.1.3.5	Divides sub-ledger into smaller components for departments, cost centers, expense categories, projects, etc.	X																				
1.1.3.6	Sequential account numbers are not required in order to subtotal accounts	X																				
1.1.3.7	Maintains SKU-specific shipment, return and bad debt unit, and dollar amount data, when GL accumulation of data may be at higher level of aggregation such as when multiple SKUs are consolidated together	X																				
1.1.3.8	Manipulates data within the GL and sub-ledgers according to preset or calculated parameters defining allocation of postings	X																				
1.1.3.9	Calculates and posts expense items in accordance with an established group of allocation models	X																				

1.1.3.10	Runs monthly processing jobs at the same time instead of one at a time	X																	A processing job is when a computer analyzes a load of data and performs calculations using it. Thus, this criterion refers to the ability of the system to deal with more than one set of data and to perform more than one set of calculations at one time.		
1.1.3.11	Runs monthly statements and budgets at the same time	X																			
1.1.3.12	Different exchange rates for month-end processing and budget or reforecast creation																				
1.1.3.13	Different overhead/burden rates for month-end processing and budget or reforecast creation																				
1.1.3.14	Ability to work online with financial systems while closing jobs are in process	X																		The ability to work on-line with general accounting, budgeting, purchasing, vendor payment, etc. systems even when closing jobs are being run	
1.1.4	Enterprise Reporting Structure																				
1.1.4.1	Multiple level entity structures may be designed without hierarchy limitations																				Future Functionality, when and if provided, will be released on the same timeline as the functionality is made generally available to customers under a maintenance agreement with Tyler. If a customer requires that such functionality be committed to within the contract, the functionality will be treated as a custom modification, payable by the customer.
1.1.4.2	Maps accounts to business entities with different chart of accounts																				The chart of accounts is a list of ledger account names and account numbers, creating consistency in terminology and eliminates redundant accounts. A chart of accounts structure should include fields for account and ledger descriptions, to prevent shadow accounts from being created. Data tree tools allow users to see the structure of the fields and summaries, to help with reporting requirements, foster change, etc. Account mapping is the process of associating names with accounts, indicating their position in the overall accounting hierarchy, etc.
1.1.4.3	Many-to-many relationships may be associated across sources and targets regardless of accounting treatment	X																			
1.1.4.4	Deploys formulae to create report structures																				For example, if one unit reaches a certain percent of revenues, it might be elevated to a higher level.
1.1.4.5	Multi-entity roll-up may be defined by structures for reporting geographic area and functional responsibility	X																			
1.1.4.6	Base reporting structures on multilevel departments	X																			
1.1.4.7	Reporting structures allow allocation of more than one account to more than one structure	X																			
1.1.4.8	Diverse charts of accounts may be associated with structures that are not tied to defined hierarchies	X																			
1.1.4.9	Consolidation reports for detail and summary levels	X																			
1.1.4.10	Hierarchy of departments can be consolidated by levels for summary purposes	X																			
1.1.4.11	Consolidation source data is automatically removed																				More information is needed regarding source data
1.1.4.12	Account balances originating from different sources may be consolidated for financial reporting	X																			Account balances are comprised of anything that hits that account.
1.1.4.13	Financial data consolidated from different entities can be viewed from any number of hierarchical perspectives	X																			System provides flexible views for consolidated financial data, including all hierarchical and business segment permutations.
1.1.4.14	Consolidated data views are available for different perspectives such as entities and geographic units	X																			
1.1.4.15	Consolidate a department one way and the following year consolidate another way without changing the prior year's reporting	X																			
1.1.5	Journal Entry and Reporting																				
1.1.5.1	Automatic A/P entries and maintenance by interfacing with another accounting system	X																			Assuming use of import/export file and/or applicable API.
1.1.5.2	Automatic inventory entries and maintenance interfacing with another accounting system	X																			Assuming use of import/export file and/or applicable API.
1.1.5.3	Automatic cash account entries and maintenance by interfacing with another accounting system	X																			Assuming use of import/export file and/or applicable API.
1.1.5.4	Interface with third party payroll provider for automatic entries and maintenance																				Journal Import
1.1.5.5	Journal entries may be input directly	X																			
1.1.5.6	Real time journal entries update daily journal file and balances instantly	X																			
1.1.5.7	Journal entries can be input online, with user annotations	X																			Journal entries can accommodate user comments or notes.
1.1.5.8	Automatically numbers standard journal entries in sequence or as predefined (with a manual option)	X																			
1.1.5.9	Automates journal entries which occur in each period	X																			

1.1.6.1	Online journal voucher input with verification of input	X																
1.1.6.2	Interfaces with third party databases to import and export transactions	X																
1.1.6.3	Designates a journal voucher suspense account for the G/L to correct entries	X																
1.1.6.4	Transaction completion triggers batch report updates	X																
1.1.6.5	Real time posting enables direct transaction posting and journal saves, provided that there are no errors	X																
1.1.6.6	Debits and credits have separate columns in the journal voucher entry screen	X																
1.1.6.7	Adjustable start and end dates for determining debit and credit balances	X																To designate your choice of time frames for credit and debit balances.
1.1.6.8	Posts journal entries and events to different books concurrently	X																
1.1.6.9	Upon transaction completion, issues batch control totals	X																
1.1.6.10	Recurring journal entries are automatically posted by the G/L for each accounting period	X																
1.1.6.11	Month-end accruals are reversed, without manual intervention, at the start of the following period	X																
1.1.6.12	Line item calculation and posting for clearing entries--generates offsetting entries	X																For account balance consistency, the credit or debit is posted based on double-entry bookkeeping.
1.1.6.13	Start and stop dates for standard journal transactions may be determined by the user	X																
1.1.6.14	Start and stop dates for recurring journals may be determined by the user	X																
1.1.6.15	Posts journal vouchers to the current period while prior period remains open	X																
1.1.6.16	Adjusts prior periods	X																
1.1.6.17	Erroneous journal voucher batches may be removed by mass reversal	X																When applicable
1.1.6.18	Flexible number of periods retained for historical purposes	X																
1.1.6.19	Intercompany eliminations								X									Intercompany eliminations are deductions that occur when balance sheets and income statements are consolidated.
1.1.6.20	Summary or detail postings to the G/L from sub-ledgers	X																general ledger (G/L)
1.1.6.21	User-defined or controlled close processing	X																All postings are in detail due to auditing requirements
1.1.6.22	More than one open period is allowed	X																
1.1.6.23	More than one period can be open simultaneously	X																
1.1.6.24	Initiates new year before closing previous year	X																
1.1.6.25	Expense accounts are automatically cleared at year-end close	X																
1.1.6.26	Performs period-end closing multiple times, for trial purposes	X																
1.1.6.27	Prior to close, multiple period-end closes can be performed	X																
1.1.6.28	Adds transactions to a period after it has been closed	X																
1.1.6.29	Splits general invoice amount into detailed categories for the acquisition of various items	X																
1.1.6.30	Consolidates transactions (as desired by the user)	X																Transactional consolidations, whether they occur, and what point they should occur, are determined by the user
1.1.6.31	Continuous transaction numbering with multiple numbering schemes	X																
1.1.6.32	Audit trails are available in detail for both internal and external auditing	X																
1.1.6.33	Posts to different accounts in several companies with the same posting source e.g. journal voucher	X																
1.1.6.34	Posting to both the general ledger and sub-ledger simultaneously	X																
1.1.6.35	Uploads PC-created journal vouchers directly in the system	X																
1.1.6.36	Automatic inter-company posting when entry being posted to more than one ledger within the system at the same time or using the same source (for example, a journal voucher)								X									
1.1.6.37	Creation of additional financial postings based on financial data entered by journal entry	X																
1.1.6.38	Creation of additional financial transactions based on statistical and non-financial data entered by journal voucher	X																
1.1.6.39	Foreign exchange calculated automatically when posting a journal entry in an underlying currency that is different from the general account to which it is being posted								X									
1.1.6.40	Allows entry of any other currency on journal voucher								X									US currency only
1.1.6.41	User-defined calculations and postings for monthly jobs by utilizing tables	X																Users can use tables to define calculations and postings for jobs that occur monthly.
1.1.7	Controls for Ledgers																	
1.1.7.1	Ten or eleven check digits may be set and managed per module	X																Check digits are used with a mathematical formula for the sake of discerning recording errors. A check digit is a digit added to the numbers of a coding system.
1.1.7.2	Identifies accounts that are inactive and inhibits or prohibits posts to those accounts	X																
1.1.7.3	Suspense account creation to hold transactions with errors, to be processed and permanently classified at a later date	X																Transactions with errors cannot be processed until resolved.
1.1.7.4	Suspense accounts classified by error code	X																Error codes are unique to specific errors in most cases.
1.1.7.5	Rules validate and ensure consistency of fields and accounts	X																
1.1.7.6	Verifies account, sub account, and cost center combinations	X																
1.1.7.7	User-assigned security rules restrict entry and query access to specific entities, accounts, or ranges of entities and accounts	X																
1.1.8	Online Inquiry Reporting																	
1.1.8.1	Account activity and balances for current period available online	X																
1.1.8.2	Account activity and balances for current year available online	X																
1.1.8.3	Account balance for previous year available online	X																
1.1.8.4	Amount designated for a planned project available online	X																
1.1.8.5	Compares actual operation results to the planned budget, online	X																
1.1.8.6	Compares current year to previous year or years	X																
1.1.8.7	Standard account inquiry that drills down to the source of the transaction in real time and extracts data; also includes analyses fields	X																

1.1.8.8	Query on detailed G/L journal information and the original sub-ledger	X																	general ledger (G/L)		
1.1.8.9	Online drill down queries include summary and detail specific accounts, journal entry reviews, payable invoices, funds available, and variance calculations	X																			
1.1.9 Report Writing Capabilities																					
1.1.9.1	Transaction and trial balance reports	X																			
1.1.9.2	Trial balance	X																	A trial balance is a statement of accounts and their balances over a specified period.		
1.1.9.3	Report for the profit and loss statement and balance sheet	X																		May require client to construct a custom report utilizing the provided SQL Server Reporting Services toolset.	
1.1.9.4	Budget statement comparison including current state and journal details	X																		May require client to construct a custom report utilizing the provided SQL Server Reporting Services toolset.	
1.1.9.5	Comparison on different types of income statements	X																		May require client to construct a custom report utilizing the provided SQL Server Reporting Services toolset.	
1.1.9.6	Balance sheet comparison showing different periods' balances	X																		May require client to construct a custom report utilizing the provided SQL Server Reporting Services toolset.	
1.1.9.7	Detail and summary level in G/L report	X																		general ledger (G/L)	
1.1.9.8	Summary and detail levels for trial balances	X																		Accounting information can be analyzed from different levels and view points. A summary trial balance report lists the general ledger (G/L) balances and activity for each account, or for a group of accounts. A trial balance report presents specific information.	
1.1.9.9	Transactions from multiple periods are contained in the balance forward report	X																		May require client to construct a custom report utilizing the provided SQL Server Reporting Services toolset.	
1.1.9.10	Specific reports may be requested	X																		May require client to construct a custom report utilizing the provided SQL Server Reporting Services toolset.	
1.1.9.11	User has option of multiple financial statement report formats	X																		May require client to construct a custom report utilizing the provided SQL Server Reporting Services toolset.	
1.1.9.12	Reports can be exported in a tab-delimited format	X																			txt, excel
1.1.9.13	Produce reports on standard operating system default																	X		The report system is capable of adapting to the default reporting standards of underlying operating systems (e.g., Windows, Linux, etc.).	More information is needed.
1.1.9.14	Report on fixed assets	X																			May require client to construct a custom report utilizing the provided SQL Server Reporting Services toolset.
1.1.9.15	Tracks and documents all maintenance transactions for each account	X																			May require client to construct a custom report utilizing the provided SQL Server Reporting Services toolset.
1.1.9.16	Reports on exceptions (defined for process and transaction parameters)	X																		An exception report is a report that selects data based on specific parameters to identify process exceptions. Transaction exceptions should appear in standard reports.	May require client to construct a custom report utilizing the provided SQL Server Reporting Services toolset.
1.1.9.17	Lists chart of accounts	X																		The chart of accounts is a list of ledger account names and account numbers, creating consistency in terminology and eliminates redundant accounts.	
1.1.9.18	Reports for entity accounts, sub-accounts, cost centers, and projects	X																			May require client to construct a custom report utilizing the provided SQL Server Reporting Services toolset.
1.1.9.19	Documents accruals and reversals in an audit trail, based on a user-determined period	X																			May require client to construct a custom report utilizing the provided SQL Server Reporting Services toolset.

1.1.9.20	Maintains a transaction's cross-reference code from its source through to its final posting on the G/L	X																				May require client to construct a custom report utilizing the provided SQL Server Reporting Services toolset.
1.1.9.21	Report writing tool is not required to generate a division activity report	X																		Creates a report using standard out-of-the-box functionality where the metadata is located, rather than having a separate report writer in the accounting module.		Standard reports are available. Need more information on 'metadata' requirements.
1.1.9.22	Users may define "as-of" date ranges for reporting	X																				May require client to construct a custom report utilizing the provided SQL Server Reporting Services toolset.
1.1.9.23	Generates reports on account transactions via user-determined data criteria	X																				May require client to construct a custom report utilizing the provided SQL Server Reporting Services toolset.
1.1.9.24	Reports profitability by company	X																				May require client to construct a custom report utilizing the provided SQL Server Reporting Services toolset.
1.1.9.25	Reports profitability by product line	X																				May require client to construct a custom report utilizing the provided SQL Server Reporting Services toolset.
1.1.9.26	Responsibility reporting for different levels of management	X																		Responsibility reporting is a single report that is used by multiple levels of management. It summarizes each area, giving managers an overview of developments applicable to their area.		May require client to construct a custom report utilizing the provided SQL Server Reporting Services toolset.
1.1.9.27	Responsibility reporting by user account, responsibility center, or organizational hierarchy	X																				May require client to construct a custom report utilizing the provided SQL Server Reporting Services toolset.
1.1.9.28	Responsibility reporting by entity	X																				May require client to construct a custom report utilizing the provided SQL Server Reporting Services toolset.
1.1.9.29	Reports on areas of accountability based on the functional domain	X																				May require client to construct a custom report utilizing the provided SQL Server Reporting Services toolset.
1.1.9.30	Reports on areas of accountability based on the product	X																				May require client to construct a custom report utilizing the provided SQL Server Reporting Services toolset.
1.1.9.31	Contribution reports by company	X																				May require client to construct a custom report utilizing the provided SQL Server Reporting Services toolset.
1.1.9.32	Contribution reports by product line	X																				May require client to construct a custom report utilizing the provided SQL Server Reporting Services toolset.
1.1.9.33	Reports the distribution of funds in accounts	X																				May require client to construct a custom report utilizing the provided SQL Server Reporting Services toolset.
1.1.9.34	Generates report of account activity and transactions that are posted using the spread method, against budget and variance in a given fiscal year	X																				May require client to construct a custom report utilizing the provided SQL Server Reporting Services toolset.
1.1.9.35	Generates control reports of all accounting activity within different areas of the company	X																		Control reports are a type of auditing report used to monitor the type of financial transactions that occur throughout an entity.		May require client to construct a custom report utilizing the provided SQL Server Reporting Services toolset.

1.1.9.36	Cross-references user accounts with organizational units	X																		May require client to construct a custom report utilizing the provided SQL Server Reporting Services toolset.	
1.1.9.37	Exports as tab-delimited spreadsheet format	X																		May require client to construct a custom report utilizing the provided SQL Server Reporting Services toolset.	
1.1.9.38	Generates reports on transactions and entries using account classes, account groups, or rolled-up accounts, or other user-specified groups	X																		May require client to construct a custom report utilizing the provided SQL Server Reporting Services toolset.	
1.1.9.39	Report writer for the G/L	X																general ledger (G/L)		May require client to construct a custom report utilizing the provided SQL Server Reporting Services toolset.	
1.1.9.40	Financial reporting format is determined by the user	X																		May require client to construct a custom report utilizing the provided SQL Server Reporting Services toolset.	
1.1.9.41	System maintains standard rate data for reporting, allowing multiple options for same report	X																		May require client to construct a custom report utilizing the provided SQL Server Reporting Services toolset.	
1.1.9.42	System maintains standard cost data for reporting, allowing multiple options for same report	X																		May require client to construct a custom report utilizing the provided SQL Server Reporting Services toolset.	
1.1.9.43	User-defined report titles and account distribution information	X																		May require client to construct a custom report utilizing the provided SQL Server Reporting Services toolset.	
1.1.9.44	User-defined column headings	X																		May require client to construct a custom report utilizing the provided SQL Server Reporting Services toolset.	
1.1.9.45	Flexible date line formats within same report, as determined by the user	X																		May require client to construct a custom report utilizing the provided SQL Server Reporting Services toolset.	
1.1.9.46	Number of print lines on a page and page breaks is user-defined	X																		May require client to construct a custom report utilizing the provided SQL Server Reporting Services toolset.	
1.1.9.47	Subtotals and separates calculations	X																		May require client to construct a custom report utilizing the provided SQL Server Reporting Services toolset.	
1.1.9.48	Uses multiple factors in calculations	X																		May require client to construct a custom report utilizing the provided SQL Server Reporting Services toolset.	
1.1.9.49	User-defined factors for calculations	X																		May require client to construct a custom report utilizing the provided SQL Server Reporting Services toolset.	
1.1.9.50	Uses multiple constants in calculations	X																		May require client to construct a custom report utilizing the provided SQL Server Reporting Services toolset.	
1.1.9.51	User-defined column spacing	X																		May require client to construct a custom report utilizing the provided SQL Server Reporting Services toolset.	

1.1.9.52	Unlimited totaling and subtotaling in reports	X																		May require client to construct a custom report utilizing the provided SQL Server Reporting Services toolset.		
1.1.9.53	Total line and data line can be formatted differently	X																		May require client to construct a custom report utilizing the provided SQL Server Reporting Services toolset.		
1.1.9.54	Rounding by report	X																		May require client to construct a custom report utilizing the provided SQL Server Reporting Services toolset.		
1.1.9.55	Rounding by column	X																		May require client to construct a custom report utilizing the provided SQL Server Reporting Services toolset.		
1.1.9.56	User can control the rounding of calculations in system reports and whether calculations take place before or after rounding	X																		May require client to construct a custom report utilizing the provided SQL Server Reporting Services toolset.		
1.1.9.57	Reports that have been rounded crossfoot with total lines	X																		Crossfoot is an accounting term, which refers to verifying a grand total by adding the sums of columns running across.		
1.1.9.58	Reports can be created separately by business entity	X																				
1.1.9.59	Reporting and customizable graphics including pie charts, histograms, and bar charts	X																		May require client to construct a custom report utilizing the provided SQL Server Reporting Services toolset.		
1.1.9.60	Automatic linking and posting of sub-ledgers to control account	X																				
1.1.9.61	Tracks intercompany sales for reporting and tax (transfer pricing) purposes	X																		May require client to construct a custom report utilizing the provided SQL Server Reporting Services toolset.		
1.1.9.62	Support multi-level consolidation of reporting entities	X																		May require client to construct a custom report utilizing the provided SQL Server Reporting Services toolset.		
1.1.9.63	Exception reporting--the system is capable of identifying a variance and then supporting drill-down to identify the source of the variance--back to an invoice image if required	X																		May require client to construct a custom report utilizing the provided SQL Server Reporting Services toolset.		
1.1.9.64	User reporting tool--including flexible report format, rounding options, calculation options, and variance analysis--can access underlying data contained in the general ledger database	X																		general ledger (G/L)	May require client to construct a custom report utilizing the provided SQL Server Reporting Services toolset.	
1.1.9.65	Built-in management reporting system with key statistics	X																				
1.1.10 Variable Analysis																						
1.1.10.1	Analyzes deviations and changes in volume, efficiency, and standard rates	X																		May require client to construct a custom report utilizing the provided SQL Server Reporting Services toolset.		
1.1.10.2	User-specified deviances by percentage or amount	X																		May require client to construct a custom report utilizing the provided SQL Server Reporting Services toolset.		
1.1.10.3	Compares variance, budget, forecast, and prior year in any combination	X																		May require client to construct a custom report utilizing the provided SQL Server Reporting Services toolset.		

																				Accounts payable schedules bill payments to suppliers and distributors, and keeps accurate information about owed money, due dates, and available discounts. It provides functionality and integration to other areas such as customer service, purchasing, inventory, and manufacturing control. The software should support the following functionality: AP company policies and procedures; suppliers/voucher master data; payment controls; invoice processing and aging analysis; payment processing; journal voucher processing; AP ledger posting; check processing; AP transactions and controls; and AP reporting.		
1.2	Accounts Payable (A/P)																					
1.2.1	Policies and Procedures																					
1.2.1.1	Multiple companies, divisions, and cost centers																					Assuming account setup
1.2.1.2	Data associated with business units according to organizational hierarchy																					
1.2.1.3	Different business segment views for supplier and payables information																					Assuming account permissions
1.2.1.4	Company, division, or cost center accounts																					
1.2.1.5	Sets up A/P system with distinct processing cycles for each company or account code																					
1.2.1.6	Approved vendor list for all business entities																					
1.2.1.7	Vendor restrictions according to business entity																					
1.2.1.8	Uses accrual basis accounting																					Tyler's NextGen GL, which is currently planned for release later this year, will include full and cash accrual functionality in addition to modified accrual. Future functionality will be released on the same timeline as the functionality is made generally available to customers under a maintenance agreement with Tyler.
1.2.1.9	Fields for data input may be determined by the user																					
1.2.1.10	Alternate methods of data entry such as scanning and light pens																					Scanning functionality is available via Content Manager
1.2.1.11	EFT																					electronic funds transfer (EFT)
1.2.1.12	Multiple banks and accounts																					
1.2.2	Supplier Master Data																					
1.2.2.1	Creates separate records for vendors not used on a regular basis																					
1.2.2.2	1099 or W2 vendor designation (US tax forms)																					The ability to include a field that indicates whether a company has 1099 or W2 status. This is useful for compliance with Internal Revenue Service reporting requirements for 1099 vendors. W2 is a tax form showing the income and taxes paid during the year.
1.2.2.3	Postal code field (including US zip code format)																					
1.2.2.4	Vendor name																					
1.2.2.5	Vendor number																					
1.2.2.6	Vendor type																					
1.2.2.7	Vendor address																					
1.2.2.8	Vendor currency																					
1.2.2.9	Vendor insurance numbers/EIN																					
1.2.2.10	Vendor history with most current invoices listed first																					
1.2.2.11	Contact name of supplier																					
1.2.2.12	Suppliers listed alphabetically by supplier name																					
1.2.2.13	Suppliers listed by supplier code																					
1.2.2.14	Suppliers listed by postal code																					
1.2.2.15	Contact number																					
1.2.2.16	Standard terms and the ability to mass change																					The ability to record the time period that is normally extended on credit sales before payment is due, and to make mass changes to this time period
1.2.2.17	Default currency by supplier																					US currency only
1.2.2.18	Voucher ID (in sequence)																					
1.2.2.19	PO number																					purchase order (PO)
1.2.2.20	Issue date of voucher																					
1.2.2.21	Supplier's invoice or credit number for reference, including amount and date																					
1.2.2.22	Discount percent available based on supplier criteria																					
1.2.2.23	Value of discounts used																					
1.2.2.24	Monetary amount of discounts for acquisitions within a time frame																					
1.2.2.25	Records date payment must be received for a discount to be effective																					
1.2.2.26	GL account to be charged and the monetary amount																					
1.2.2.27	Tracks check number, date of issue, and amount																					
1.2.2.28	Manages miscellaneous supplier data such as insurance numbers, addresses, telephone numbers, etc.																					
1.2.2.29	Tracks taxes associated with each supplier as well as item discounts calculated before tax																					
1.2.2.30	Identifies supplier by type (including freelance, employees, one-time, US tax W2 or 1099 info, etc.)																					
1.2.2.31	Suppliers with multiple locations, addresses, and currencies																					
1.2.2.32	Default account assignment by supplier																					
1.2.2.33	Data entry screens for high-volume activity are supplier-specific																					A data entry screen dedicated to a specific vendor in the case that the vendor has a high volume of activity
1.2.2.34	Manages foreign currency hedge contracts																					
1.2.3	Invoice Process and Aging																					
1.2.3.1	Creates miscellaneous distribution lines to record charges and invoices for items that do not have POs																					purchase orders (PO)

1.2.3.2	Validates vendor invoice numbers, with only valid invoices posted to the accounts payable ledger being scheduled for payment	X																				
1.2.3.3	Option to pay invoices immediately	X																				
1.2.3.4	An invoice that was entered in the system as a system check can be redesignated as a manual check	X																				
1.2.3.5	No new vendors added at invoice entry (security)	X																				
1.2.3.6	A/P aging report on outstanding items	X																				
1.2.3.7	A/P due-date aging	X																				
1.2.3.8	A/P invoice date aging	X																				
1.2.3.9	A/P class code aging	X																				
1.2.3.10	Inserts invoices for future periods	X																				
1.2.3.11	Distributes invoices to different accounts within separate companies or locations	X																				
1.2.3.12	"On hold" designation may be attributed to invoices in system	X																				
1.2.3.13	Allocates cost to projects	X																				
1.2.3.14	A/P system performs maintenance of all invoice information fields	X																		Accounts payable (A/P); users can modify invoice information fields from within the A/P system.		
1.2.3.15	Currency and exchange rate defaults by vendor								X												US currency only	
1.2.3.16	Paperless matching--match and pay without invoice								X												Payment can be scheduled if purchase order matches received goods (no invoice required).	
1.2.3.17	Increases or accumulates, over time, vouchers and receivers that are not invoiced or are not recorded as a transaction								X												Users can increase or accumulate over time invoices and receivers that have not been vouchered yet or recorded as a transaction. Response - This would be a manual process	
1.2.3.18	Scanned invoice images available online	X																				
1.2.3.19	Scans accounts payable invoices into system with option to drill down to view invoice	X																				Via Content Manager
1.2.3.20	Flexible invoice processing (e.g. one check from multiple invoices or multiple checks from a single invoice)	X																				
1.2.3.21	Produces (US) government 1099 and W2 forms and tracks payments	X																				The ability to provide all the forms and reports needed to meet 1099 and W2 tax reporting needs
1.2.3.22	Recognizes credit notes or cost adjustments made by user	X																				
1.2.3.23	Links cost adjustment back to original invoice and ensures adjustment is tied to check or payment of the original invoice	X																				
1.2.3.24	Handles a batch filing system--each invoice requires a cross reference number in the system as well as a vendor code	X																				
1.2.3.25	Maintains at least four years of invoice details (current year and three prior years)	X																				
1.2.3.26	Suspends, puts on hold for an individual vendor, individual invoice, and individual line	X																				
1.2.3.27	Audit report for any changes to the vendor master file--should show the information before the change, indicate what was changed, who changed it, and what the new information is	X																				
1.2.3.28	Sends or routes invoices to various departments for approval and on request produces a report by department that ages the invoices either by invoice date or date sent to department (i.e., tracks the status of a document and to whom it has been sent)	X																				
1.2.3.29	Flags outstanding items	X																				
1.2.3.30	Two-way invoicing or PO options by invoice, PO--on hold until received	X																				
1.2.3.31	Three-way invoicing or PO options by invoice, PO, and receiving document match	X																				
1.2.3.32	Invoice batch edits for checking data input prior to update	X																				
1.2.3.33	Invoice inquiry supports search by dollar amount, invoice number, vendor number, vendor name, or alpha key	X																				
1.2.3.34	Edits exist to ensure that sales and use tax is entered into the system	X																				
1.2.3.35	Overrides sales and use tax at vendor level	X																				Although most transactions with a specific vendor or customer may be subject to sales and use tax, users have the ability to override the standard tax rates or even tax liability when entering a specific invoice that may be tax exempt or subject to a different tax rate.
1.2.3.36	Currency and exchange rate overrides by invoice								X													Users have the ability to assign specific exchange rates to a specific invoice rather than the system assigning the exchange rate that would normally be utilized.
1.2.4	Journal Invoice Process																					voucher process
1.2.4.1	Prepays vouchers or makes payment with manual checks	X																				
1.2.4.2	Online entry and processing of vouchers, with views for purchase order information, receiving document information, and credit memo information	X																				
1.2.4.3	Three-way matching for invoice, order, and receipt information (automatic and accommodates tolerances)	X																				purchase order (PO)
1.2.4.4	Multiple vouchers for a receiver or creditor	X																				
1.2.4.5	Uses classification codes to group transactions	X																				May require user defined fields
1.2.4.6	Multiple vendor sites can be used on a voucher, including different addresses for shipping and remitting	X																				
1.2.4.7	Calculates purchase price variance by comparing the purchase price per item against standard cost								X													
1.2.4.8	Books and reports purchase price variance in instances of discrepancy between projected and actual costs								X													
1.2.4.9	Tracks and maintains vouchers that may not be discounted	X																				
1.2.4.10	Suspends payment for a voucher and records amount due	X																				Suspends an invoice to cancel a payment
1.2.4.11	Establishes recurring voucher payments	X																				
1.2.4.12	Tracks payment- and discount-related information	X																				
1.2.4.13	Uses vouchers to select which items will be paid								X													
1.2.4.14	Releases all invoices in a date range as indicated by the voucher record discount pay date	X																				Would be a manual process
1.2.4.15	Pays all invoices on the open item listing, or all invoices up to and including a particular voucher number for a vendor or a range of vendors	X																				
1.2.4.16	Periodic expenses, which do not have an invoice, or where the invoice covers consecutive periods, can be set up as individual vouchers for each period	X																				
1.2.4.17	Online view of voucher's dollar value before release	X																				
1.2.4.18	Debit and credit memos can be specified for an invoice or account	X																				
1.2.4.19	Automatically accrues vouchers as they are released	X																				

1.2.8.17	Payment holds based on the performance of vendors	X																		
1.2.8.18	Procedure to pay employee trip advances on a per-trip basis	X																		
1.2.8.19	Accepts invoices without a PO	X																		
1.2.8.20	Skeleton voucher containing standard recurring information	X																		
1.2.8.21	Queries open and closed payables	X																		
1.2.8.22	Online view of vendors with current unpaid balances	X																		
1.2.8.23	Processes credit card payments	X																		
1.2.8.24	EFTs	X																		
1.2.8.25	Payments may be processed even when an invoice does not exist	X																		
1.2.8.26	Partial payments	X																		
1.2.8.27	Prepayments	X																		
1.2.8.28	Archive program or routine identifies and saves all closed payments and receipts that have not been vouchered	X																		
1.2.8.29	System security based on organizational and legal entity control	X																		
1.2.8.30	Automatically generates PO number	X																		
1.2.8.31	Navigates directly to a specific invoice (for example, by double-clicking on listing)	X																		
1.2.8.32	Tracks status of document (invoice and PO) and to whom it has been sent	X																		
1.2.8.33	Provides summary and aged listing of documents or invoices sent to a department (date based on invoice date, date routed, and date sent)	X																		
1.2.8.34	Alerts users of outstanding action items	X																		
1.2.8.35	Handles electronic transfer of PO information from any operational area	X																		
1.2.8.36	Clearly identifies legal entity generating the PO document	X																		
1.2.8.37	Multiple search criteria, including vendor, invoice number, and dollar amount	X																		
1.2.8.38	Approves POs online	X																		
1.2.8.39	EDI of purchase orders and invoices for select vendors	X																		
1.2.8.40	Web-enabled activity, such as allowing employees to e-mail expense reports for processing									X										
1.2.8.41	Travel and entertainment reporting as well as verification by employees	X																		
1.2.8.42	Posts invoices to future periods but pays them in the current period instead of holding onto them										X									
1.2.8.43	Back-end tax reporting for sales and use tax—a list of invoices processed during the month, which indicates the sales and use tax—input tax credit claimed	X																		
1.2.9	Processing of Checks																			
1.2.9.1	Funds can be drawn from more than one bank	X																		
1.2.9.2	Checks can be written from more than one bank	X																		
1.2.9.3	User-selected check formats include printed check and EFT formats	X																		
1.2.9.4	Suppliers can opt to receive a single check per invoice	X																		
1.2.9.5	Users can select criteria such as supplier number, voucher number, due date, and discount date, to determine check sequence	X																		
1.2.9.6	Check run can be recovered and initialized if there are printing problems	X																		
1.2.9.7	Reconciles checks and accounts that are manually input	X																		
1.2.9.8	Prints sequence of checks by supplier number or supplier number within a specific bank	X																		
1.2.9.9	Prints sequence of checks by supplier name or supplier name within a specific bank	X																		
1.2.9.10	Prints sequences of checks by ascending dollar amount	X																		
1.2.9.11	VOIDS and replaces checks	X																		
1.2.9.12	Automatically reverses distribution when a check is voided	X																		
1.2.9.13	Uses void and replacement check numbers when bank activity is reconciled with account activity	X																		
1.2.9.14	Invoices are automatically returned to the system if a check is voided	X																		
1.2.9.15	Prints employee expense payments using a sequence distinct from vendor payments	X																		
1.2.9.16	Automatically reconciles the bank account with the accounts payable payment history	X																		
1.2.9.17	Processes cancelled checks	X																		
1.2.9.18	Creates a report on all issued checks, including manually entered and voided checks	X																		
1.2.9.19	Reports all the transactions of a vendor during a specified period	X																		
1.2.9.20	Verifies that checks were written by approved personnel only	X																		
1.2.9.21	Check number count before new check run	X																		
1.2.9.22	Flags checks requiring attachments prior to mailing										X									
1.2.9.23	Prints checks requiring attachments at the beginning of a check run										X									
1.2.9.24	Sorts check runs based on dollar amount of checks	X																		
1.2.9.25	Supports automated check reconciliation from the bank	X																		
1.2.9.26	Supports the transfer of data of all cashed checks from banks	X																		
1.2.9.27	Posts invoices being processed to one accounting period, but posts the check run to another accounting period	X																		
1.2.9.28	Laser-printed checks	X																		
1.2.9.29	Multiple banks and currencies	X																		
1.2.9.30	Monthly check registers by bank	X																		
1.2.9.31	Reinstates an invoice or cancels a check (still payable by the system)	X																		
1.2.9.32	VOIDS an invoice or check (no longer payable by the system); reverses original distributions; and adjusts the outstanding check lists (while leaving a complete audit trail)	X																		
1.2.9.33	Generates a manual check of an invoice already in the system as an open item waiting to be paid by a computer check—inputs a batch that will transfer the invoice from open item to paid status	X																		
1.2.9.34	Electronic funds transfers and direct deposit for employees	X																		
1.2.9.35	Procurement card processing	X																		
1.2.10	Reporting																			
1.2.10.1	Reports on payment hold details, including who placed the hold and when; and when the payment is to be released	X																		
1.2.10.2	Employee expense reports include details on meals, transportation, lodging, etc.	X																		

1.2.10.3	Employee expense reports (month-to-day and year-to-date)	X																			
1.2.10.4	Expense reports contain summarized lists divided by category	X																			
1.2.10.5	Creates report of expenses by cost center or division	X																			
1.2.10.6	Reports on open travel advances and associated data	X																			
1.2.10.7	Recurring payments schedule	X																			
1.2.10.8	Reports details of bank transactions and bank balances	X																			
1.2.10.9	1099 and W2 reporting and form printing (US tax purposes)	X																			
1.2.10.10	Lists information on vendor account balances and specific vendor line items	X																			
1.2.10.11	Age trial balance vendor listing	X																			
1.2.10.12	Shows cash amount necessary to pay outstanding invoices	X																			
1.2.10.13	Prints items in base currency or in transaction currency	X																			
1.2.10.14	Creation of ad hoc reports by user (for example vendor payment history report)	X																			
1.2.10.15	Tax reporting for sales and use tax: summary by vendor or invoice of all input tax credits processed in the month by the A/P system	X																			
1.2.10.16	Age trial balances and vendor payment history (YTD)	X																			
1.2.10.17	Employee receivables statements	X																			
1.2.10.18	Travel expense reporting capability	X																			
1.2.10.19	Monthly check registers	X																			
1.2.10.20	Automated workflow--A/P automatically updates and sends message to the general accounting group that a transaction has taken place	X																		Via workflow setup	
1.3	Fixed Assets																				
1.3.1	Records for Fixed Assets																				
1.3.1.1	Tracks assets by company	X																			SUPPORTED
1.3.1.2	Tracks asset numbers and types	X																			SUPPORTED
1.3.1.3	Descriptions of assets	X																			
1.3.1.4	Tracks asset tag and serial numbers	X																			
1.3.1.5	Assets may be tracked by parent/child relationships	X																			SUPPORTED
1.3.1.6	Tracks asset locations	X																			
1.3.1.7	Assets can be tracked by asset number, description, type, tag number, location, PO, invoice number, or lease	X																			
1.3.1.8	Tracks information on leased assets	X																			
1.3.1.9	Tracks leased assets and intangible assets	X																			SUPPORTED
1.3.1.10	Tracks non-depreciating assets, such as expensed items or land	X																			SUPPORTED
1.3.1.11	Creates unique asset tag numbers by using tag controls	X																			
1.3.1.12	Specifies the original PO number and vendor	X																			SUPPORTED
1.3.1.13	Captures asset data such as A/P reference, date of purchase, and cost	X																			SUPPORTED
1.3.1.14	Records the tax cost at the time of the acquisition by using a percentage of the asset cost	X																			SUPPORTED
1.3.1.15	Expense account for G/L depreciation	X																			SUPPORTED
1.3.1.16	Tracks the total depreciation (book and tax) of an asset since it has been in service, the current depreciation method being used	X																			SUPPORTED
1.3.1.17	Date of asset transfer	X																			SUPPORTED
1.3.1.18	Tracks both the book and tax depreciation balance at the date of its transfer	X																			SUPPORTED
1.3.1.19	Provides depreciation calculation results for current and future year	X																			SUPPORTED
1.3.1.20	Asset disposition date and value	X																			SUPPORTED
1.3.1.21	Tax basis by disposal value	X																			SUPPORTED
1.3.1.22	Profit/loss by book and tax	X																			SUPPORTED
1.3.1.23	Purges and restores archived data	X																			SUPPORTED
1.3.1.24	Reports against a capital budget	X																			SUPPORTED
1.3.1.25	Compares actual additions to the capital budget and calculate variances	X																			SUPPORTED
1.3.1.26	Compares approved funds request to a capital budget as well as actual additions to the approved funds request (actuals, approved funds, and budget can all be different numbers)	X																			SUPPORTED
1.3.1.27	Projects current year's depreciation by cost center as well as adding a future year's capital budget; then projects the future year's depreciation by cost center	X																			SUPPORTED
1.3.2	Asset Transactions																				
1.3.2.1	Online views of fixed assets and transaction records	X																			SUPPORTED
1.3.2.2	Online asset tracking	X																			SUPPORTED
1.3.2.3	Records details on leased property	X																			SUPPORTED
1.3.2.4	Current cost	X																			SUPPORTED
1.3.2.5	Generates reports using historical, constant, and current dollar value	X																			SUPPORTED
1.3.2.6	Generates reports on all leased assets, their details, and payments information	X																			SUPPORTED
1.3.2.7	Generates reports on all operating lease payments	X																			SUPPORTED
1.3.2.8	Retirement reversals	X																			SUPPORTED
																					Journal entries are made as required when canceling asset retirements

1.3.2.9	Records values of asset appraisals	X								SUPPORTED	Insurance requirements may make it necessary to record asset appraisal values.		
1.3.2.10	Construction-in-progress reporting	X								SUPPORTED			
1.3.2.11	Designates adjustments as amortizations or expenses to cost, depreciation method, production capacity, or salvage value	X								SUPPORTED			
1.3.2.12	Maintains up-to-date data on depreciation for a group of assets	X								SUPPORTED			
1.3.2.13	Transfer asset options including fully or partially, current period or retroactively, and mass transfer	X								SUPPORTED			
1.3.2.14	Multiple asset retirement options based on period, cost, with trade-ins, etc.	X								SUPPORTED			
1.3.2.15	Generates transaction reports for period additions; transfers; disposals; and depreciation, by asset type and cost center.	X								SUPPORTED			
		X										May require client to construct a custom report utilizing the provided SQL Server Reporting Services toolset	
1.3.2.16	Generates gains and losses transaction reports by asset type and cost center	X											
1.3.2.17	Generates asset reports on additions, transfers, retirements, adjustments, ledger, property listing, and cost and reserve summaries	X								SUPPORTED			
1.3.3	Depreciation of Assets												
1.3.3.1	Flexible asset depreciation calendars	X											
1.3.3.2	Depreciation may be calculated year-to-date or period-by-period	X											
1.3.3.3	User defined depreciation rates can be rules-based	X											
1.3.3.4	User-defined prorate conventions and retirement conventions	X											
1.3.3.5	Standard and user-defined depreciation calculations								X				
1.3.3.6	Straight-line, declining balance, sum of year's digits, units of production, and flat rate depreciation methods	X											
1.3.3.7	Asset information (such as department and type) presented for depreciation methods	X											
1.3.3.8	Automatically calculates changes in depreciation at period end								X				
1.3.3.9	Adds new depreciation methods								X				
1.3.3.10	Depreciation methods: straight line, declining balance, sum-of-the-years digits	X											
1.3.3.11	Depreciation methods	X											
1.3.3.12	User can convert an accelerated straight line depreciation method	X											
1.3.3.13	Generates depreciation projections	X											
1.3.3.14	Uses prorate conventions, including half year, actual months, months after, modified half year, and full year, for the first year of an asset's life	X											
1.3.3.15	Creates what-if scenarios to project depreciation	X											
1.3.3.16	Depreciation method change reports	X											
1.3.4	Depreciation Books												
1.3.4.1	Conducts asset transactions and reconciliations among multiple companies and divisions	X											
1.3.4.2	Flexible parameters for depreciation books	X											
1.3.4.3	Any number of assets can be listed in depreciation books	X											
1.3.4.4	Any number of fiscal periods or calendars can be listed in depreciation books								X				
1.3.4.5	Reports transfers between company and divisions in individual reports and consolidated reports	X											
1.3.4.6	Enters and tracks expensed items for property control	X									Refers to the ability to input and record assets that are charged during one period and not depreciated.		
1.3.4.7	Automatic end-of-period updates to G/L	X									general ledger (G/L)	More information needed on required end-of-period processing.	
1.3.4.8	Updates fixed assets from an A/P entry	X											
1.3.4.9	Balances a manually entered fixed asset entry with the entry in the A/P records	X											
1.3.4.10	Updates F/A records automatically whenever a transfer or disposal is entered into journal	X									fixed assets (F/A)		
1.3.4.11	Generates exception reports for F/A and A/P reconciliation	X									fixed assets (F/A); accounts payable (A/P)		
1.4	Cost Accounting												
1.4.1	Cost Data												
1.4.1.1	Maintains multiple calculation codes for various algorithms used in calculating different cost data.	X									Calculation codes indicate what calculation should be performed for particular cost data or a cost simulation and when.	Allocation codes	
1.4.1.2	Overhead rates								X				
1.4.1.3	Uses parameters to determine whether a work center rate or task rate will be used in the calculation of operation rates								X				
1.4.1.4	Surcharges can be applied as fixed amounts over the nominal cost, percent of total cost, etc								X				
1.4.2	Cost Allocations												
1.4.2.1	Attributes cost pool dimension codes for the source and target of the allocation	X									A cost pool includes all the costs that can be attributed to a resource account. A dimension code is an identifier used to specific traits of a cost center. Allocation amounts are determined by postings to the source dimension code and the cost category of accounts. The amount is distributed among the target dimension codes or activities.		
1.4.2.2	Groups dimension codes into cost pools by dimension type								X		A cost pool includes all the costs that can be attributed to a resource account. A dimension code is an identifier used for specific traits of a cost center.		
1.4.2.3	Assigns user-defined allocation codes to activities that generate cost	X											
1.4.2.4	Uses allocation codes to post results to G/L	X									general ledger (G/L)		

1.4.2.5	Uses allocation codes to group accounts into cost categories	X																		
1.4.2.6	User-defined budget allocation codes	X																		
1.4.2.7	Models cost allocation code definitions								X											
1.4.2.8	Imports cost driver data from multiple operational data sources								X											
1.4.2.9	Automatic revisions to cost driver data								X											
1.4.2.10	Flexible cost category definitions based on applicable G/L account groupings	X																		
1.4.2.11	Total or partial transfers from ledger account to costing categories	X																		
1.4.2.12	Cost calculation activities determined by users with proper permissions	X																		
1.4.2.13	Flexible cost object activity definitions	X																		
1.4.2.14	Activity costs traced to triggering cost objects	X																		
1.4.3	Cost Allocation Processing																			
1.4.3.1	Allocates actual or budgeted costs to appropriate ledgers	X																		
1.4.3.2	Allocates to expense, revenue, asset, asset reduction, liability, capital, and capital reduction accounts	X																		
1.4.3.3	Allocations to organizational segments determined by function, profits, etc.	X																		
1.4.3.4	Flexible ledger costing categories								X											
1.4.3.5	Allocates cost by multiplier, quantity, or amount								X											
1.4.3.6	Cost allocations driven by formulas using unlimited, statistical, fixed amount, and period-to-date factors, as well as unlimited nesting								X											
1.4.3.7	Groups accounts into cost categories, and allocates amounts from one reporting dimension code to another	X																		
1.4.3.8	Specifies source and target reporting dimension codes used for the six dimensions, including the activity, in the allocation	X																		
1.4.3.9	Costs allocated among different cost group reporting dimensions are determined by the amounts posted to the ledger account of each cost category	X																		
1.4.3.10	Posts cost allocation in the G/L	X																		
1.4.3.11	Uses sequential or concurrent close-out methods to allocate cost								X											
1.4.3.12	Costs can be allocated to an item via various processes, including fixed multiplier, volume or statistic, weighted or moving average, standard cost, direct allocation, etc.								X											
1.4.3.13	Reports the direction of an allocation distribution sequence as to/from	X																		
1.4.3.14	Runs multistep allocations to accounts, and then reports by running different batches for each step								X											
1.4.3.15	Mass concurrent updates of actual, budget, and encumbrance balances through batch distributions	X																		
1.4.3.16	Intracompany allocations and intercompany allocations	X																		
1.4.3.17	Defines and identifies an allocation by a pool of accounts or departments where it will be recorded	X																		
1.4.3.18	Audit report tracks allocation costs made to the G/L and their transaction histories	X																		
1.4.3.19	Journalizes allocations so they can be posted to the G/L	X																		
1.4.3.20	Generates reports on allocations without posting results	X																		
1.4.3.21	Allocation results can be exported to report writer	X																		
1.4.3.22	Users can define periods when current period allocations are totaled, such as quarter-to-date, semi-annual, and annual	X																		
1.4.3.23	Allocations are based on historical, actual, or projected budget data	X																		
1.4.3.24	Defines and stores cost allocation factors and transactions for future or recurrent use	X																		
1.4.3.25	Uses net cost allocations to run multiple reallocations during the same accounting period								X											
1.4.3.26	Logs past cost allocations for comparative reports	X																		
1.4.4	Management of Costs																			
1.4.4.1	Costs managed using both standard and average costing	X																		
1.4.4.2	Maintains or updates the current or average cost of an item or service	X																		
1.4.4.3	Plans production costs based on demand and forecasting								X											
1.4.4.4	Assigns user-defined number of cost elements for each cost category								X											
1.4.4.5	Vertically summarizes cost elements throughout product structures								X											
1.5	Cash Management																			
1.5.1	Up-to-date cash balance report	X																		
1.5.2	Projects cash resources from sales, A/R, field services, and miscellaneous cash	X																		
																				May require client to construct a custom report utilizing the provided SQL Server Reporting Services toolset
																				accounts receivable (A/R)

1.5.3	Projects cash utilization from purchasing, A/P, and miscellaneous cash	X																accounts payable (A/P)	May require client to construct a custom report utilizing the provided SQL Server Reporting Services toolset
1.5.4	Checks committed funds against cash reserves or availability	X																Ability for the system to always check the funds committed (purchase orders) against the cash sources to ensure that the funds available is not exceeded.	
1.5.5	Updates and maintains pay date schedule	X																	
1.5.6	Reports cash projections	X																	
1.5.7	Entity, bank, expected date, terms, and customer payment history are used to create cash projections	X																	Assuming data is captured in EERP. May require client to construct a custom report utilizing the provided SQL Server Reporting Services toolset
1.5.8	Cash projects by currency	X																	US currency only
1.5.9	Views of inflows and outflows from cash book by bank, year, or statement	X																	The term cash book refers to the record of debits, credits, and the balance. Receipts and payments are organized in categories (such as bank, year, or statement).
1.5.10	Records cash payments and receipts via electronic banking functions	X																	
1.5.11	Notifies and reports on statement discrepancies	X																	This refers to reports that flag or otherwise call attention to statement discrepancies between bank reconciliation and bank statements.
1.5.12	"Miscellaneous" category for charges and deposits	X																	
1.5.13	Processes cancelled A/P checks	X																	
1.5.14	Records journal entries to the G/L cash accounts	X																	general ledger (G/L)
1.5.15	Prints account statements	X																	
1.5.16	Automatically records bank cash receipts	X																	
1.6	Budgeting																		Budgeting involves budgetary controls, budget accounting, budget development, and budget allocation. The software should provide sufficient tools to enable detailed budget development and analysis. Additional functionality should be available to integrate with project management software applications either natively or with external interfaces.
1.6.1	Budget Control																		
1.6.1.1	Budget control logic can be defined at any area of the account structure or for any number of levels	X																	
1.6.1.2	Budget control logic defined by document source or type, or by user	X																	
1.6.1.3	Budget tolerances and budget and field overrides can be defined by user	X																	
1.6.1.4	User-defined period intervals								X										Period intervals may be modified according to user requirements.
1.6.2	Budget Accounting																		
1.6.2.1	Establishes mandatory budgets for selected balance sheets, accounts, and profit and loss accounts	X																	
1.6.2.2	Income, expense, liability, assets, and equity accounts can be used in the budgeting process	X																	
1.6.2.3	Multiple budgets can be created from a single account to create what-if scenarios and for forecasting	X																	Budgets are created in the Budgeting module, not a single account, but what if scenarios can be created using Budget scenarios.
1.6.2.4	Annual, quarterly, monthly, or customized budget periods	X																	
1.6.2.5	Creates financial statements in conjunction with budgets	X																	May require client to construct a custom report utilizing the provided SQL Server Reporting Services toolset
1.6.2.6	Pro rata distribution of annual budgets over different periods, including quarterly, monthly, or other, customized periods	X																	
1.6.2.7	Pro rata distribution of quarterly budgets over monthly accounting periods	X																	
1.6.3	Budget Development																		
1.6.3.1	Worksheet tools for developing budgets	X																	
1.6.3.2	Integrated budget tools	X																	
1.6.3.3	Generates budget using historical budget and actual budget	X																	
1.6.3.4	Generates a new budget by using data from historical budgets, and changes in historical actuals and percentages	X																	
1.6.3.5	Budget report summaries for executive or management review	X																	
1.6.3.6	Uses historical budgets and actuals to create reports predicting trends	X																	
1.6.3.7	Future costs and revenues can be based on different rates, standards, volumes, and user-specified factors	X																	The ability to forecast different future costs and revenues based on different rates, standards, volumes, and other user-specified factors
1.6.3.8	Budgets can be viewed online and interactively	X																	Capability of the system to allow the users to review, on-line, interactively, budget information as it is being loaded into the system
1.6.3.9	Uses historical budgets and actuals to automatically project trends	X																	
1.6.3.10	Recalculated projections are automatically updated in an open budget	X																	Projections can be changed manually or due to changes in the budget formula.
1.6.4	Budgets																		
1.6.4.1	Multiple budgets for current and previous years	X																	
1.6.4.2	Many versions of the budget can be created for the current year	X																	
1.6.4.3	Stores multiple budgets of prior year	X																	
1.6.4.4	Online reports of budgets to actual	X																	
1.6.4.5	Compares budget versus actual dollar activity	X																	Provides complete budget information versus actual dollar activity as a comparison for analysis and status.

1.6.4.6	Budget versus forecast comparison	X																		May require client to construct a custom report utilizing the provided SQL Server Reporting Services toolset
1.6.4.7	Uses multiple tables to calculate and create budget/forecast balances and records	X																		May require client to construct a custom report utilizing the provided SQL Server Reporting Services toolset
1.6.4.8	Creates budgets for same titles or SKU over several months	X																		stock-keeping unit (SKU)
1.6.4.9	Specified titles or SKUs can be bypassed in a budget calculation	X																		stock-keeping unit (SKU)
1.6.4.10	Budget/forecast master files can be edited online to make top-line adjustments									X										
1.6.4.11	Formatting of budget reports similar to standard financial reports, but uses twelve months of data instead of one	X																		May require client to construct a custom report utilizing the provided SQL Server Reporting Services toolset
1.6.4.12	Formatting of roll ups and consolidations similar to standard financial reports, but uses twelve months of data instead of one	X																		May require client to construct a custom report utilizing the provided SQL Server Reporting Services toolset
1.6.4.13	Produces reports on standard operating system default	X																		Additional software is not required to read, print, or save reports.
1.6.4.14	Produces reports rounded to dollars, hundreds, or thousands	X																		
1.6.4.15	Produces a consolidated corporate budget or re-forecast	X																		
1.6.4.16	Multiple budgeting cycles for separate lines of business	X																		
1.6.4.17	Increases or decreases overheads by entering a percentage for specific accounts or for groups of accounts	X																		
1.6.4.18	Allocates an amount across accounts	X																		
1.6.4.19	Allocates based on percentages, which are based on statistical account balances (such as head count and floor space)	X																		
1.6.4.20	Automatically inserts account balances into the elapsed month's buckets at the end of each accounting period when the system rolls into the next period	X																		
1.6.4.21	Rolls information for the current accounting period into the future forecast bucket prior to the system rolling into the next accounting period	X																		
1.6.4.22	Changes future forecast bucket and rolls future forecast into current forecast									X										When the future forecast bucket is rolled into the current forecast, the forecast and budget do not change. The current forecast will change when replaced by the future forecast.
1.6.4.23	Minimum of five budget and forecast files, including budget (this file never changes)	X																		The ability to have a minimum number of what-if scenarios for budgeting and forecasting
1.6.4.24	Minimum of five budget/forecast files, including current forecast	X																		The ability to have a minimum number of what-if scenarios for budgeting and forecasting
1.6.4.25	Minimum of five budget/forecast files, including next years' budget	X																		The ability to have a minimum number of what-if scenarios for budgeting and forecasting
1.6.4.26	Reports budget, current forecast, and prior year actual using dollar amounts and percentages	X																		
1.6.4.27	Multiple sets of cross charge percent (for current year, and forecast and future years)									X										
1.6.4.28	Changing percentages mid-year does not change numbers retroactively to preserve integrity of numbers that have been previously reported									X										
1.6.4.29	Automatically recalculates the budget or current forecast at prevailing exchange rate or another user-specified rate									X										
1.6.4.30	Different companies can have their forecasts rolled separately to comply with their budgeting timetables	X																		
1.6.4.31	User-defined number of buckets allows multiple forecasts and variance analyses	X																		
1.6.4.32	Creates forecasts using different timeframes for different business entities	X																		
1.6.4.33	Stores historical data for a minimum of twenty-four months	X																		The ability to store historical budget information for at least two years
1.6.4.34	Reports can compare last year's actuals or budgeted amounts to current year's actuals	X																		
1.6.4.35	Compares current year's budget and actuals against last forecast for previous year, actuals for previous year, or last year's budget	X																		
1.6.4.36	Display all twelve months worth of the current year's budget by month, versus the most current forecast at the aggregate and detailed levels, and versus the prior year's actual at the aggregate and detailed levels	X																		
1.6.4.37	Users may download the file from the system, create a spreadsheet version of the file for manipulation and editing by other users, then upload the altered file to the system	X																		
1.6.4.38	Maintain budget and forecast comparative data in the GL and sub-ledgers for viewing and reporting on both balance sheet accounts and income statement accounts	X																		
1.6.4.39	Restate the budget, forecast, or prior year results at the current foreign exchange rate and quantify what the change is due to the change in foreign exchange rates	X																		
1.6.4.40	Runs actual, budgeted, and forecasted statements at the same time, using different exchange rates	X																		
1.6.4.41	Generates and updates budgets in real time	X																		
1.6.5	Allocation of Budgets																			
1.6.5.1	Defines budget level financial allocations	X																		
1.6.5.2	Upper-level budgets are distributed among appropriate division-level or detail budgets, by accounting groups, organization units or departments, product lines, or projects.	X																		
1.6.5.3	Budgets are proportionally distributed to other accounts or groups	X																		

										Accounts receivable tracks payments due to a company from its customers. It contains tools to control and expedite the receipt of money from the entry of a sales order to posting payments received. The software should support the following functionality: AR company policies and procedures; customers/voucher master data; bill processing and aging analysis; credit management; cash/payment application, receipt processing; journal voucher processing; AR ledger posting; multicurrency accounting and conversions; AR transactions and controls; and AR reporting.		
1.7	Accounts Receivable											
1.7.1	On-line Requirements											
1.7.1.1	Accepts manual entry of invoices, cash receipts and adjustments with G/L accounts and effective dates	X										
1.7.1.2	Accepts debit memo and credit memo transactions as adjustments to the customer accounts	X										
1.7.1.3	Identifies each transaction via reference number (such as batch number and line number) that is sequentially generated by the system	X										
1.7.1.4	Invoice, cash receipt, or adjustment transactions may be entered in batches	X										
1.7.1.5	Reject or suspend batches not balancing on either item or dollar totals	X										
1.7.1.6	Invoice, cash receipt, or adjustment transactions may be directly entered, bypassing batch entry requirements	X										
1.7.1.7	Selects or generates reports on customer master records through the same screen that is used to select and display customer records	X										
1.7.2	Processing Requirements											
1.7.2.1	Allow either open item or balance forward processing of receivables	X										
1.7.2.2	Compute late charges for customers not paying within a defined time period	X										
1.7.2.3	Provide a purge process that moves accounts receivable master file records to a history file	X										More information is needed. Records are retained in history automatically. No purge process.
1.7.2.4	Consolidate multiple-location customer billings into a single open item, due from one paying location	X										
1.7.2.5	Inter-company receivables are processed and accounted for	X										
1.7.2.6	For reporting purposes accept cash sales as a specially coded receivable and cash receipt	X										
1.7.2.7	Automatically balances the A/R master file and checks the total file balance against the accounts in the G/L master file	X										accounts receivable (A/R); general ledger (G/L)
1.7.2.8	The A/R master file internally balances individual open item A/R records against corresponding account balances in the customer master file, automatically, and reports exceptions	X										accounts receivable (A/R)
1.7.2.9	Issuing invoices for percent complete							X				
1.7.2.10	Allows for backorders and changes	X										When inventory cannot support the demand requirements for a given item, the client's order cannot be filled and is a back order. During A/R processing sales orders need to be determined delivered or not since back orders may be billed in advance.
1.7.2.11	Manages foreign trade zones								X			Can override inventory rules but no specific backorder process in AR
1.7.2.12	Consignment invoicing and tracking	X										
1.7.2.13	Receivables can be sold to a third party and can be identified as non-qualified in user-defined fields	X										No specific process but using adjustments, special conditions and user defined fields we can do this
1.7.2.14	Tracks advance payments and down payments, and posts them to A/R when the sale is taken	X										
1.7.3	Data Requirements											
1.7.3.1	Provide automated numbering of customers with user-defined sorting and sequencing capabilities	X										
1.7.3.2	Maintain a customer table with name data	X										
1.7.3.3	Maintain a customer table with multiple addresses for sold-to, ship-to, and bill-to	X										
1.7.3.4	Maintain a customer table with multiple contacts, including name, location, title, phone, and fax data	X										
1.7.3.5	Maintain a customer table with payment terms	X										
1.7.3.6	Maintain a customer table with active or inactive status data	X										
1.7.3.7	Maintain a customer table with customer defaults, which differ from standard defaults							X				
1.7.3.8	Maintain a summarized history of all written-off customers and invoices for five years	X										
1.7.3.9	Code fields are user defined for adjustment by plant tied to G/L	X										Adjustments can be tied to individual plants by utilizing a specific code field.
1.7.3.10	Accommodates multiple ship-to information for a sold-to								X			
1.7.3.11	Tracks the customer, when sold-to is a finance company	X										
1.7.3.12	Allow "lease" or "loan" designation with tax adjustments	X										
1.7.3.13	Stores salesperson ID numbers, ISPs, and agents	X										Different fields that might be used, for more granular reporting, etc. Identification (ID); independent solutions provider (ISP)
1.7.3.14	Groups orders for commission calculation								X			User defined fields
1.7.3.15	Automatically generate commission credits to agents or internal sales people								X			
1.7.3.16	Ability to allocate customer PO to invoices from several business units and create external consolidated invoices	X										
1.7.3.17	System security by user ID-limits, cash tolerances, and tax override privileges	X										Users can be restricted such that they cannot change tax rates or liabilities as an invoice is entered. In other cases users cannot enter transactions above specified dollar totals.
1.7.3.18	Identifiers for tax purposes	X										
1.7.3.19	Tracks new business as well as pending orders confirmed and unconfirmed								X			
1.7.4	Reporting Requirements											
1.7.4.1	Upon request, print a batch listing, showing every item in a particular batch	X										

1.7.4.2	Produces an A/R journal that lists all activity posted to the A/R master file, and sorts report line items by either batch and line number or customer number	X																	accounts receivable (A/R)
1.7.4.3	Ages the receivables according to user-definable time buckets	X																	
1.7.4.4	Ages receivables either according to invoice date or according to due date	X																	
1.7.4.5	A/R aging report shows a line item for each invoice posted to the A/R master file	X																	accounts receivable (A/R)
1.7.4.6	Creates A/R aging reports with one line item per customer	X																	The ability to create reports with one line per customer showing how long bills have been on that customer's account
1.7.4.7	Balance forward system produces a period end A/R trial balance showing each account's open period balance, all posting activity, and closing balance	X																	
1.7.4.8	Print an accounts receivable exception report listing all accounts with credit balances	X																	
1.7.4.9	Provide a customer contact listing, showing name, phone number, and other contact information by customer	X																	
1.7.4.10	Creates a management summary or a key indicator report containing a summary of A/R activity, including DSO, bad debt ratio, and percent of current accounts								X										accounts receivable (A/R); day sales outstanding (DSO)
1.7.4.11	Forecast cash receipts based on the historical payment patterns of customer accounts								X										
1.7.4.12	Produce a general ledger distribution by plant or business unit whenever journals are forwarded to the general ledger	X																	
1.7.4.13	Print customer statements showing detailed activity and net amount due for the period	X																	
1.7.4.14	Provide a complete listing of the customer master file, which shows each data element in every record	X																	
1.7.4.15	Print dunning letters allowing different sequences to apply to different customers	X																	
1.7.4.16	Print dunning letters using a sequence of different dunning letter texts, each being printed in successive months	X																	
1.7.4.17	Permit printable "customer record only" invoices and retain for history (must be memo-only and not post to G/L)	X																	Users can create and print draft invoices that are saved in history but not posted to the general ledger (G/L). These invoices eventually can become "real" and posted to the G/L.
1.7.5	Interfacing Requirements																		
1.7.5.1	Receive invoices and debit or credit memo transactions from the invoicing system	X																	
1.7.5.2	Automatically prepare general ledger journal entries by business unit, for cash receipts	X																	
1.7.5.3	Automatically prepare general ledger journal entries by sales, inventory, and cost of goods sold activity that occurs in the invoicing system	X																	
1.7.5.4	Automatically prepare general ledger journal entries by all discounts and deductions recognized through the cash receipts process	X																	
1.7.5.5	Automatically prepare general ledger journal entries by allowance for un-collectible accounts	X																	
1.7.5.6	Automatically prepare general ledger journal entries by write-offs	X																	A write-off is an allowable reduction in an asset's value.
1.7.5.7	Automatically prepare general ledger journal entries by inter-company accounts receivable and sales	X																	
1.7.5.8	Automatically prepare general ledger journal entries by customer deposits	X																	
1.7.5.9	Automatically prepare general ledger journal entries by currency gains and losses due to foreign currency invoices									X									
1.7.5.10	Produce detailed general ledger journals, one for every accounts receivable transaction	X																	
1.7.5.11	Create a single journal that summarizes activity by invoices	X																	
1.7.5.12	Create a single journal that summarizes activity by cash receipts--auto cash transaction type	X																	
1.7.5.13	Create a single journal that summarizes activity by adjustments	X																	
1.7.5.14	Create a single journal that summarizes activity by freight transaction type									X									
1.7.5.15	Create a single journal that summarizes activity by taxes--Vertex Quantum tax program transaction type									X									
1.7.5.16	Create a single journal that summarizes activity by specific invoice line items	X																	
1.7.5.17	Accepts automated clearing house transactions (EFT) from the invoicing system sent to specific customers in lieu of invoices	X																	electronic funds transfer (EFT)
1.7.6	Credit and Collections Management																		
1.7.6.1	Provide a customer credit information screen allowing on-line entry and maintenance of narrative text									X									
1.7.6.2	Provide a customer credit information screen allowing on-line entry and maintenance of account credit limit (enforced by the order entry system)									X									
1.7.6.3	Credit limits per order can be input and maintained in the customer credit information screen	X																	
1.7.6.4	Online entry and maintenance of key ratios can be done in a customer credit information screen									X									
1.7.6.5	Historical and statistical information about customer accounts are displayed on an online account performance inquiry screen	X																	
1.7.6.6	Customer information is displayed on a collections call history screen									X									
1.7.6.7	Date and nature of collection calls is displayed on the collections call history screen									X									
1.7.6.8	Provide a call history screen for collections that allows a follow-up call to be scheduled on a call report ("tickler" to prompt collector)									X									
1.7.6.9	Automatically calculates a coded credit risk classification for each customer using rules set up in the accounts receivable system									X									
1.7.6.10	Supports credit policies and order entry system recognition of credit terms and credit limits									X									
1.7.6.11	Supports credit policies and order entry system recognition of cash on delivery (COD) status									X									
1.7.6.12	Supports credit policies and order entry system recognition of cash in advance (CIA) status									X									
1.7.6.13	Provides central control over credit policy information using parameters set and maintained in a company table, including credit limits by credit classification									X									
1.7.6.14	Customer master file is organized so that credit responsibility is split among multiple credit representatives									X									
1.7.6.15	Provides a credit hold report indicating all orders placed on credit hold and why									X									
1.7.6.16	Provides an account stratification report that shows the accounts stratified by their amounts due									X									
1.7.6.17	Prints dunning notices according to information on each customer record that indicates which notice in the series was last sent									X									

1.7.6.18	Prints dunning notices according to information on each customer record that indicates which one of several series of dunning notices the customer should receive	X																		
1.7.6.19	Prints a dunning report showing which customer received which type of dunning notice								X											
1.7.6.20	Produces a listing of late customer accounts, where "late" can be defined and set parametrically	X																		
1.7.6.21	Provides a call report that lists calls to be made by each collector, based on the collector's call history screen								X											
1.7.6.22	Provides a call report that lists calls to be made by each collector, stemming from an account aging past a certain date	X																		
1.7.6.23	Prepares a file of credit transactions that can be sent to outside credit sources (credit interchange)	X																		
1.7.6.24	Interfaces with the order entry system and shipping department by placing new orders on credit hold whenever CIA or COD terms apply to that account								X											
1.7.6.25	Interfaces with the order entry system and shipping department by placing new orders on credit hold whenever the order places the account over its credit limit								X											
1.7.6.26	Interfaces with the order entry system and shipping department by placing new orders on credit hold whenever the account has open invoices that have aged beyond a specified number of days								X											
1.7.6.27	Interfaces with the order entry system and shipping department by placing new orders on credit hold whenever the order is above the customer's per order credit limit								X											
1.7.6.28	Interfaces with the order entry system and shipping department by placing new orders on credit hold whenever the account is on credit hold								X											
1.7.6.29	Provides a fax interface that automatically transmits customer account information to customers who request it								X											
1.7.6.30	Provides a fax interface that automatically transmits credit reference information to other requesting companies								X											
1.7.6.31	Capability of deactivating a customer but keeping the history	X																		
1.8	Financial Reporting																			
	Financial reporting enables robust analysis of company performance through delivered reports. These reports will allow individual business units to view their financial information, while parent companies can roll up all business subsidiaries and view the consolidated information. Additionally, solutions should provide user generated reporting tools that are easy to use and provide sufficient depth of and access to the financial data to permit comprehensive analysis.																			
1.8.1	Online Requirements																			
1.8.1.1	Specifies report rows as a set of accounts defined by an account range	X																		May require client to construct a custom report utilizing the provided SQL Server Reporting Services toolset
1.8.1.2	Specifies report rows as a set of accounts defined by a list of account numbers	X																		May require client to construct a custom report utilizing the provided SQL Server Reporting Services toolset
1.8.1.3	Specifies report rows as a set of accounts defined by a mask on the account number	X																		May require client to construct a custom report utilizing the provided SQL Server Reporting Services toolset
1.8.1.4	Specifies report rows as a set of accounts defined by a department (summary or detail) in a financial report structure	X																		May require client to construct a custom report utilizing the provided SQL Server Reporting Services toolset
1.8.1.5	Specifies report rows as a set of accounts defined by account balances that meet specified conditions	X																		May require client to construct a custom report utilizing the provided SQL Server Reporting Services toolset
1.8.1.6	Creates report rows using a separate file of row specifications that links particular accounts to individual rows	X																		May require client to construct a custom report utilizing the provided SQL Server Reporting Services toolset
1.8.1.7	Column specifications indicate column width	X																		May require client to construct a custom report utilizing the provided SQL Server Reporting Services toolset
1.8.1.8	Column specifications indicate the beginning column position on the report, up to 196 column positions	X																		May require client to construct a custom report utilizing the provided SQL Server Reporting Services toolset
1.8.1.9	Column specifications indicate editing options, including currency symbols and commas	X																		May require client to construct a custom report utilizing the provided SQL Server Reporting Services toolset

1.8.1.10	Column specifications indicate options to edit data, including thousands of dollars	X																				May require client to construct a custom report utilizing the provided SQL Server Reporting Services toolset
1.8.1.11	Column specifications indicate options to edit data, including specified number of decimals	X																				May require client to construct a custom report utilizing the provided SQL Server Reporting Services toolset
1.8.1.12	Column specifications indicate options to edit data, including reporting negatives in parentheses	X																				May require client to construct a custom report utilizing the provided SQL Server Reporting Services toolset
1.8.1.13	Column specifications indicate options to edit data, including where to select column information such as current year actuals	X																				May require client to construct a custom report utilizing the provided SQL Server Reporting Services toolset
1.8.1.14	Column specifications indicate options to edit data, including where to select prior year actuals	X																				May require client to construct a custom report utilizing the provided SQL Server Reporting Services toolset
1.8.1.15	Column specifications indicate options to edit data, including budget version number	X																				May require client to construct a custom report utilizing the provided SQL Server Reporting Services toolset
1.8.1.16	Column specifications indicate options to edit data, including where to select column information such as period format by YTD balances	X																			year to date (YTD)	May require client to construct a custom report utilizing the provided SQL Server Reporting Services toolset
1.8.1.17	Column specifications indicate options to edit data, including where to select column information, such as periods in the current or prior year	X																				May require client to construct a custom report utilizing the provided SQL Server Reporting Services toolset
1.8.1.18	Column specifications indicate options to edit data, including where to select column information such as forecasted year end amount (actual plus budget)	X																				May require client to construct a custom report utilizing the provided SQL Server Reporting Services toolset
1.8.1.19	Column specifications indicate options to edit data, including where to select column information such as quarterly balances	X																				May require client to construct a custom report utilizing the provided SQL Server Reporting Services toolset
1.8.1.20	Column titles that span several columns and contain up to four lines of description	X																				May require client to construct a custom report utilizing the provided SQL Server Reporting Services toolset
1.8.1.21	Allow particular rows or columns to be defined as the sum or difference of two other rows/columns	X																				May require client to construct a custom report utilizing the provided SQL Server Reporting Services toolset
1.8.1.22	Enable an entire new report specification to be set up by copying an old one	X																				May require client to construct a custom report utilizing the provided SQL Server Reporting Services toolset
1.8.2	Miscellaneous																					Enables individual business units to view their financial information, while parent companies can roll up all business subsidiaries and view the consolidated information.
1.8.2.1	Schedule the execution of any custom financial reports so that they can be run at any time or any day of the week	X																				Via Scheduler
1.8.2.2	Control break can be defined on any component of a qualified account number, such as by department	X																				Users can define a non-posting account that accumulates the total amount associated with the control break account. In this example users can define an account that accumulates all revenue or expenses that are associated with a specific department. These non-posting account totals can then be printed on a report.
1.8.2.3	Provide control break logic that prints totals being accumulated since the previous control break	X																				Control breaks are like sub-totals. In this case the user can define multiple control break accounts and the system will automatically accumulate and print on a report the subtotals.

1.8.2.4	Provide control break logic that prints a blank line, or set of underlines, before or after printing a total	X																	Control break accounts do not have to be accumulators. They can also be blank lines or underlines that will help users format a report.	May require client to construct a custom report utilizing the provided SQL Server Reporting Services toolset
1.8.2.5	Provide control break logic that prints the next control value only once to start the next control group	X																	Rather than accumulating and printing the accumulator sub-total at the end of the control break, users can specify that the sub-total is printed at the beginning of the account list.	May require client to construct a custom report utilizing the provided SQL Server Reporting Services toolset
1.8.2.6	Provide control break logic that prints user-defined headers for each control break	X																	Control break accounts do not have to be accumulators. They can also be blank lines or underlines or titles that will help users format a report.	May require client to construct a custom report utilizing the provided SQL Server Reporting Services toolset
1.8.2.7	Provide multiple levels of control breaks	X																		May require client to construct a custom report utilizing the provided SQL Server Reporting Services toolset
1.8.2.8	Custom financial report can automatically print an unlimited number of header title lines on each report page	X																		May require client to construct a custom report utilizing the provided SQL Server Reporting Services toolset
1.8.2.9	Financial report can be customized to automatically print report routing for data control on each report page	X																		May require client to construct a custom report utilizing the provided SQL Server Reporting Services toolset
1.8.2.10	Financial report can be customized to automatically print page numbers, date, and time on each report page	X																		May require client to construct a custom report utilizing the provided SQL Server Reporting Services toolset
1.8.2.11	Allow financial report writer specifications to be printed on hard copy	X																		May require client to construct a custom report utilizing the provided SQL Server Reporting Services toolset
1.8.2.12	Reported information can be extracted, placed into a file, and loaded into a spreadsheet or other software packages	X																		May require client to construct a custom report utilizing the provided SQL Server Reporting Services toolset
1.8.2.13	FSIO/JFMIP compliance (USA)	X																	JFMIP = Joint Financial Management Improvement Program FSIO = Financial Systems Integration Office The FSIO is a department of the United States' government previously known as JFMIP.	Tyler will commit to providing all state and federal mandated reports with data file submissions required to be submitted to the state that are not already provided through standard reports or inquiry functions. In addition, any changes to mandated State/federal specified file layouts will be provided for no additional license/maintenance fees to all clients who have a current Maintenance Agreement in place.
1.9	Project Accounting																		Project accounting uses financial practices to monitor the schedules and spending of projects.	
1.9.1	Project and Cost Coding Structure																			
1.9.1.1	Provide for user definition of project or cost code segments	X																		
1.9.1.2	Permit user definition of the sizes of each segment	X																		
1.9.1.3	User-defined number of actual, commitment, budget, and statistical accounts for each level of the account structure	X																		
1.9.1.4	Defines summary accounts in a multilevel hierarchy, including features associated with posting accounts	X																		
1.9.1.5	Use the project and cost coding structures for selection required in reporting	X																		
1.9.1.6	Uses date sensitivity in a structure, such as particular roll-up of tasks, which will take effect within a certain period of time	X																		
1.9.1.7	Free-form notes or text comments can be posted at any level of the structure, with optional notes history, notes notification, and notes display at summary details	X																		
1.9.1.8	Provide cut, copy, and paste of coding structure elements between projects	X																		
1.9.1.9	User-defined sub-project coding can be applied at any level of the regular cost coding structure to provide a unique breakdown of costs, with optional inclusion or exclusion in project reports	X																	The ability to apply extra, user-defined codes at any level of the cost coding structure in order to look at the cost breakdown in a new way	
1.9.1.10	Provide an option to budget or commit project expenditures by periods	X																		
1.9.1.11	Contract reporting is separate from the coding structure and supports rollups by contract of all the related project activities	X																		

1.9.2	Project Creation																			
1.9.2.1	A project can be created from a default table containing different project templates, which in turn contain definitions and separate coding structures	X																		Projects can be copied
1.9.2.2	An existing project structure may be duplicated with no data being transferred	X																		
1.9.2.3	A new project type may be created by creating a new task sequence and assigning a cost code structure	X																		
1.9.2.4	Support for multiyear projects	X																		
1.9.2.5	Permits multiple phase project definitions	X																		
1.9.2.6	Tracks a contract change order from identification, where it is reported as pending; to formal approval, when it is included in the contract and automatically transferred to commitment	X																		
1.9.3	Cost Coding Structure Creation or Maintenance																			
1.9.3.1	Cost codes may be added to the structure without affecting existing projects	X																		Assuming this is tying Payroll Data to a project.
1.9.3.2	Cost codes to general ledger account conversion is maintained in an online table	X																		
1.9.3.3	A cost code may not be deleted if there are any values for that code in existing projects	X																		
1.9.3.4	When deleting a cost code the system either automatically deletes all references to the code from other parts of the system, or disallows the deletion	X																		
1.9.3.5	Retains statistical accounts in a manner that allows the statistical amount to be defined as either a balance forward account or as a balance only account	X																		Statistical accounts are available via performance based budgeting
1.9.3.6	Uses the same accounting calendars as the general ledger	X																		Statistical accounts track information, which is not of a financial nature.
1.9.4	Transaction Processing																			
1.9.4.1	Distribution to unlimited project and cost codes accounts	X																		
1.9.4.2	A running total shows the total debits and credits as they are being entered	X																		
1.9.4.3	Posting of financial transactions to open periods	X																		
1.9.4.4	Posting of budget, commitment, or statistical data to any open or future period	X																		
1.9.4.5	Automatic creation of general ledger transactions with appropriate debit or credit offsets	X																		
1.9.4.6	An accounting date or effective date, indicating which cost ledger accounting period is to be posted	X																		
1.9.4.7	E-mail and workflow routing and tracking of unposted transactions and related images for approval	X																		
1.9.4.8	Provide for recording and tracking of contingent liabilities by project	X																		
1.9.4.9	Provide for recording and tracking of preliminary notices by project and contract	X																		
1.9.4.10	Support a posting interface which permits simultaneous updates of the general and cost ledgers when financial transactions are posted to either ledger	X																		Assuming 'cost ledger' is project ledger
1.9.5	Line Item Data Capture																			
1.9.5.1	A transaction description field of at least sixty characters in the summary or header	X																		
1.9.5.2	Transaction number, transaction type, and general reference fields by line	X																		
1.9.5.3	A line item description initially taken from the sixty character description field in the journal header and optionally overridden by operator	X																		If a user specifies an account number or item number in a journal entry, the system will automatically display the account or item description. Users then have the right to override that description.
1.9.5.4	A source or subsidiary accounting system reference field	X																		
1.9.6	Reporting Format and Tools																			
1.9.6.1	Original budget	X																		
1.9.6.2	Authorized funds	X																		
1.9.6.3	Prior budget	X																		
1.9.6.4	Current budget	X																		
1.9.6.5	Commitments	X																		
1.9.6.6	Pending commitments (change orders in process)	X																		
1.9.6.7	Actuals	X																		
1.9.6.8	Estimate-to-complete	X																		
1.9.6.9	Retentions	X																		Retention is when a percentage of an invoice (either payables or receivables) is withheld until the job or project is finished. The system will accrue these retentions until in a special asset or liability account.
1.9.6.10	User can define details for estimate-to-complete by attaching spreadsheets or freeform notes	X																		Attachments via Content Manager
1.9.6.11	Supports reporting of posted transactions, un-posted transactions, or both	X																		
1.9.6.12	Uses the cost coding structure to allow online drill-downs from summary to detail; drills-through to source transactions and related documents and images, including estimates and supporting detail, contracts and change orders (actual and pending commitments), and invoices (actuals)	X																		
1.9.6.13	Permits inter-project comparisons at the user-defined level of detail	X																		
1.9.6.14	Provides an online query tool or direct link to query tool, and real-time spreadsheet interface (specifies spreadsheets, i.e. Lotus or Excel)	X																		
2	Human Resources																			Human Resources encompasses all the applications necessary for handling personnel-related tasks for corporate managers and individual employees. Modules will include Personnel Management, Benefit Management, Payroll Management, Employee Self Service, Data Warehousing, Health and Safety, Workforce Management, Training, and Product Technology
2.1	Personnel Management																			Personnel management automates personnel processes including recruitment, personnel profile, organizational structure, career development & training, reward management, job position and wage profiles, and business travel and vacation allotments. The software should support the following functionality: recruitment management; personnel information and tracking; organizational structuring; job position and salary profile; career development, training and performance management; compensation management; budgeting and cost control; government compliance reporting; expenses management; union information; discipline actions and grievances tracking; and employment history/personnel reporting.

2.1.1	Recruitment Management																	Many milestones are achieved from the time a job posting is created to the time the employee is hired (from sourcing to hiring). Recruitment management functionality provides the ability to attract, select, and hire the right people with the right skill sets, as well as track the information regarding their recruitment for later analysis.	
2.1.1.1	Hiring personnel may access parameters for requisitions	X																Requisition parameters are used for information on recruiting issues and department personnel needs	
2.1.1.2	Searches for eligible applicants and employees based on job requirements, online	X																	May require client to construct a custom report utilizing the provided SQL Server Reporting Services toolset
2.1.1.3	Lists the postings, position, disposition, disposition date, and applicable codes of a position	X																	
2.1.1.4	Tracks applicants using personal data, skill set, academic qualifications, training, and test results	X																	
2.1.1.5	Workflow for forwarding resumes/CVs	X																A typical feature in employment management systems, resume routing is the ability to divert resumes to the appropriate department or hiring manager.	Resumes and other attachments included within Content Manager can be viewed by authorized personnel as needed based on role based permissions
2.1.1.6	Schedules interviews	X																	
2.1.1.7	Tracks interview results	X																	
2.1.1.8	Customizes recruitment letters by merging files with a word processing template	X																	
2.1.1.9	Offers and new hires processing	X																New hires are personnel that have been recently acquired by the company.	
2.1.1.10	Summarizes status and provides other information on applicant, and applicant requisition and recruitment costs	X																	Some may require user defined fields
2.1.1.11	Information about applicants' progression	X																Applicant flow statistics are derived from applicant data, and include information on education, job history, etc. These numbers can be used for effective marketing to further strengthen recruitment, create non-discriminatory policy, create applicant flow reports etc.	Basic applicant information is tracked and can be surfaced in a report format, some may require SQL Server Reporting Services
2.1.1.12	Compares data on recruiting tasks to show their effectiveness									X									
2.1.1.13	Sourcing engine integration with career development, matching competencies of internal candidates										X								
2.1.1.14	Internet recruiting and tracking of skills inventory	X																	
2.1.1.15	Resume scanning capabilities.	X																	A resume could be scanned as an attachment and uploaded to Content Manager
2.1.1.16	Import resumes from the Internet or e-mail										X								
2.1.1.17	Enable competencies for applicants	X																Competencies are comprised of skill sets, which are mapped to an organization's needs and strategic goals. Human resources (HR) uses competencies and competency models to determine what skills are linked to a position, what skills need to be enhanced, and what skills are not necessary or no longer valid for a particular job or area. They can also be used to create behavioral tests or other candidate screening tools.	Certifications and skills can be tracked
2.1.1.18	Assign competencies to vacancies	X																Competencies are comprised of skill sets, which are mapped to an organization's needs and strategic goals. Human resources (HR) uses competencies and competency models to determine what skills are linked to a position, what skills need to be enhanced, and what skills are not necessary or no longer valid for a particular job or area. They can also be used to create behavioral tests or other candidate screening tools.	Certifications, Skills, Credentials, as well as user defined fields can be linked to positions that can become vacant
2.1.1.19	Derive competencies automatically from the job or position competency requirements into vacancy competency requirements	X																Competencies are comprised of skill sets, which are mapped to an organization's needs and strategic goals. Human resources (HR) uses competencies and competency models to determine what skills are linked to a position, what skills need to be enhanced, and what skills are not necessary or no longer valid for a particular job or area. They can also be used to create behavioral tests or other candidate screening tools. Competency requirements are the necessary skills that a candidate must possess in order to satisfactorily operate in a position.	Positions with linked certifications/skills will carry those same associations when the position is configured as vacant
2.1.1.20	Enable competence matching between applicant's competencies and vacancies										X							Competencies are comprised of skill sets, which are mapped to an organization's needs and strategic goals. Human resources (HR) uses competencies and competency models to determine what skills are linked to a position, what skills need to be enhanced, and what skills are not necessary or no longer valid for a particular job or area. They can also be used to create behavioral tests or other candidate screening tools.	
2.1.2	Profile of Personnel																	The profile of personnel functionality provides the ability to collect detailed information regarding prospective employees—much like a resume (including personal information, achievements, employment history, etc.), which serves as a tool for recruiting the appropriate person for any given position within the enterprise.	
2.1.2.1	Central database containing job data, salary information, education, etc. on employees	X																	
2.1.2.2	Searches employee records for information on experience and skills	X																	Some may require SQL Server Reporting Services
2.1.2.3	Child, family, and spouse information	X																	As dependent/beneficiaries
2.1.2.4	Contact numbers including home, cell, and alternative numbers	X																	
2.1.2.5	Store data for emergency contacts	X																	
2.1.2.6	Manage and update education history	X																	

2.1.3.12	Standard organizational structure can be imported or exported											X								
2.1.3.13	Organizational structure can be accessed and navigated through other applications											X								
2.1.3.14	Functional and administrative areas of the organization can be represented graphically											X								
2.1.3.15	Assign general required competencies per company											X	Competencies are comprised of skill sets, which are mapped to an organization's needs and strategic goals. Human resources (HR) uses competencies and competency models to determine what skills are linked to a position, what skills need to be enhanced, and what skills are not necessary or no longer valid for a particular job or area. They can also be used to create behavioral tests or other candidate screening tools.							
2.1.3.16	Assign general required competencies per department											X	Competencies are comprised of skill sets, which are mapped to an organization's needs and strategic goals. Human resources (HR) uses competencies and competency models to determine what skills are linked to a position, what skills need to be enhanced, and what skills are not necessary or no longer valid for a particular job or area. They can also be used to create behavioral tests or other candidate screening tools.							
2.1.4	Job Position and Wage Profiles												The job position and wage profiles functionality provides the ability to enter, access, manipulate, and track information about an employees' current position, title, skills, job location, and status. It also includes wages in comparison to wage salary tables with minimum and maximum allowables.							
2.1.4.1	Identifies job position	X																		
2.1.4.2	Describes position or job title	X																		
2.1.4.3	Indicates position by organization, location, job code, title, shift, and work days	X																		
2.1.4.4	Indicates full- or part-time status	X																		
2.1.4.5	Standard work hours	X																		
2.1.4.6	Lists skills, training, and education required for position	X																		
2.1.4.7	Fields for descriptions of job activities, requirements, and experiences	X											Data fields to detail job or position activities and requirements. These fields should also provide a sufficient understanding of the job requirement.							
2.1.4.8	Job or task includes employee skill set and profile	X																		
2.1.4.9	Multiple jobs may be entered for each grouping	X																		
2.1.4.10	Assigns multiple grades or codes to personnel with cross-training										X									
2.1.4.11	User-defined salary grading	X																	Based on existing site defined available configuration options	
2.1.4.12	Tracks salary grades and pay steps	X											Provides visibility to previous rates							
2.1.4.13	Indicates employee's current and previous assignments, as well as experience and job grades	X																		
2.1.4.14	Employee grading includes corresponding rewards and salary scale										X									
2.1.4.15	Standard wage tables	X																		
2.1.4.16	Wage salary table with min/mid-point/max salary and supporting imports from Watson Wyatt										X		Watson Wyatt is a global consulting company specializing in human capital management. It tabulates salaries for different jobs and positions in different industries and regions.							
2.1.4.17	Imports data from multiple data sites for analysis	X																	Assumes use of compatible file formats for existing import functions where available	
2.1.4.18	Retrieves grade and job data to automatically calculate comp ratio and generate range penetration analyses										X									
2.1.4.19	Reports whether a given position is filled or available	X																		
2.1.4.20	Intelligent rule-based wage exception notification										X									
2.1.4.21	HR "budgeting" for overall and departmental headcount and salaries	X																		
2.1.5	Career Development and Training												Career Development and Training are related processes that can help increase the capacity of an employees' contribution to the enterprise's long-term goals.							
2.1.5.1	Identifies potential assignments for a job or career path	X																		
2.1.5.2	Assigns jobs to employees based on their career paths										X									
2.1.5.3	Documents employee skill measurements, qualifications (including education and training), competencies, and professional experience	X																	Skills, Certifications, Education, Training, etc. can all be tracked within the system	
2.1.5.4	Position requirements and employee data can be matched	X																	May require SQL Server Reporting Services	
2.1.5.5	Identifies any training, courses, and development activities employees have participated in	X																	Assuming use of existing tracking configuration options, ie Training, Certifications, etc. Additional tracking available by attachments to Content Manager on employee record	
2.1.5.6	Prints course description and schedules	X																	Can print Training Course record information	
2.1.5.7	Reports training costs	X																		
2.1.5.8	Catalogues training requirements	X																		
2.1.5.9	Performance appraisals can be planned and tracked	X																		
2.1.5.10	Skills, education, projects, accreditations, languages, and evaluations can be updated	X																		
2.1.5.11	Identifies and follows up on high potential employees										X									
2.1.5.12	Compares organizational requirements and goals with employees and managers to identify talent and leadership gaps within an organization										X									
2.1.5.13	Ranks potential candidates qualified to fill incumbent or vacant positions										X									
2.1.5.14	Track performance appraisers and superiors in the past	X																		

2.1.5.15	Plan course demand for a period based on pre-bookings or actual attendance from previous years									X				
2.1.5.16	Collect basic personal data during the registration process such as name, address, language preference, location, and required qualifications									X				
2.1.5.17	Automatically add registrants to a waiting list	X												
2.1.5.18	Automatically communicate any changes to all affected parties via workflow management									X				
2.1.6	Management of Rewards										The management of rewards functionality provides the ability to enter, access, manipulate, and track information pertaining to employee rewards such as, salary, incentives, benefits, facilities, and services.			
2.1.6.1	Adjustable rules for incentives or bonus plans									X				
2.1.6.2	Generates reports on the costs of rewards and incentives									X				
2.1.6.3	Manages and updates history of individual employee rewards and incentives									X				
2.1.6.4	Eligibility logic connects rewards and services to jobs, grades, organizations, and seniority									X				
2.1.6.5	Compensation benefits automatically change based on reward rules									X				
2.1.6.6	Tracks and analyzes compensation and salary, by employee	X												
2.1.6.7	Compensation and benefit data is exported to a spreadsheet where it is compared against outside and industry standard rates	X												
2.1.7	Budgeting and Cost Control										Budgeting and cost control functionality allows administrators to input and manage costs, develop budgets, and provide reports on the cost savings that budgeting and cost control provides.			
2.1.7.1	Uses data on job, grade, position, and organizational levels to create budgets for employee costs	X												
2.1.7.2	Calculates employee cost by headcount, status (such as full-time employment), or by user-defined variables	X										Assumes use of existing budgeting capabilities		
2.1.7.3	Compares budgets against actual costs	X										May require SQL Server Reporting Services		
2.1.7.4	Multiple budget scenarios	X										Multiple Salary and Benefit projections		
2.1.8	Government and Compliance Reporting										Government and compliance reporting functionality allows administrators to generate reports that may be required to satisfy certain government regulations.			
2.1.8.1	Tracks goals and forecasted development of affirmative action plans by department, quarter, and year									X	Affirmative action plans (AA/P) generally refer to US, quota-based policies designed to redress discrimination and under-representation of qualified or marginalized peoples in particular jobs or occupations. It can be based on race, ethnicity, or disability. Companies with AA/P set goals and timetables may require online displays for goals, headcount figures and percentages of goals achieved.		System can track race, ethnicity, and disability which can all be displayed and surfaced with custom reporting as desired. Goals would be tracked outside of EERP	
2.1.8.2	Breaks down and tracks affirmative action goals by race, ethnicity, gender, or by user-defined criteria									X	Affirmative action plans (AA/P) generally refer to US, quota-based policies designed to redress discrimination and under-representation of qualified or marginalized peoples in particular jobs or occupations. It can be based on race, ethnicity, or disability. Companies with AA/P set goals and timetables may require online displays for goals, headcount figures and percentages of goals achieved.		System can track race, ethnicity, and disability which can all be displayed and surfaced with custom reporting as desired. Goals would be tracked outside of EERP	
2.1.8.3	Compares employee goals with employee status	X										May require SQL Server Reporting Services		
2.1.8.4	Tracks employees' injuries, illnesses, and physical exams and audiometric evaluations	X									Audiometric evaluations are diagnostic hearing tests.			
2.1.8.5	Tracks accidents and injuries, and generates reports	X										Via case management, reporting may require SQL Server Reporting Services		
2.1.8.6	Benefits reporting	X												
2.1.8.7	Payroll reporting (e.g., tax reporting and government-mandated reports to employees such as W2, 1099I, 1099R)									X		Tyler will commit to providing all state and federal mandated reports with data file submissions required to be submitted to the state that are not already provided through standard reports or inquiry functions. In addition, any changes to mandated State/Federal specified file layouts will be provided for no additional license/maintenance fees to all clients who have a current Maintenance Agreement in place.		
2.1.9	Employment History and Personnel Reporting										Employment history and personnel reporting functionality allows administrators the ability to view the past work history of an employee (including wages, job positions, benefits, etc.) as well as generate reports based on that information.			
2.1.9.1	Generates reports on employee sick time and lost time injuries and illnesses	X										May require SQL Server Reporting Services		
2.1.9.2	Tracks health and safety incidents	X										Via Case Management		
2.1.9.3	Tracks absentee rates by department and supervisor	X										Assumes leave tracking. May require SQL Server Reporting Services		

2.1.9.4	Tracks employee absences against various parameters and generates reports	X																	Assuming necessary data is stored within the system. Reports may require SQL Server Reporting Services	
2.1.9.5	Tracks length of employment to determine seniority, union membership, etc.	X																		
2.1.9.6	Report on data concerning layoffs and recalled employees	X																	Assuming necessary data is stored within the system. Reports may require SQL Server Reporting Services	
2.1.9.7	Reports on employee disciplinary actions	X																	May require SQL Server Reporting Services	
2.1.9.8	Customizes reports with HR reporting tools	X																human resources (HR)	Via SQL Server Reporting Services	
2.1.10	Track Discipline Actions																		Employees who violate a company's code of ethics may be reprimanded for doing so. In order to keep track of the disciplinary actions involved in rectifying these incidents, the system must be able to track discipline actions. This functionality serves as a way to view the entire history of a particular employee or group of employees within a given department.	
2.1.10.1	Maintain discipline types	X																		
2.1.10.2	Record and track disciplinary actions including information on incidents causing the action, steps taken in resolution, and the personnel involved	X																	Via Case Management	
2.1.11	Competency Management																		Competency management is used to map the skill sets required in a position to ensure the organization or departments needs and strategic goals are met. It uses competency models to determine what skills are linked to a position, what skills need to be enhanced, and what skills are no longer necessary for a particular job or area. They can also be used to create behavioral tests or other candidate screening tools.	
2.1.11.1	Enable a list of competency definitions	X																	Competencies are comprised of skill sets, which are mapped to an organization's needs and strategic goals. Human resources (HR) uses competencies and competency models to determine what skills are linked to a position, what skills need to be enhanced, and what skills are not necessary or no longer valid for a particular job or area. They can also be used to create behavioral tests or other candidate screening tools.	
2.1.11.2	Enable a variety of competency scaling types ("units of measures")	X																		
2.1.11.3	Enable a variety of scaling levels	X																		
2.1.11.4	Enable logical scaling levels as well as numerical scaling levels (yes/no, 0-10)	X																	Logical scaling levels typically involve answering "yes" or "no" to determine whether certain competencies have been met. Numerical scaling levels use a numerical range to rank competencies.	
2.1.11.5	Enable competencies to be acquired on training courses										X									
2.2	Benefits																		Benefits functionality is used to administer a diverse range of benefit plans. Such plans typically cover accidental death and dismemberment (AD&D), disability, life, medical, retirement plans, flexible benefits, and profit sharing plans.	
2.2.1	Standard Benefits																		Standard benefits include health and dental insurance, life insurance, accidental death and dismemberment (AD&D), and oftentimes retirement plans.	
2.2.1.1	Establishes benefit plans, providers, and rates	X																		
2.2.1.2	Identifies dates for insurance coverage and deduction calculations	X																		
2.2.1.3	Maintains dependent and beneficiary information	X																	System tracks which dependent/beneficiary is primary, secondary and other levels within a particular benefit record, by plan type. For example, a spouse may be designated as all of the following: sole beneficiary of a life insurance plan, one of several dependents in a medical plan, a 50 percent beneficiary of a savings plan, with a child named as the beneficiary of the remaining 50 percent. A large number of beneficiaries can be defined per plan, per employee	
2.2.1.4	Employees have rollover benefit alternatives										X								for certain types of tax deferred investment plans	Need more information what is being rolled over exactly?
2.2.1.5	Base benefits maintenance decentralized to the employee level through the use of internet or internal mail capabilities	X																		Online benefits enrollment is supported via Employee Access (internet). Would need more information regarding internal mail capabilities.
2.2.2	Profile for Employee Benefit Plan																		The profile for employee benefit plan includes information that is pertinent to an employees' benefits including (date of birth/age, smoker/non-smoker, marital status, dependants, salary, etc.) When/if any one of these details changes, it may affect the current benefits that the employee receives (e.g., life insurance amount).	
2.2.2.1	Defines benefits waiting periods	X																	A benefits waiting period is the amount of time an employee must serve before becoming eligible for benefits. Benefits include medical, life savings, pensions, and coverage is dependent on the status of the employee. Benefits coverage is also normally governed by a waiting period, defined by the user in terms of days or months. Periods usually start with an event date, but the event date may also be tied to month-begin or pay-period-begin.	
2.2.2.2	Type or amount of benefit coverage per employee	X																		
2.2.2.3	User-defined rate adjustments based on service requirements and rules	X																	Allows users to define adjustments for rates based on parameters for length of service, such as rate per unit.	
2.2.2.4	Vesting schedules										X								Vesting schedules are timetables for stock grants and options, where equity stakes are earned over a specified time period. Rules for vesting periods are usually defined by the time an employee has spent in service with the company and uses timetables to calculate vesting.	
2.2.2.5	Creates rules for maximum benefits to be paid and premiums to be collected	X																	Deduction limit	

2.3.1.22	Employee insurance premium withholding by quarter-to-date, year-to-date, and user-defined periods	X																				
2.3.1.23	Worker's compensation withholding by quarter-to-date, year-to-date, and user-defined periods	X																				
2.3.1.24	Other withholding by quarter-to-date, year-to-date, and user-defined periods	X																				
2.3.1.25	Vacation accrual rate, vacation accrued, and vacation used	X																				
2.3.1.26	Sick leave accrual rate, sick leave accrued, and sick leave used	X																				
2.3.1.27	Leave that is unpaid	X																				
2.3.1.28	Jury duty pay parameters	X																		Assumes use of existing leave configurations		
2.3.1.29	Employee data located in a central database or across operating units	X																				
2.3.1.30	Flag spousal distribution of retirement pension plan, for example, in case of employee death	X																		If an employee dies, the employee's spouse is entitled to pension distribution.		
2.3.2 Earnings and Deductions																					Earnings and deductions include all monies payable to and deducted from an employee for services rendered. Earnings may include wages, commissions, and bonuses. Deductions may include taxes, benefits, etc.	
2.3.2.1	Earning types include hourly employee, with and without time cards	X																				
2.3.2.2	Earning types include salaried and salaried/exempt	X																			Based on information in employee files, the system can establish whether the salary type is exempt or non-exempt. Earnings statements are calculated in accord with the type of salary determined.	
2.3.2.3	Earning types include weekly, bi-weekly, semi-monthly, monthly, and special (executive) pay cycle	X																				
2.3.2.4	Calculates earning types based on shift eligibility, allowable employee types, etc.	X																			Supports employee compensation (pay) for an unlimited variety of types, such as overtime, personal leave, regular, shift differential, sick, and vacation. Rates may be applied to the number of hours worked through various calculation algorithms. Also allows shift eligibility, allowable employee types, monthly and annual cycles, and special case (user-defined) cycles to be entered.	
2.3.2.5	User-defined deductions (unlimited)	X																			Allows for both an unlimited amount and for various deduction types. Deduction examples could be federal, provincial, state, or local tax; FICA, employee-requested withholding; union dues; payments toward benefit plans; or wage garnishments.	
2.3.2.6	User-defined codes for earning deductions	X																			Deduction range 1000 - 9999	
2.3.2.7	Controlled deductions by start and stop dates	X																				
2.3.2.8	Calculation of deductions based on the percent of earnings	X																			With proper setup	
2.3.2.9	Calculates and subtracts fixed deductions	X																				
2.3.2.10	Deductions based on hours or shifts worked																				X	Need More Information - We do handle deductions by hours worked, however not by shifts, which the support of shifts would depend on how the shifts are characterized during payroll processing.
2.3.2.11	Automatic deductions stop when limit is reached	X																				
2.3.2.12	Manage and update history of employee compensation and rules	X																				
2.3.2.13	User-maintained health insurance deductions	X																				
2.3.2.14	Establishes priorities for employee deductions	X																				
2.3.2.15	Tracks deduction arrears	X																				
2.3.2.16	Support deferred income plans	X																				
2.3.2.17	Support automatic deduction links for charitable donations	X																				Based on setup, charitable deductions can be automated within the payroll process with the appropriate vendor defined for withholding disbursement
2.3.2.18	Garnishment tracking and prioritization	X																				
2.3.2.19	Garnishment deductions	X																				Garnishment is when the court decides to garnish someone's payments for e.g., child support, and then the employer is responsible for automatically deducting that from the salary of the employee.
2.3.2.20	Payment to garnishees	X																				
2.3.2.21	Monthly severance payments to separated employees with deductions	X																				For the case of lay-offs where the severance package is not paid at once (lump sum) but monthly, Employee would need to be kept as an active employee to continue these payments.
2.3.2.22	Ability to pay multiple locations	X																				Based on setup. May require multiple checks for a single employee if they wish to be paid at two separate locations
2.3.2.23	Notify line of changes in sick classification (FMLA approved time versus non-FMLA)																				X	If an employee wants to be paid at different locations FMLA stands for Family and Medical Leave Act. Need more information

2.3.3	Eligibility Parameters																			Eligibility parameters (or eligibility rules) are those fields of information which directly affect an employee's benefits. These rules are used to determine whether the employee is eligible for a specific benefits plan or not.			
2.3.3.1	User-defined eligibility criteria for benefits, plans, and compensation based on division, or company-wide																			X		Benefits Enrollment allows for FLEXIBLE criteria, not user-defined	
2.3.3.2	Creates eligibility rules and logic	X																				Within Benefits Enrollment only	
2.3.3.3	User-defined standard rules for assigning or changing employee compensation and benefits	X																				Job Class Type Defaults only	
2.3.3.4	Logic for automatically assigning compensation and benefits	X																				Job Class Types	
2.3.4	User Balances																				This user balances functionality allows administrators to define opening balances for earnings, deductions, and tax deductions for each employee within the enterprise. User balances can be defined in various units of measure such as, currency, hours, or integers. In deductions where there is a cap amount, the system will automatically stop the deduction once it has reached the defined user balance.		
2.3.4.1	Uses legislative balances in user-defined calculations and analysis																			X	Legislative balances for user-defined calculations refers to payroll balances. Some balances must be met for benefits, taxation, and other company policies. For example, calculating limits on overtime or minimum hours to receive health care.	No user-defined calculations. The system supports pay limits to prevent overpayments	Need more information: What are payroll balances (amount, hours, pay type code? Etc.) How are balances used in regards to benefits, taxation, and what the other company policies are?
2.3.4.2	Creates extra, open balance items which can be defined by the user																			X	A system that supports the extra user balances criterion would leave some open balance items for the user to define. For example, a company may want to know how many overtime hours were accumulated from 1 January to 15 April.	Need More Information - system has numerous reports, exports, and reporting views that can be leveraged to extract information. Need to understand the full ask and needs here to confirm native support.	Site is providing additional info
2.3.4.3	Calculates balances over any time period	X																			The ability to calculate balances over any period of time would include examples such as hours worked per week, per month, per year, and since employment.	SSRS or Interactive Reporting, however there could be some categories of generated entries that may not be covered under certain circumstances	
2.3.4.4	Track balances	X																			Balance tracking means the system has the ability to track balances over time (with the intention of comparing periods).	SSRS or Interactive Reporting	
2.3.4.5	Online updating of account balances																			X	The system adjusts employee account balance information (for example, accruals, arrears, contributions, or wage garnishments).	Need More Information - maintain balances through self service? Or just changes to the balances in self-service?	Site is providing additional info
2.3.5	Automated Time Sheet																				Automatic time reporting devices such as bar code technology allows the system to generate an automated time sheet showing all the hours worked by any given employee. Automation helps to streamline the time reporting process and removes the need for manual time entry (such as sign in sheets or punch cards).		
2.3.5.1	Ability to provide decentralized capability for time sheet entry	X																					
2.3.5.2	Time sheets provide for exception-only data entry	X																					
2.3.5.3	Supports multiple work hours standards	X																					
2.3.6	Security and Audit																				Security and audit trails help ensure that confidential data is processed accurately and efficiently. Security and audit trails provide a complete record of every function performed by a system user, including the date, time, and the function that was performed.		
2.3.6.1	Customized menus and forms by user and by responsibility	X																				Customized menus available, customizable dashboard (Hub), and forms where available	
2.3.6.2	Multiple access responsibility assignments to tasks and by user	X																				Assumes use of role based security	
2.3.6.3	Audit log of changes	X																			An audit log is a document or file that lists completed audits and any actions taken		
2.3.6.4	Audit trails	X																			An audit trail is a recording showing transaction details, including who, what, and when the transaction was done.		
2.3.6.5	Time and attendance	X																			To ensure that time and attendance data is verifiable and not prone to being tampered with.		
2.4	Employee Self-Service																				Employee self-service lets workers access their personal information and benefit allocations on-line to manage life events and benefit selections without having to send forms to human resources. The software should also support benefit enrollment programs and new hire initiation.		
2.4.1	Review and maintain name, address, telephone number, etc., associated with life events	X																			Provides the ability for employees to access, review, and modify information within their personal profiles whenever a life event occurs (for example the birth or death of a dependent spouse or child, change in marital status, or when a child reaches the age of 18).		
2.4.2	Review or enroll in benefits for open enrollment period	X																			Allows employees to review and enroll in benefits offered by their company. Fields generally included in this functionality include the type of plan, provider, amount of coverage, and employee history.		

2.4.3	Change benefits related to a life event	X																	Allows employees to login into the system (using a predefined login and password) where they can change information in their employee profile because of a life event. Some examples of a life event can be the birth or death of a dependent spouse or child, change in marital status, or when a child reaches the age of 18. While this information is changed in the system, it does not directly affect the benefits of the employee until the benefits administrator verifies and accepts the information.	
2.4.4	Update W4 information such as tax filing status, number of exemptions, and withholding information	X																	The employee self-service functionality allows employees to view and update their personal data online with respect to their tax form information (including filing status, number of exemptions, and withholding information).	
2.4.5	View pay stub info: gross pay, taxes, other deductions, net pay, pay period, and year-to-date totals	X																	The employee self-service functionality provides the capability for employees to view their personal data, pay information (earnings and deductions), year-to-date totals, and benefits online.	
2.4.6	Maintain dependents and beneficiaries related to life event	X																	Allows employees to make changes to their personal information related to a life event (for example the birth or death of a dependent spouse or child, a change in marital status, or when a child reaches the age of 18).	
2.4.7	Maintain emergency contacts	X																	Provides the ability for employees to make changes to information regarding their next of kin (or emergency contact names, phone numbers, etc.) online.	
2.4.8	Review vacation and sick day balances and submit leave requests	X																	Provides the ability for employees to access and view their current vacation and sick day balances before entering and submitting a new leave request online.	
2.4.9	Review and maintain bank info for direct deposit and reimbursements	X																	Provides the ability for employees to access, review, and modify their own banking information including direct deposits and reimbursements online.	
2.4.10	Review and enter or submit expenses	X																	Provides the ability for employees to access, enter, review, or submit expense account sheets online.	
2.4.11	Account for time based on type of absence or attendance	X																	Allows employees to review information regarding time they were absent from work (absences including reason codes and balances) as well as time worked (attendance including year-to-date totals).	Via Leave request management
2.4.12	Allocate time to multiple projects and assignments	X																	Allows employees to allocate specific hours spent working on multiple projects and assignments (including location worked, type of project, and position).	Based on setup
2.4.13	Internal and external application for a job and view the status of the application	X																	Gives employees the ability to apply for jobs (either posted internally or externally) and view the status of their application online.	
2.4.14	Choose and maintain personal passwords	X																	Provides the ability for employees to choose and maintain their personal passwords online.	
2.4.15	Posting and updating resumes	X																	Provides the ability for employees to post and update their résumé online.	
2.4.16	View personal training history	X																	Provide the ability for employees to view all of the training they've had throughout the course of their employment with the company. It provides a chronological history of courses taken, dates, grades, etc.	
2.4.17	Search for available courses based on topic, text, language, and location	X																	Allows employees to search for available training courses online based on topic, text, language, and location.	
2.4.18	View course calendars and details	X																	Allows employees to view course calendars as well as detailed information about each course offered.	
2.4.19	Enroll in or cancel participation in courses	X																	Allows employees access to training schedules, locations, and instructors online so they can enroll in courses that are best suited to their needs—without having to fill out any forms. They can also cancel participation in a course online if they choose not to attend.	
2.4.20	Pre-book for courses not yet scheduled																		Allows employees to pre-book courses online that are not yet scheduled. Enrollment usually is accepted on a first come-first serve basis.	X
2.4.21	Review and maintain deduction information for automatic bill payment service																		Allows employees to review and maintain information regarding deductions to their pay as part of an automatic bill payment service (e.g., student loan, etc.).	X
2.4.22	Review and maintain a knowledge sharing diary																		Provides a common area where employees can access, review, discuss, and share information regarding courses or training sessions they've taken.	X
2.5	Employee Metrics																		Data warehousing describes the process of defining, populating, and using a data warehouse. Creating, populating, and querying a data warehouse typically carries an extremely high price tag, but the return on investment can be substantial.	
2.5.1	Staff headcount, movement, and turnover trends analyses and reports	X																	Allows administrators the ability to cultivate information regarding employees (such as head count and movement) in order to create reports on turnover trends and costs.	Reporting may require SQL Server Reporting Services
2.5.2	Workforce planning reporting	X																	Provides strategic workforce planning analysis to support business and human resource talent strategies.	Tyler's Enterprise ERP solution does not include a dedicated workforce management module TYLER: Please add your naming convention and where these capabilities are found in your System if you do in-fact have the functionality.
2.5.3	EEO/affirmative action/disabled employee reporting	X																	Equal employment opportunity (EEO) is a US labor-required practice. A system provided US companies, should be able to provide these types of reports.	EEO 4/5 reporting available

2.5.4	Absence and leave accrual reporting	X										Allows managers and administrators to view, manage, and report on employee absences (including reasons for absence, length of time absent, and absence balances).	May require SQL Server Reporting Services	
2.5.5	Wage and salary costs data, with detailed breakdowns across, for example, earnings, deductions, and disbursements	X										Provides administrators the ability to monitor and analyze employee wages and salary costs. Data can be analyzed in different ways including by earnings, deductions, or disbursements.	May require SQL Server Reporting Services	
2.5.6	Reports on vacancies and the effectiveness of filling them such as time to fill, cost per applicant, and average time of retaining the position	X										Provides administrators with a complete view of job vacancies, how effectively and quickly they were filled, the cost per applicant, and the average length of time the position was retained.		Job openings are supported along with the ability to track dates (ie length of time), as well as custom data including costs entered by a user. Efficacy would be determined by site discretion, however reporting is supported to aid users in surfacing any data stored within the system
2.5.7	Competency profile of the workforce, with breakdowns per departments, positions, etc.	X										The competency profile functionality allows administrators to define the characteristics of an individual in the workforce that underlie successful performance or behavior at work. This differs from an employees' qualifications. Reports can be generated from the competency profile in several ways such as by department, by position, etc.	Tyler's Enterprise ERP solution does not include a dedicated workforce management module TYLER: Please add your naming convention and where these capabilities are found in your System if you do in-fact have the functionality.	Tyler's EERP solution includes an Employee Evaluations feature that could be used to determine and record performance information relative to employees. Evaluations are used by setting up competency codes, rating codes, evaluation type codes, and acknowledgment codes. These codes establish what criteria are being evaluated, how well the criteria activities were performed, what type of review is being administered, and an acknowledgement component when reviewing the evaluation submitted.
2.5.8	HR budgeting reports (dollars, hours, FTE, and headcount)	X										Allows management the ability to run reports based on information regarding employees salaries, hourly wages, hours worked, headcount, as well as full time equivalent (FTE) to effectively budget workforce costs.	May require SQL Server Reporting Services	
2.5.9	Budgeting versus actual comparisons by position or business unit	X										Allows administrators to monitor and evaluate data, and run reports regarding workforce budgets verses actual dollars spent on employee salaries. Reports can be run in various ways including by employee position or by business unit.	May require SQL Server Reporting Services	
2.5.10	External and internal training requirements reports, with detailed breakdowns per departments, positions, etc.	X										Allows administrators to run reports based on the internal and external job training requirements of the company's workforce. The reports can provide a detailed breakdown by department, position, and more.	Assuming necessary data is stored within the system. Reports may require SQL Server Reporting Services	
2.5.11	Reports on training history, success rate, course attendance, inability to accommodate all interested candidates, etc.								X			Provides the ability to run reports with respect to an employees' training history (including the courses they've attended, their individual attendance) as well as general information about particular training courses, their success rate, and how well they were able to accommodate interested candidates.		Tyler offers integration with third party Learning Management solutions that may provide this functionality
2.5.12	Alert supervisor when an employee is out of compliance in training or certification	X										Provides an alert to supervisors when an employee's certification has expired and must be renewed. Failure to renew certifications of employees may constitute non-compliance to workforce regulations.		
2.5.13	Report on vacation usage and alert supervisors when allocation is exhausted	X										Allows administrators to view and run reports on an employees' used vacation time, and flags or alerts supervisors when the vacation bank has been depleted.		
2.6	Health and Safety											Health and safety provides the tools to administer compliance with the health and safety regulations, accident and injury reporting, and tracking of lost time by employee.		
2.6.1	Report and investigate incidents of injury and illness for employees and contractors	X										Typical data that would be entered in reporting an injury or illness would be date and time of the event, type of injury, severity, person reporting the incident, cause, location, etc.		
2.6.2	Initiation of corrective actions related to an incident							X				Provides the ability to input a list of corrective actions that can be taken in relation to the incident.		
2.6.3	Logging of first aid records and reports	X										The logging functionality allows users to enter and maintain detailed records of all first aid treatments that were administered to an employee.		
2.6.4	Manage occupational injury and illness claims	X										This field provides a method for recording occupational injuries or illnesses claims for employees and includes a summary (when required) for an employee. Summaries must be provided to the third party carrier within a specified number of days after the employer has been notified.		
2.6.5	Report incidents involving vehicles and equipment	X										This functionality helps administrators to monitor the company's adherence to health and safety regulations. This reporting capability helps management visualize where services are being provided in relationship to the types of incidents they are trying to reduce and/or prevent.		
2.6.6	Detect and monitor hazardous conditions (areas) and materials, and exporting them via an interface for further processing							X						
2.6.7	Maintenance of agent composition and information in a central database							X						
2.6.8	Integration with supply chain and HR modules							X				The information contained within the health and safety module of the software can be easily integrated with supply chain and human resources modules.		
2.6.9	Perform accident investigations, identifications, and recording							X						
2.6.10	Support OSHA, BG, and safety regulatory reports	X										The ability to produce employee-related information that are required to be included in the Occupational Safety and Health Act (OSHA) and the Biosafety Global (BG) regulations.		
2.6.11	Maintain database of all MSDS sheets for all materials used							X				MSDS is the abbreviation for material safety data sheet. This functionality provides the ability to track all MSDS sheets for all materials used to produce a product.		

2.7	Workforce Management																				Workforce management enables organizations to efficiently plan and organize their labor resources. It helps employers assess part-time employee labor, evaluate and project the contribution from individual employees, track time and expenses, as well as manage contracts.	Tyler's Enterprise ERP solution does not include a dedicated workforce management module TYLER: Please add your naming convention and where these capabilities are found in your System if you do in-fact have the functionality.		
2.7.1	Time Tracking	X																			The time tracking functionality provides the ability to track the time employees spend doing specific tasks. Time tracking can also allow project managers to monitor projects and resources, define different tasks, and compare estimated time against actual time reports.			
2.7.1.1	Imports data from external time tracking or legacy systems	X																				Change to Yes	Assumes use of compatible formats	
2.7.1.2	Exports data to external time tracking or legacy systems	X																				Change to Yes	Assumes use of compatible formats	
2.7.1.3	Imports or exports to any standard time tracking system	X																				Change to Yes	Assumes use of compatible formats	
2.7.1.4	Time against activity data can be manually entered	X																				Change to Yes	Via Job Costing	
2.7.1.5	Standard reports	X																				Change to Yes		
2.7.1.6	Creates customizable reports for the installed environment	X																				Change to Yes	Via Interactive Reporting	
2.7.2	Project Identification																					The project identification functionality allows users to identify current projects by entering information about the project including type of project, project number, etc. into the system. All information pertaining to the project can then be entered including the people involved in the project, project start date, projected end date, etc.		
2.7.2.1	Workforce Management Approach																							
2.7.2.1.1	Portfolio or program approach to workforce management												X										Portfolio workforce management involves creating portfolios to monitor the skills and progress of employees. It allows companies to effectively allocate training budgets based on the needs and potential of individual employees. A workforce management program incorporates strategy to determine best hiring and retention practices.	
2.7.2.1.2	Project approach to workforce management												X										The project management techniques in workforce management works by tracking the projects and skills used to complete projects, allowing human resources to determine training allocations. The data compiled can also be used to create work processes which can be matched to skill sets to determine the optimum use of human resources for similar projects.	
2.7.2.2	Data																							
2.7.2.2.1	Import data from external project management systems												X										Project management data can be used by human resources to determine training allocations or to be used to create work processes which can be matched to skill sets to determine the optimum use of human resources for similar projects.	
2.7.2.2.2	Import data from external legacy systems												X											
2.7.2.2.3	Export data to external project management systems												X										Project management data can be used by human resources to determine training allocations or to be used to create work processes which can be matched to skill sets to determine the optimum use of human resources for similar projects.	
2.7.2.2.4	Export data to external legacy systems												X											
2.7.2.2.5	Pre-existing import or export procedures to and from standard project management or legacy systems												X											
2.7.2.3	Project Definition																							
2.7.2.3.1	Define a project manager for the project that is part of the human resource pool												X											
2.7.2.3.2	User may copy an existing project to a new project												X											
2.7.2.3.3	Defines potential projects												X											
2.7.2.3.4	Distinguish between a potential project and an approved project												X											
2.7.2.3.5	Mechanism to define multiple execution scenarios for a project												X										Project execution is a phase when a project is being carried out. By defining project execution scenarios, project managers can better plan the use of their resources, and measure how activities impact the enterprise's objectives, and the associated risk.	
2.7.2.3.6	Standard data attributes for a project or potential project (includes default list)												X										Data attributes are supplemental information about a project.	
2.7.2.3.7	Project activities may be defined												X										Project activities are actions involved in a project which will generate costs, have an associated timeframe, and, will require resources to be executed.	
2.7.2.3.8	Defines the resources and expertise needed for a given activity												X											
2.7.2.3.9	Delineates the organization, department, or team responsible for a given activity												X											
2.7.2.3.10	Duration of activity is defined with established UOM												X										units of measure (UOM)	
2.7.2.3.11	Includes list of standard activity data attributes including default list												X											
2.7.2.3.12	User can define additional activity data attributes												X											
2.7.2.3.13	Defines standard data lists for activity attributes												X										Activity attributes are characteristics of an activity, such as the activity name, estimated duration, projected cost, etc.	
2.7.2.4	Templates																							
2.7.2.4.1	Project definition templates												X											
2.7.2.4.2	User-created templates												X											
2.7.2.4.3	User-created templates can be exported to other users												X											
2.7.2.4.4	Unlimited template definitions												X											
2.7.2.4.5	Modifies project activities created from template												X											
2.7.2.5	Data Lists for Project Attributes																						Standard default lists.	
2.7.2.5.1	Project categories												X											
2.7.2.5.2	Project stages												X											
2.7.2.5.3	Calculates and creates probability assessments												X										Probability in project management is used to calculate the likelihood of a particular outcome. For example, a probability assessment is used to calculate the likelihood of identifiable risks	

2.7.2.5.4	Project status										X	The project status is the measure of a project's progress against its plan. It determines variances, and if corrective action needs to be taken.		
2.7.2.6	General													
2.7.2.6.1	Different currencies										X	The cost of imported products or services can be recorded in their native currency, and converted.		
2.7.2.6.2	Different currencies can be tracked in different projects										X	The cost of imported products or services can be recorded in their native currency. Different currencies can be recorded for different projects.		
2.7.2.6.3	Project estimates and budgets, listed in an information tree, column, Gantt chart, etc. can be rolled up as a single currency										X	Project estimates and budgets, listed in an information tree, column, Gantt chart, etc. can be totaled using a single currency.		
2.7.2.6.4	Supplies standard reports										X			
2.7.2.6.5	Customizable reports can be created for the installed environment										X			
2.7.3	Resource Identification and Classification											The resource identification and classification field provides the ability to identify and classify employee workforce information.		
2.7.3.1	Resource management										X	Resource management is the planning and allocation of resources for a task or project. It includes calculating and tracking time allotments and budgeting.		
2.7.3.2	Imports data from external human resource systems										X			
2.7.3.3	Exports data to external human resource systems										X			
2.7.3.4	Pre-existing import or export procedures from any standard human resource systems										X			
2.7.3.5	Differentiate between internal and external resources										X			
2.7.3.6	New resources from internal or external source can be added manually										X			
2.7.3.7	Lists standard data attributes for internal resources										X	Data attributes are supplemental information about a project.		
2.7.3.8	Lists standard data attributes for external resources										X	Data attributes are supplemental information about a project.		
2.7.3.9	Data attributes for internal or external resources can be configured										X	Data attributes are supplemental information about a project.		
2.7.3.10	Multiple roles and expertise classes can be defined for a resource										X			
2.7.3.11	Tracks historical information										X			
2.7.3.12	Defines standard resource attribute lists such as resources, responsibilities, expertise level, organization										X			
2.7.3.13	Tracks available resources										X			
2.7.3.14	Resource availability reporting										X			
2.7.3.15	Resource development planning and tracking										X			
2.7.3.16	Defines and modifies organization hierarchies										X			
2.7.3.17	Each resource has a standard rate										X	The resource rate indicates how much of a resource (time, quantity, etc.) has been used for a specific project or assignment.		
2.7.3.18	Assigns different resource rates for different activities or projects										X			
2.7.3.19	Standard reports										X			
2.7.3.20	Customizable to suit installed environment										X			
2.7.4	Workforce Gap Analysis											Workforce gap analysis determines, assesses, and documents workforce requirements that have or have not been met.		
2.7.4.1	Flexible criteria for gap analyses and forecast resource requirements against available resources										X	A gap analysis determines, assesses, and documents requirements that are met and are not met. Often this is used to measure business requirements against system capabilities or available resources.		
2.7.4.2	Saves gap analysis criteria for recycling										X	A gap analysis determines, assesses, and documents requirements that are met and are not met. Often this is used to measure business requirements against system capabilities or available resources.		
2.7.4.3	What-if scenarios can be created for gap analyses, such as changing project and activity effectivity dates, activity resource requirements, etc.										X	What-if scenarios are alternative situations and outcomes based on changes in certain variables. What-if scenarios help contingency plans to be made and allow for better decision-making. A gap analysis determines, assesses, and documents requirements that are met and are not met. Often this is used to measure business requirements against system capabilities or available resources.		
2.7.4.4	Saves and recalls what-if scenarios in a different file from original data										X	What-if scenarios are alternative situations and outcomes based on changes in certain variables. What-if scenarios help contingency plans to be made and allow for better decision-making.		
2.7.4.5	Standard reports										X			
2.7.4.6	Custom reports for the installed environment										X	A gap analysis determines, assesses, and documents requirements that are met and are not met. Often this is used to measure business requirements against system capabilities or available resources.		
2.7.4.7	Workforce gap analysis reports may include graphs or charts										X	A gap analysis determines, assesses, and documents requirements that are met and are not met. Often this is used to measure business requirements against system capabilities or available resources.		
2.7.5	Administration											Workforce administration capabilities provide authorized users the ability to maintain compliance with various employment laws and regulations and covers every aspect of workforce management from recruitment, project identification, planning, allocation, time tracking, expense tracking, contract management, and more.		
2.7.5.1	Web administration for all major maintenance tasks										X			
2.7.5.2	Windows administrative client as an alternative to the web										X			
2.7.5.3	Windows administrative client can connect to the system over a network										X			
2.7.5.4	Different administrative roles for technicians who maintain the system, subject matter experts who contribute content to the system, and subject matter experts who define workflow										X			
2.7.5.5	Administrators can schedule administrative tasks such as data imports or exports										X			
2.7.5.6	Administrative tasks can be scheduled as a group, with dependencies between tasks within a group										X			
2.7.6	Proactive Information Delivery											Proactive information delivery allows personalized business information to be easily distributed to other applications within the enterprise via e-mail, printers, file services, and mobile devices.		

2.7.6.1	Modeling, automation, and routing for business processes according to user-defined business rules									X			
2.7.6.2	Process can perform looping, decisions, or parallel processing streams									X			
2.7.6.3	Group and individual notifications									X			
2.7.6.4	Mechanisms to notify individuals when an action is required									X			
2.7.6.5	E-mail systems									X			
2.7.6.6	Ability to protect personal health information (limit access)									X			
2.7.6.7	Predefined workflow is included									X			
2.7.6.8	Workflow may be customized									X			
2.7.6.9	Definition of new workflow processes									X			
2.7.6.10	Mechanisms for automatic escalation of notifications that have not been acknowledged within a specified time frame									X			
2.7.7	Security												
											Security features are set so that only authorized users can access, change, and delete personal workforce information.		
2.7.7.1	Different administrators for different parts of the workforce management									X			Need more information regarding what the ask is in regards to security. Is this overarching across the EERP system? Specific to projects? Or is this in regards to our Time & Attendance solution?
2.7.7.2	Workforce management offering can import users and groups from other systems (eg, Windows NT)									X			
2.7.7.3	Portal offering can import users and groups from LDAP-compliant systems									X		LDAP = lightweight directory access protocol, which enables people to locate organizations, individuals, and computational resources in a network	
2.7.7.4	Security standard support for Kerberos									X			
2.7.7.5	Security standard support for PKI									X		PKI = public key infrastructure	
2.7.7.6	Security standard support for X.500									X			
2.7.7.7	Other supported security standards									X			
2.7.7.8	Secure socket layer and digital certificates									X			
2.7.7.9	Encryption capabilities									X			
2.7.7.10	Authentication capabilities									X			
2.7.7.11	When a record is created or modified, the system records the identity of the person creating or modifying the record									X			
2.7.7.12	Password encryption									X			
2.7.7.13	Security functions are implemented by functions, transaction, or field									X			
2.7.7.14	System access to secure data sources, such as password-protected web site or secure file server									X			
2.7.7.15	Entire sections of the application can be secured									X			
2.7.7.16	Users can have different roles and privileges for different parts of the application									X			
2.7.7.17	Users can be restricted to viewing budget for their own projects or projects for the organization									X			
2.8	Training												
											The training functionality covers the planning and administration of employee training programs, and allows administrators to track training schedules, training budgets, training costs, and more.		
2.8.1	Planning										Employee training requires planning. The planning feature allows workforce managers to input information into the system and use it in order to align training topics and developmental strategies with specific company goals.		
2.8.1.1	Courses ("academic" definitions) creation and maintenance		X										
2.8.1.2	Enable attachments for course collaterals		X										
2.8.1.3	Link certifications acquired by attending the course		X										
2.8.1.4	Maintain course prerequisites		X										
2.8.1.5	Define and maintain venues (scheduled courses) for courses		X										
2.8.1.6	Enable grouping of courses into syllabus of specific subject		X										
2.8.1.7	Include pricing definitions		X										
2.8.1.8	Define aiding resources for courses		X										
2.8.1.9	Maintain instructors		X										
2.8.1.10	Enable potential assignment of instructors to courses									X			
2.8.1.11	Define acquired competencies and competency levels per course									X			
2.8.1.12	Identify gaps in competencies and relate to required training courses									X			
2.8.1.13	Maintain list of required courses per potential attendee									X			
2.8.1.14	Show potential attendees per planned course		X										
2.8.1.15	Enable annual plan - schedule, resources, cost									X			
2.8.1.16	Identify required aiding resources									X			
2.8.1.17	Alert for missing or overloaded resources									X			
2.8.2	Administration										Training administration allows administrators to access, input, and make changes to information regarding employee training programs. With automated administration functionality, the system can identify and select participants, schedule course sessions, assign equipment, and maintain employees' evaluation records.		
2.8.2.1	Maintain course schedule		X										
2.8.2.2	Declare venues and assign resources		X										
2.8.2.3	Enable enrollment and cancellations		X										
2.8.2.4	Enable waiting list management		X										
2.8.2.5	Maintain attendance in courses									X			
2.8.2.6	Maintain scores per student		X										
2.8.2.7	Enable transfer of acquired competencies into personal profile		X										
2.8.2.8	Update personal profile		X										
2.8.2.9	Invoice generation for external attendees									X			
3	Purchasing Management										Purchasing management encompasses a group of applications that controls purchasing of raw materials needed to build products and that manages inventory stocks. It also involves creating purchase orders/contracts, supplier tracking, goods receipt and payment, and regulatory compliance analysis and reporting.		
3.1	Profile of Suppliers												

3.1.1	Fields for supplier data such as shipping methods, item references, and conditions	X																	
3.1.2	Suppliers may have more than one address	X																	
3.1.3	Store e-mail addresses, web sites, and fax numbers in vendor profiles	X																	
3.1.4	Associate items with vendors' descriptions	X																	
3.1.5	Code different vendor production lead times, taking into account both supplier lead time and transport time	X																	
3.1.6	Bill-to-entirety information including currency, bank, account number, and mode of payment	X																	
3.1.7	Data related to bank, accounts, payment methods, currency, etc., are included in the payment profile	X																	
3.1.8	Vendor shipment process with terms and acceptance requirements for reception	X																	
3.1.9	A primary vendor can be set as the default for each class	X																	
3.1.10	Vendor group for miscellaneous purposes	X																	
3.1.11	Identifier for approved vendors	X																	
3.1.12	Commentary about suppliers	X																	
3.2	Rating of Suppliers																		
3.2.1	Year-to-date description of purchases in dollar value, by supplier	X																	
3.2.2	Goods delivery times are maintained as statistics for each supplier								X										
3.2.3	Twenty-four month statistical performance data								X										
3.2.4	Average of early days and late days delivery								X										
3.2.5	Rejected salvaged in number and dollar value								X										The ability to provide the number and monetary value for rejected items by the quality control, which were subsequently salvaged/repaired.
3.2.6	Analyzes suppliers' PO fulfillment performance based on significant data points such as cost or price and quality								X										
3.2.7	Historical tracking of supplier performance criteria, including crucial data on fulfillment satisfaction, delivery commitments, and quality.	X																	Via manually entered vendor performance records
3.2.8	Maintains quality ratings of supplier products and performance								X										
3.2.9	Vendor rating statistics are automatically updated and reported								X										
3.2.10	Profile products								X										
3.2.11	Maximum quantity (based on size, volume, or weight criteria) of products that can be shipped in a container								X										
3.2.12	Include measurement unit on product stocking and invoicing								X										
3.2.13	Multiple search criteria for vendor data	X																	
3.3	Requisitions and Quotations																		
3.3.1	Users can manually enter requisitions, which update along with automatic entries	X																	
3.3.2	Procurement system allows multiple line items and delivery schedules	X																	
3.3.3	Quality codes included on purchase requisitions	X																	Quality codes are codes specifying quality. When a requisition goes out, it has the quality limits associated with it. For example, if a company creates a requisition for metal rods 100 cm. long, the quality code may indicate that the length has a tolerance of 1 mm.
3.3.4	Requisitions can be approved in real time	X																	Via user defined field
3.3.5	Processes requests for quotation (RFQ)								X										
3.3.6	Manage and update supplier's quotes for particular items	X																	
3.3.7	Purchase requisition reference to project, account, program, contract, and sales order	X																	
3.3.8	Quotation copies maintained for suppliers	X																	if attached in TCM
3.3.9	Returned/awarded quote information (quote effectivity range, lead item, and minimum lots)								X										
3.3.10	Manages supplier quotation file by item or product with purging based on user-defined criteria (for example, date)								X										
3.3.11	Displays planned purchase orders								X										
3.3.12	Support competitive quoting								X										
3.3.13	Retain requisition history	X																	
3.3.14	Requisition approval required if above a predefined cost threshold.	X																	
3.3.15	If a requisition exceeds the predefined cost threshold, Finance is notified and may be flagged as a Capital Asset.	X																	
3.4	Purchase Orders (POs)																		
3.4.1	MRP requisition converts to a purchase order	X																	
3.4.2	Conversion of a planned purchase order to a PO electronically forwarded to vendor automatically	X																	
3.4.3	Manually enter and send purchase order	X																	
3.4.4	Assigns sequential PO numbers automatically	X																	
3.4.5	Purchase order types including standard PO, blanket/contract, subcontract order/operation, purchase request, and return-from-stock	X																	
3.4.6	Purchase orders for miscellaneous (non-inventoried) items "Fast Path"	X																	
3.4.7	Quotation entry includes data fields for effectivity dates, and pricing discounts and percentages	X																	
3.4.8	POs include the vendor's quotation number	X																	
3.4.9	Quality codes included on purchase orders	X																	Quality codes are codes specifying quality. When a requisition goes out, it has the quality limits associated with it. For example, if a company creates a requisition for metal rods 100 cm. long, the quality code may indicate that the length has a tolerance of 1 mm. The system should include this information on purchase orders.
3.4.10	Flow down of project or part notes to PO	X																	Users can carry project or item notes to the purchase order.
3.4.11	Vendor selection algorithm based on lowest price quote, strong delivery time, or preferred source status	X																	
3.4.12	Supplier and item data may set as defaults upon placing POs	X																	
3.4.13	Overrides default data with user-defined data by order	X																	The ability to set aside the default data and replace it with user-defined data for one time deliveries, etc. by order
3.4.14	Order link to financial company for vendor selection								X										In reference to purchase orders, a financial entity might have a list/database of (approved) vendors. The system's PO screen should have a field for the financial company, which will display the list of approved vendors for filling the PO.

3.4.15	Orders and suppliers link to the financial company, which links to the warehouse for transactions																		X	A financial entity might have a list/database of (approved) order types, suppliers, warehouses, etc. The system's PO screen should have a field for the financial company, which will display the approved list for each type.	
3.4.16	Categorizes POs by single; recurring; maintenance, repair, and operations supplies; specific project; or job-triggered orders																		X		
3.4.17	Multiple order types including return and subcontract	X																			
3.4.18	Control of default order type, order series, and warehouse code	X																			
3.4.19	Matrix of vendors, by item, approved as alternate suppliers	X																			
3.4.20	Contract and project number line item	X																			
3.4.21	Order line and customer order line split for multiple deliveries																		X	Triggered by supplier confirmation	
3.4.22	Individual POs can handle more than one item	X																			
3.4.23	Individual components may be divided for multiple lead times, including categories such as dock-to-stock and preparation lead times																		X		
3.4.24	Codes for multiple deliveries of a specific item in a PO (may accommodate more than one date or location)																		X		
3.4.25	Purchase quantity includes the measurement unit and conversion (for example, "meter" or "piece")	X																			
3.4.26	System's item file correlates vendor part numbers to internal part numbers	X																			via item file
3.4.27	System's item file maintains preferred vendors for specific parts as indicated by vendor number	X																			
3.4.28	Subcontracted purchase orders tied to work order operation; material supplied by either vendor or internal operation	X																		Subcontracting/outsourcing : The process of having suppliers provide goods and services that were previously provided internally. Outsourcing involves substitution—the replacement of internal capacity and production by that of the supplier. Often, a work order starts in the factory, and then the parts have to be sent to a subcontracting supplier (e.g., for galvanizing), and then they come back to be finished.	
3.4.29	Parts, supplies, and services purchases	X																			
3.4.30	Blanket POs may be issued, up to a specified quantity or dollar amount	X																			
3.4.31	Blanket PO release control options	X																			
3.4.32	Multiple line items per purchase order to accommodate blanket POs and subcontractor relationships	X																			
3.4.33	Drop-ship, direct shipments, special order transit options traceable by serial number																		X	Ability to provide two types of special orders: drop ship and special orders transit. Drop-ship means that the goods are sent directly to the customer without going through the warehouse. Special order transit means that the goods are shipped to the warehouse for later shipment to the customer.	
3.4.34	Receive partial shipments	X																			
3.4.35	Non-receivable items; No receipt expected	X																			PO can be flagged as not requiring 3-way match with permissions
3.4.36	Maintains purchasing conditions for specific order items (e.g., seasonal or promotional items)	X																			
3.4.37	Selected items in an order may be flagged for defect checking	X																			can require inspection for POs with permission
3.4.38	Notes for internal purposes may be excluded from printing, or printed when they're intended for external display.	X																			
3.4.39	PO line item comments may be entered in a user-defined or standard predefined format	X																			
3.4.40	Line-item-specific delivery dates	X																			
3.4.41	Automatically calculates delivery times and dates																		X		
3.4.42	Cost tables and codes may be parameterized by supplier groups, individual suppliers, or companies																		X		
3.4.43	Users control text entry and display formats																		X	This refers to the requirement that users should be able to adjust text entry colors or window dimensions in the system's user interface. This is useful for text entry areas such as sales and purchase text, contract text, and other important items.	
3.4.44	Purchase history is accessible in real time by supplier or part	X																			
3.4.45	System-generated POs may be routed for online review and approval	X																			
3.4.46	POs may be coded by their status as communicated by the MRP system. Codes should include planned, firm planned, and requisitioned	X																			
3.4.47	Purchase order line status includes released and closed indications	X																			
3.4.48	Purchase order status and confirmation notes on the product and supplier	X																			
3.4.49	Automatic system messages to follow up POs may be triggered by user-specified criteria																		X		
3.4.50	Confirms POs by product numbers or PO number	X																			
3.4.51	POs may be associated with contracts that require lot traceability	X																			
3.4.52	Automatically flags past due deliveries and supports inquiries on future deliveries																		X		
3.4.53	Provision to track non-recurring charges associated with a line item of a purchase order, such as tooling or setup charges. Should be connected to the line item, but separately identifiable and reportable																		X	The ability to capture one-off/non-recurring charges for some items. For example, some items are slightly damaged, and need to be repaired on this spot, but that does not happen all the time.	
3.4.54	Separate purchase order sequence for each business unit	X																			can set numbering by department
3.4.55	Automatically generate a PO number and assign it for each PO sequence	X																			
3.4.56	Remote PO access and printing of associated documentation	X																			
3.4.57	Workflow management: on-line approvals	X																			
3.4.58	Supports purchase card activity	X																			
3.4.59	Rules based automatic on-line notification of engineering change number (ECN) activity																		X	Engineering change number (ECN): A revision to a drawing or design released by engineering to modify or correct a part. The request for the change can be from a customer or from production, quality control, another department, or a supplier.	

3.4.60	Option to automatically create and maintain sub-contracted POs upon creation of sub-contracted work order operations																	X	Subcontracting/outsourcing : The process of having suppliers provide goods and services that were previously provided internally. Outsourcing involves substitution—the replacement of internal capacity and production by that of the supplier. Often, a work order starts in the factory, and then the parts have to be sent to a subcontracting supplier (e.g., for galvanizing), and then they come back to be finished.			
3.4.61	Option to automatically close a sub-contracted work order upon receipt of associated sub-contracted PO																		X	Subcontracting/outsourcing : The process of having suppliers provide goods and services that were previously provided internally. Outsourcing involves substitution—the replacement of internal capacity and production by that of the supplier. Often, a work order starts in the factory, and then the parts have to be sent to a subcontracting supplier (e.g., for galvanizing), and then they come back to be finished.		
3.4.62	Features to track foreign trade zone orders																		X	Self explanatory—if they want to be able to track purchase orders that are coming from some specific geographic regions		
3.4.63	Allow multiple buyers to procure same item for separate business units																X		Maybe a buyer has to have a replacement in case of being absent. Also, in case of central purchasing, some items can be bought centrally for separate units, so that a better price can be negotiated.			
3.5	Pricing																					
3.5.1	Price and discount table corresponds to individual suppliers and items																		X			
3.5.2	Automatic update of an item's record based on the item's most recent purchase price																		X			
3.5.3	Orders may be discounted manually or automatically based on the order line																		X			
3.5.4	Price adjustments such as quantity discounts are determined from a grade table																		X			via proper setup of itemfile
3.5.5	Vendor price may be changed for a product class in multiple vendor agreements																		X			can override with permissions
3.5.6	Pricing and discounting tables include effectivity dates																		X			via proper setup of itemfile
3.5.7	Suppliers may be chosen manually on the basis of best pricing or discounting																		X			
3.5.8	Suppliers are chosen automatically on the basis of best pricing or discounting																		X			
3.5.9	Automatically updates prices and discounts based on a percentage or fixed amount																		X			
3.5.10	Price rounding determined by established rates																		X			
3.5.11	Calculates PO price by searching price tables																		X			
3.5.12	POs may be generated in any currency																		X			
3.5.13	View "hedge" contracts and adjust exchange rates on an order basis																		X			
3.6	Vendor Contracts and Agreements																					
3.6.1	Agreements with suppliers may be discounted at different levels including the product level, product class level, and a level for general terms																		X			
3.6.2	Agreement number designating common terms																		X			
3.6.3	Defines normal contract and special contract types																		X			
3.6.4	Contract effectivity dates (start and end)																		X			
3.6.5	Users may enter agreement start dates (a signal date)																		X			
3.6.6	Contract terms may specify ranges for delivery dates and quantities																		X			terms are user defined
3.6.7	The price and discounts may be applied to the order total of the vendor agreement																		X			
3.6.8	Batch mode price changes effective by product or purchase class																		X	A system with the ability to change prices in batch mode, within contracts. This is likely based on a criterion such as product class, for example, if a common ingredient within some product class becomes more expensive, prices must adjust. It may be the case that there is an economy discount or penalty for poor quality or missed shipments.		via item file import/update
3.6.9	Discounts may be entered on the screen (bracketed discount)																		X			
3.6.10	Assesses shipping and handling charges as a percentage of the order's value																		X			
3.6.11	Provides (based on agreement) the date that a second discount issuance becomes available																		X			
3.6.12	Schedule for delivery of each line item																		X			with proper setup of itemfile
3.6.13	Users may choose to print an acknowledgement of the contract																		X			Users have the option of printing an acknowledgement of the contract.
3.6.14	Purchase contract histories may be archived																		X			
3.6.15	Standard documentation types for contracts, which can determine the contract status																		X			
3.6.16	Assigns contract data (automatically) to a purchase order line based on a link to MPS/MRP purchase requirements																		X			
3.7	Management of POs																					
3.7.1	Entities within a company link to a common legal entity (for example, business units, plants, sites, etc.)																		X			based on vendor file setup
3.7.2	Consolidates enterprise-wide purchasing as a central unit																		X			
3.7.3	Products classified within a purchase class default to a main vendor																		X			with proper setup of item file
3.7.4	Verifies (and holds if necessary) receiving transactions on the basis of controls defined during purchasing																		X			
3.7.5	Internal processing lead times provided based on products and warehouses																		X			
3.7.6	Retain PO data for audit purposes (PO with electronic approval)																		X			
3.7.7	Determines product availability by subtracting outgoing orders from incoming receipts																		X			
3.7.8	Forecasts the product reorder date (determined by stock estimates)																		X			
3.7.9	Purchase suggestion field contains products identified from available stock or reorder points																		X			
3.7.10	Additional orders may be generated to designate special order characteristics																		X			
3.7.11	Users may issue stock replenishment orders based on predefined terms																		X			For stock transferred between warehouses
3.7.12	Calculates ABC classification (items categorized based on usage per year)																		X			
3.7.13	Identification codes for purchasing agents sorted by warehouse or other method																		X			
3.7.14	History of POs																		X			
3.7.15	Interface provides buyers with important purchasing criteria factors																		X	A buyer's workbench can refer to a set of tools available to a buyer to make a purchasing decision. For example, the buyer would have access to the profiles of different vendors, approved vendor lists and their catalogs, vendor scorecards, information on open blanket purchase orders, etc.		
3.7.16	Maintains PO history information by item																		X			
3.7.17	Users may maintain purchasing files from any terminal, PC, or workstation																		X			

3.8.14	Reports or queries POs by buyer performance (a comparison of price quoted to price paid as well as delivery time promised to actual date of receipt).	X																May require client to construct a custom report utilizing the provided SQL Server Reporting Services toolset	
3.8.15	User-defined reporting to aid contract renegotiation	X																May require client to construct a custom report utilizing the provided SQL Server Reporting Services toolset	
3.8.16	Users may query available balances and product consumption by warehouse	X																May require client to construct a custom report utilizing the provided SQL Server Reporting Services toolset	
3.8.17	Alerts users with a list of stock actions (such as replenishment) or product actions that need to be resolved	X																May require client to construct a custom report utilizing the provided SQL Server Reporting Services toolset	
3.8.18	Generates a list of the demand forecast for stock orders (may be based on seasonal activities, consumption, etc.)	X																May require client to construct a custom report utilizing the provided SQL Server Reporting Services toolset	
3.8.19	Reminds suppliers about orders that have not been confirmed or delivered	X																May require client to construct a custom report utilizing the provided SQL Server Reporting Services toolset	
3.8.20	Automatic reminder (closed-loop system) for corrective actions	X																May require client to construct a custom report utilizing the provided SQL Server Reporting Services toolset	
3.8.21	Inputs or updates data upon product purchase or upon verification at warehouse arrival	X																May require client to construct a custom report utilizing the provided SQL Server Reporting Services toolset	
3.8.22	Turnover frequency is tracked by product number and product group	X																May require client to construct a custom report utilizing the provided SQL Server Reporting Services toolset	
3.8.23	Users may determine the summary information that should be provided regarding warehouse and inventory	X																May require client to construct a custom report utilizing the provided SQL Server Reporting Services toolset	
3.8.24	Online views for history and related notes	X																May require client to construct a custom report utilizing the provided SQL Server Reporting Services toolset	
3.9	Repeat Procurement																		
	Procurement is the process of acquiring the goods and services required by an organization to fulfill its objectives (manufacture products, maintain assets, etc). Depending on the type of resources and their use, the frequency of procurement can vary from very low (as for capital goods) to very high (as for raw materials). This criterion refers to medium- or high-frequency procurement.																		
3.9.1	Users (with proper authorization) may issue blanket POs for specified items, quantities, and time periods	X																	
3.9.2	Includes established effective dates in contract orders and line items	X																	
3.9.3	Tracks quantity or dollar value ranges for contracts	X																	
3.9.4	Purchasing agent may establish special conditions for delivery by the vendor	X																	
3.9.5	PO line items maintain information pertaining to allocation, delivery, and purchase	X																	
3.9.6	Shipping and delivery schedules for the vendor reported in physical or electronic formats											X							
3.9.7	Users (with proper authorization) may chart activity in the receiving calendar												X						
3.9.8	Creates blanket POs where the system issues automatic releases to production and notifies AP (user-definable)													X					
3.9.9	Queries on POs collected to the present date, and display according to user-selected parameters	X																	
3.9.10	Reports an item's pricing history by supplier	X																	
3.9.11	Delivery schedule may be sent electronically to suppliers (for example, via a file)												X						
3.9.12	Delivery schedule updates may be sent electronically to suppliers (for example, via a file)	X																	

		X																		When a PO is released it needs to be matched and reconciled with the requisition and the receipt. The ability for automatic reconciliation is important in the repetitive vendor procurement section because these are typically blanket POs that are fulfilled in numerous fractional orders. This is another example of lean manufacturing practices.		
3.9.13	Reconciles and reports on POs automatically released to suppliers																					
3.9.14	POs released by a supplier may be changed	X																				
3.9.15	POs may require authorization upon release by suppliers	X																				
3.9.16	Records and maintains supplier release transaction histories	X																				
3.9.17	PO receipts may be generated for EDI transactions as determined by users	X																				
3.9.18	Predefined user parameters match EDI invoices with PO receipts	X																				
3.9.19	Real-time matching of transactions with material shortage log											X										
3.10	Receipts for Procurement																					
3.10.1	Reports information on goods reception	X																				
3.10.2	Receipt order or receipt number	X																				
3.10.3	Creates receipts based on the contract or project	X																				
3.10.4	Multiple POs may be grouped as a single receipt for one shipment	X																				
3.10.5	Automatically numbers receipts in sequence	X																				
3.10.6	Calls up PO receipts in real time and updates inventory data	X																				
3.10.7	Calls up PO receipts, in real time, for items received or services rendered, and updates inventory data	X																				
3.10.8	Users may log and report on scrap or reject goods in real time based on a choice of PO, supplier, and item parameters	X																				
3.10.9	Transactions for receipts include vendor certification and lot numbers as well as the results of quality tests											X										
3.10.10	Flags and updates using conversion factors when received unit of measure is different from ordered unit of measure											X										
3.10.11	Issues a claim note when the packing slip differs in quantity from the receipt											X										
3.10.12	Reports on material rejections (as for material tests and specification differences)											X										
3.10.13	Reports on material rejections based on contract or project parameters											X										
3.10.14	Issues shipping and credit documents to suppliers for returns, or to obtain replacements for rejected materials											X										
3.10.15	Accept-with-rework category for received materials											X										
3.10.16	Real time orders may be issued to rework											X										
3.10.17	Provides receipts for materials requiring inspection upon reception	X																				
3.10.18	Provides receipts, in real time, for materials that do not require incoming inspection (goods that go to stores without intervention)	X																				
3.10.19	Receives and processes drop-ship orders by line item on a PO											X										
3.10.20	Material receipt information may be noted	X																				
3.10.21	Records and issues claims upon receiving materials that violate standards											X										
3.10.22	Records invoice to financial system as materials are received	X																				
3.10.23	Issues reports in real time, comparing material received against production material shortages	X																				
3.10.24	Logs receiving and releasing vendor transactions during shipment, component manufacturing, and material authorization											X										
3.10.25	Tracks and report on errors in batch processing on receiving materials											X										
3.10.26	Handles obsolescence data for material under shelf life control											X										
3.10.27	Correlates quantities of the PO with the received invoice	X																				
3.10.28	Maintains changes to the pricing of materials	X																				
3.10.29	Maintains data on purchases for analyzing, project accounting, and reporting	X																				
3.10.30	Computes and posts price variances for standard cost accounting											X										
3.11	Online Requirements for Purchasing Management																					
3.11.1	Create and use blanket purchase orders	X																				
3.11.2	Provides a reference to a contract or master agreement	X																				
3.11.3	Create multiple releases, each relieving a committed amount	X																				
3.11.4	Multiple release capability at the line item level	X																				
3.11.5	Provides a reference to the blanket purchase order that yielded a particular PO	X																				
3.11.6	Manual instigation of purchase requisitions	X																				
3.11.7	Creates a new requisition similar to an existing requisition using a copy function	X																				
3.11.8	Enters and amends quote responses for requisitions while online	X																				
3.11.9	Online reporting to all vendors, which includes providing a PO	X																				
3.11.10	Create a purchase order from an existing requisition	X																				
3.11.11	Search the vendor record via a short description of the vendor's name	X																				

3.11.12	Multiple vendors for the same part are stored in a file; all vendors can be accessed for the same part with pricing visibility	X																		
3.11.13	Stores "vendor qualification level" (e.g. qualified, non-qualified, and under evaluation)	X																		
3.11.14	Extracts and transmits PDF drawing files and other files to vendors	X																		
3.12	Reporting and Interfacing Requirements for Purchasing Management																			In order to track the efficiency of the purchasing department, organizations need to access statistics and reports on what has been ordered compared to what has been received; the quality of the services provided by each supplier; price comparisons between different suppliers, etc. These reports are useful not only for the purchasing department, but also for other departments that depend on goods received, such as production, sales, and accounting.
3.12.1	Print open PO detail information by vendor, item number, due date, or dollar value	X																		
3.12.2	Generate past due reports by vendor or item number in due date sequence	X																		
3.12.3	Automatic reminder for overdue shipments sent to vendors via fax or e-mail	X																		
3.12.4	Print a vendor performance report based on shipment and purchasing history	X																		
3.12.5	Print a vendor performance report based on showing late deliveries (days late)	X																		
3.12.6	Print a vendor performance report based on orders placed	X																		
3.12.7	Print a vendor performance report based on rejects (number and percent)	X																		
3.12.8	Print a vendor performance report based on price variances	X																		
3.12.9	Print a vendor performance report based on dollar volumes	X																		
3.12.10	Print selected ship-to locations on a purchase order	X																		
3.12.11	Automatically faxes a purchase order to vendor	X																		
3.12.12	Electronically transmits POs to suppliers	X																		
	Vendor profile fax numbers and e-mail addresses to be used for point-and-click transmissions of data to vendors	X																		
3.12.13	General ledger interface increases the raw materials account upon reception, and credits A/P using the standard cost setup for the inventory item number	X																		
3.12.14	General ledger interface increases the raw materials account upon reception and credits A/P using the PO cost maintained for the item number	X																		
3.12.15	Inventory system interface updates the average unit cost of the item received	X																		
3.12.16	Inventory system interface increments on-hand quantity when a PO is received	X																		
3.12.17	Inventory system interface increments on-order quantity when a PO is opened	X																		
4	Customer Service & Support																			Customer relationship management (CRM) applications are front-end tools designed to facilitate the capture, consolidation, analysis, and enterprise-wide dissemination of data from existing and potential customers. This process occurs throughout the marketing, sales, and service stages, with the objective of better understanding one's customers and anticipating their interest in an enterprise's products and/or services.
4.1	Help Desk																			
4.1.1	Asset Management																			
4.1.1.1	Methodology for interacting with asset tracking systems								X											
4.1.1.2	FAQ knowledge base								X											
4.1.1.3	Methodology for FAQ management								X											
4.1.1.4	Methodology for capturing problems								X											
4.1.1.5	Financial management								X											
4.1.1.6	Contract management								X											
4.1.1.7	Inventory management								X											
4.1.1.8	Reconciliation								X											
4.1.2	System Management																			
4.1.2.1	Integrate with Microsoft SMS								X											
4.1.2.2	Integrate with Intel LAN Desk								X											
4.1.2.3	Integrate with Tivoli Enterprise								X											
4.1.2.4	Integrate with CA-Unicenter								X											
4.1.2.5	Integrate with Tally Systems' Netcensus								X											
4.1.2.6	Interact with workflow manager for escalations								X											
4.2	Manage Customer Relationship																			
4.2.1	Manage Contacts																			
4.2.1.1	Transfer account responsibility and history from telemarketing to field sales or visa versa								X											
4.2.1.2	Transfer internally and externally identified leads to the appropriate sales person to qualify and follow up								X											
4.2.1.3	Allows maintaining a log for customer contacts								X											
4.2.1.4	Tracking and trending analysis for contact and activity logs								X											
4.2.1.5	Offers call-back functionality which automatically schedules and prompts an order								X											
4.2.1.6	Develops and maintains an Automatic Number Identification (ANI) database to capture trunk numbers coming from a customer's Private Branch Exchange (PBX)								X											
4.2.1.7	Communicate planner information to a sales person's supervisor								X											
4.2.1.8	Call planned over a specified timeframe								X											
4.2.1.9	Daily reminders and notification of activities and appointments								X											
4.2.1.10	Customer care contact number, e-mail address, web site address, street address, and fax phone number for customers to communicate with customer care								X											
4.2.1.11	Outbound phone, fax, e-mail, US mail facilities for customer representatives to communicate with customers								X											
4.2.1.12	Determine business value drivers								X											
4.2.1.13	Monitor and track customer contact and activity								X											
4.2.1.14	Record and store complaint and issue information								X											
4.2.1.15	Store and monitor Service Level Agreements (SLA)								X											
4.2.1.16	Record and monitor (support) tickets and calls in accordance with the SLA								X											
4.2.1.17	Quickly access customer information including current account status and other financial information from the accounts system in one central location								X											
4.2.1.18	Telephony integration to enable automatic number recognition and location of customer file								X											
4.2.1.19	Identify the customer calling or being called and to supply relevant customer details to the operator								X											

4.2.1.20	Identify the correct customer representative to handle the call								X												
4.2.1.21	Route calls based on database users skill set (e.g. CSR is trained in wireless products only)								X												
4.2.1.22	Direct the call to the appropriate location based on customer parameters if known								X												
4.2.1.23	Flexible table-driven call transfer capabilities								X												
4.2.1.24	Call queuing facilities								X												
4.2.1.25	Automatically route calls to next available operator								X												
4.2.1.26	Report on operator call patterns and work-load								X												
4.2.1.27	Assist in automatic dialing of customer numbers								X												
4.2.1.28	Report on employees' performance based on quantifiable activities								X												
4.2.1.29	Automatic Customer Dialing (ACD)								X												
4.2.1.30	Record and report on operator work-load information								X												
4.2.1.31	Capture customer contact information								X												
4.2.1.32	Automatically retrieve and pre-populate customer information when available								X												
4.2.1.33	Cross-reference between the central customer definition and phone numbers								X												
4.2.2	Maintain Customer Profile																				
4.2.2.1	Customer profile management																				
4.2.2.1.1	Define and correlate multiple services from each subscribed product lines on the customer billing hierarchy								X												
4.2.2.1.2	Ability for each bill to have multiple services from different product lines								X												
4.2.2.1.3	Associate one-to-many telemangement reports at any level of the customer hierarchy								X												
4.2.2.1.4	Multiple hierarchical levels within a report for subtotals and breaks								X												
4.2.2.1.5	Hold customer reference information for presentation on invoice or reports								X												
4.2.2.1.6	Identify "foreign" relationships where a customer is served by legacy applications or business partners; this also supports a whole business view								X												
4.2.2.1.7	View or report on the entire billing hierarchy								X												
4.2.2.1.8	Maintain dated history of customer billing hierarchy								X												
4.2.2.1.9	Mass changes to the system								X												
4.2.2.1.10	Advanced registration of billing with a future date in accordance with a customer's hierarchy change plan								X												
4.2.2.1.11	What-if analysis								X												
4.2.2.1.12	Base hierarchy structure on internally maintained keys								X												
4.2.2.1.13	Manage hierarchical structures								X												
4.2.2.1.14	Adjust billing cycles depending on payment frequency								X												
4.2.2.1.15	Define the length of the invoicing cycle as required by the external interface								X												
4.2.2.1.16	Associate subscribed rate and discount plans to various points within a customer account hierarchy based on the business rules								X												
4.2.2.1.17	Mass changes to billing periodicity and frequency								X												
4.2.2.1.18	Individual, per customer changes to billing periodicity and frequency								X												
4.2.2.1.19	Capture and maintain basic demographic information usable across applications								X												
4.2.2.1.20	Maintain history of modified and deleted product instances								X												
4.2.2.1.21	Maintain points of contact for the customer								X												
4.2.2.1.22	Maintain the company's points of contact with the customer								X												
4.2.2.1.23	Maintain customer status								X												
4.2.2.1.24	Maintain entry, completion, and dates associated with subscribed products and services								X												
4.2.2.2	Identify Customer																				
4.2.2.2.1	Use ANI or customer input to identify the customer and pop-up the customer record via Customer Type Indicator (CTI) technology								X												
4.2.2.2.2	Create an ANI repository of numbers that customers have called from, to identify customer calling								X												
4.2.2.2.3	Ability for CTI to use Service Level Agreement (SLA) information, if available, in order to determine whether a particular customer should be moved up in the queue								X												
4.2.2.2.4	Identify the customer using a search dialog querying on customer identifier, customer name, campaign code identifier, service location, contact, or telephone number								X												
4.2.2.2.5	Search through an alphabetical listing of customer names								X												
4.2.2.2.6	Create a new customer record and sign a unique number to the customer record as an identifier								X												
4.2.2.2.7	Alert the CSR of the customer's password or other account security measure								X												
4.2.2.2.8	Retrieve the customer's profile by querying on his or her name, account number, phone number, or Social Security Number								X												
4.2.2.2.9	Capture an account number on the customer profile								X												
4.2.2.2.10	Quickly pull up customers' accounts in a back-end software package based on their names or account numbers								X												
4.2.2.3	Manage Customer Information																				
4.2.2.3.1	Ability to sort and view accounts for sales territories using variable criteria								X												
4.2.2.3.2	Add and update demographic or "firmographic" information for an account								X												
4.2.2.3.3	Access demographic and "firmographic" information automatically, via various external data sources								X												
4.2.2.3.4	Update customer information and provide online creating, updating, and inquiring of basic customer information								X												
4.2.2.3.5	Retrieve and display all customer-related information online								X												
4.2.2.3.6	Capture the customer-preferred method and frequency of communication								X												
4.2.2.3.7	Ability for a user with proper privileges to query customer information using variable criteria, such as zip code, NPA/NXX, and number of lines installed								X												
4.2.2.3.8	A "flash" report anytime the customer summary screen is accessed for a high value segment								X												
4.2.2.3.9	Ability to provide a flash report on churn potential for a low likelihood to churn								X												
4.2.2.3.10	Flash report for financial standing (e.g., account past due 60 days)								X												
4.2.2.3.11	Invoice information online in a format facilitating customer communication (e.g., invoice image per paper or Internet format)								X												
4.2.2.3.12	Store customer invoices in the system according to legal requirements and customer preferences								X												
4.2.2.3.13	Store invoice summary information in the system according to legal requirements and customer preferences								X												

4.2.2.3.14	Associate several contacts with each customer																			X
4.2.2.3.15	Flash report for trouble with frequency and severity (e.g., 2 open, severity 1, trouble tickets)																			X
4.2.2.3.16	Flash report for last contact (e.g., 2/15/98 opened severity 1 trouble ticket)																			X
4.2.2.3.17	Flash report of pending orders (e.g., no pending orders)																			X
4.2.2.4	Assess Customer Value																			
4.2.2.4.1	Evaluate and represent the value of a customer																			X
4.2.2.4.2	Maintain online market surveys to capture customer profiles and preferences																			X
4.2.2.5	Maintain Customer Satisfaction																			
4.2.2.5.1	Initialize and track Service Level Agreements based on customers' needs																			X
4.2.2.5.2	Perform sales process or other customer contact process quality reviews																			X
4.2.2.5.3	Capture the customer satisfaction indicator for a customer based on both reactive or proactive data collection																			X
4.2.2.5.4	Send a caller to the IVR to answer questions on the level of service provided at the end of a phone call																			X
4.2.2.5.5	Periodically review the customer satisfaction indicator (typically in batch mode) for customers and take action as appropriate to the program defined																			X
4.2.2.5.6	Online analysis of rate plans and customer usage																			X
4.2.2.5.7	Track key value driver information related to the customer's business case																			X
4.2.3	Perform Proactive Contact																			
4.2.3.1	Create Contacts																			
4.2.3.1.1	Supports the creation of various contact methods such as direct mail, fax, and e-mail																			X
4.2.3.1.2	Assign contacts to various contact points (systems or people) based on the contact method and priority																			X
4.2.3.1.3	Store proactive contact records in a data store																			X
4.2.3.2	Manage Proactive Contacts																			
4.2.3.2.1	Receive status updates from network management systems and external service provider systems																			X
4.2.3.2.2	Scheduling functionality by which proactive contacts can be tracked and assigned to people within the organization																			X
4.2.3.2.3	Ability for a person within the organization to view his or her schedule of proactive contacts, status of contacts, and the reason for contact																			X
4.2.3.2.4	Ability for a person in the organization to view and update the status of a proactive contact																			X
4.2.3.2.5	View proactive contact based on various criteria such as status, due date, assignment, and priority																			X
4.2.3.2.6	Generate alerts if contacts are not completed within the specified time frames																			X
4.2.3.2.7	Create reminder lists linked to sales opportunities																			X
4.2.3.2.8	Schedule both one-time and recurring activities																			X
4.2.3.2.9	Follow-up visits with customers and record the details of those meetings																			X
4.2.3.2.10	Prompt users to action based on programmable parameters (prompt sales call based on passage of time)																			X
4.2.3.3	Proactive Contact Methodology																			
4.2.3.3.1	Reschedule the contact for a later date																			X
4.2.3.3.2	Manually or automatically (based on action taken) record notes for a given contact																			X
4.2.3.3.3	Request the creation of new contacts																			X
4.2.3.3.4	Store the complete contact history log, including both proactive and reactive contact records																			X
4.2.3.3.5	Schedule follow-up call back appointments through action items including day, time, and preferred contact method																			X
4.2.3.3.6	Manually create a trigger for contact request																			X
4.2.3.3.7	Schedule calls and appointments for a contact at specified intervals																			X
4.2.4	Manage Risk with Customer																			
4.2.4.1	Assess Opportunity																			
4.2.4.1.1	Display and assign a value to an opportunity as a means of qualifying a lead. The value should populate as a result of an opportunity evaluation and scoring process based on gathered data																			X
4.2.4.1.2	Send data to an external, third-party system to perform a credit check (includes business name, billing address, corporate ID, tax ID, incorporated business, or an individual's name, social security number, and driver's license)																			X
4.2.4.2	Perform Credit Check																			
4.2.4.2.1	Perform a credit check on a customer via either external interface or a native credit-checking tool																			X
4.2.4.2.2	Ability for the credit-checking tool to access a commercial credit tracking database or credit bureau to rate customers allowable spending limits																			X
4.2.4.3	Fraud management																			
4.2.4.3.1	Validate applicant or customer identification information through a variety of methods (address scrubbing, reference database checks) early in the order processing flow																			X
4.2.4.3.2	Execute a prescribed action or actions based on the type of fraud or potential fraud detected																			X
4.2.4.3.3	Strip or credit a customer account for fraudulent activity																			X
4.2.4.3.4	Open a fraud case ticket and manage it to completion or resolution using workflow-based case management functionality																			X
4.2.4.3.5	Trigger a contact or an alert if these thresholds are surpassed																			X
4.2.4.3.6	Connectivity with other fraud detection tools																			X
4.2.4.4	Financial Exposure																			
4.2.4.4.1	Validate applicant and customer identification information (address scrubbing, reference database checks)																			X
4.2.4.4.2	Verify credit standing for new and existing customers through online access to credit bureau data and credit scores																			X
4.2.4.4.3	Assess credit worthiness for existing customers using internal data such as payment history, average revenue, internal derived credit, and risk score																			X
4.2.4.4.4	Process credit exceptions and determine the appropriate course of action with the customer																			X

4.2.4.4.5	Determine appropriate credit limits and pre-paid amounts based on credit score and customer needs																		X
4.2.4.4.6	Monitor customer usage, associated credit limits, and pre-paid amounts																		X
4.2.5	Manage Customer Troubles																		
4.2.5.1	Qualify Trouble																		
4.2.5.1.1	Retrieve customer, account record, and profile automatically via screen pops (Automatic Customer Dialing/Voice Response Unit, CTI)																		X
4.2.5.1.2	Display billing information, product and service configuration, contract information, and existing trouble ticket information on screen pops																		X
4.2.5.1.3	Assign action items to the appropriate response agent or process																		X
4.2.5.1.4	Capture the initial trouble information and begin diagnosis if the trouble is valid																		X
4.2.5.1.5	Determine if the caller is an active customer or agent of a customer																		X
4.2.5.1.6	Determine if the customer has subscribed to and received products																		X
4.2.5.1.7	Determine if the customer is being billed for a product and is in good billing standing																		X
4.2.5.1.8	Determine if any preexisting, redundant trouble tickets are open or associated with a call																		X
4.2.5.2	Record and Track Trouble																		
4.2.5.2.1	Automatically assign a unique, flexible, and user-definable identifier to each customer trouble report, which can provided to the customer as a reference number																		X
4.2.5.2.2	Automatically populate relevant customer account information into the trouble ticket upon selection of the customer and opening of the ticket																		X
4.2.5.2.3	Ability for the CSA to view customer contracts and associated service level agreements (SLA's)																		X
4.2.5.2.4	Trigger definable alerts to Service Level Agreements (SLA's) and Operations Level Agreements (OLA's) when the specific duration being monitored approaches the SLA/OLA threshold																		X
4.2.5.2.5	Override both SLA's and OLA's starting point defaults based on the contract agreement (with override history)																		X
4.2.5.2.6	Ability for the CSA to access a customer's current and past two customer configurations (products and services) to quickly assist the diagnostic process																		X
4.2.5.2.7	Automatically record and refer to notes regarding the creation of a new customer trouble ticket in the customer activity log																		X
4.2.5.2.8	Assemble and track customer trouble tickets once created																		X
4.2.5.2.9	Ability for the CSA to view and restrict all customer details including the status of the account and service availability																		X
4.2.5.2.10	Ability for the CSA to display the current status of any outstanding customer trouble tickets, a complete historical list of all transactions as well as information regarding the customer trouble report and its status																		X
4.2.5.2.11	Use customer service details during trouble ticket creation to determine if there are any related network elements with outstanding fault reports																		X
4.2.5.2.12	Display a list of applicable network fault reports so CSA's can link the customer trouble ticket to the appropriate network fault																		X
4.2.5.2.13	Automatically link an applicable network fault to the customer trouble ticket if there is only one related network fault																		X
4.2.5.2.14	Automatically link other general troubles affecting multiple customers to trouble ticket information																		X
4.2.5.2.15	Prevent trouble tickets from being re-opened																		X
4.2.5.2.16	Resolution due date and time to be set during trouble ticket creation to place a higher priority on its resolution after escalation																		X
4.2.5.2.17	New trouble tickets to be linked via a reference number to related, closed, or open tickets																		X
4.2.5.2.18	Merge trouble tickets or create a superset of both trouble tickets																		X
4.2.5.2.19	Group and link related trouble tickets that must be worked on together in a parent-child relation																		X
4.2.5.2.20	Automatically alert the primary contact for the customer when a trouble ticket is opened against the account																		X
4.2.5.2.21	Mark invoice transactions as in dispute																		X
4.2.5.2.22	Customer information including name, address, and service affected																		X
4.2.5.2.23	Ticket information, including date and time created, CSA details, ticket reference number																		X
4.2.5.2.24	Categorize trouble by type, severity, location, and supplier																		X
4.2.5.2.25	Diagnosis information by trouble symptoms, possible causes, recommended action, and network test results																		X
4.2.5.2.26	Setting for due date and time including target date and time for resolution (Service Level Agreements, Operations Level Agreements), callout appointments and call back requirements																		X
4.2.5.2.27	Records front-end close, including details of resolution, causes, and reasons																		X
4.2.5.2.28	Records remarks to capture other important information such as customer purchases of new equipment																		X
4.2.5.3	Diagnose Trouble																		
4.2.5.3.1	Prompt CSA's with a structured series of questions designed to troubleshoot the problem and return a recommended action to the CSA																		X
4.2.5.3.2	The ability for the CSA's or technicians to reference online information during the diagnostic process such as product and service offerings, policies, procedures, and equipment warranty information																		X
4.2.5.3.3	The ability for CSA's to initiate network tests to aid in the diagnosis process																		X
4.2.5.3.4	The ability for the CSA to either resolve the trouble and perform a front-end close or escalate the trouble for resolution by technicians forwarding all information captured during diagnosis																		X
4.2.5.3.5	Interface with external systems to view network status, provide real-time status updates, and diagnose a customer's trouble																		X
4.2.5.4	Route Trouble Ticket to Appropriate Group or Vendor																		
4.2.5.4.1	Ability for CSA's to escalate the customer's diagnosed trouble for a technician or other party to resolve																		X

4.2.5.4.2	Ability for escalation procedures to be driven by multiple parameters such as timing, service level agreement, and priority									X								
4.2.5.4.3	Breakdown trouble tickets to supplier-specific formats									X								
4.2.5.4.4	Link and list all trouble tickets to suppliers and external parties when those parties are responsible									X								
4.2.5.4.5	Attempt a warn transfer and route the trouble ticket to a technician during the transfer via CTI capabilities while the customer is online									X								
4.2.5.4.6	Capture additional repair information and append the trouble ticket during the resolution process, including the ability to log updates noted by date, time, author, and analyze the results									X								
4.2.5.4.7	Notify the appropriate trouble coordinator via alert (settable or triggered automatically when a condition is met) of the resolution status, ability to set ticket-level alerts and integrate these alerts with the workflow functionality									X								
4.2.5.4.8	Establish special numbers for handling of routable issues and calls requiring third-party technicians via an Automatic Response Unit (ARU) in the call center; ability for key suppliers and parties to integrate with the trouble management system so vendors can be assigned trouble tickets and updated after resolution									X								
4.2.5.4.9	Trouble ticket information and record/receive (e-mail, fax) commitment times with trouble ticket reference information from external parties via resolution workflow management integration									X								
4.2.5.5	Updates customer																	
4.2.5.5.1	Review resolution options with customer and communicate expected resolution time (if necessary) provided by a diagnostic process									X								
4.2.5.5.2	Determine if follow-up is required to communicate resolution and alert account executives of planned follow-up actions, if necessary									X								
4.2.5.5.3	Capture additional relevant customer contact notes, close customer contact and update the trouble ticket									X								
4.2.5.6	Provide Trouble Status																	
4.2.5.6.1	View and lookup all customer details—including customers' account status, service availability, and trouble ticket details based on reference number									X								
4.2.5.6.2	Review a complete historical list of pending outstanding activity of all customer transactions (including trouble tickets and resolution status) from the customer summary									X								
4.2.5.6.3	Ability for the CSA to view detailed information and current status of outstanding network fault reports linked to customer trouble tickets									X								
4.2.5.6.4	Establish a prescribed communication plan with the customer (templates may be used as baseline for protocol). All communication with customers can be recorded and coordinated with a customer's account executive to ensure consistency and allow the account executive to properly support the customer									X								
4.2.5.6.5	Determine and document customer satisfaction, update trouble ticket progress, and route to the coordinator for the next steps									X								
4.2.5.6.6	Print and export trouble information (including trouble history) into standard formats									X								
4.2.5.6.7	Access trouble ticket information governed by security (passwords) based on user type, area, and trouble type									X								
4.2.5.7	Manage Trouble Tickets																	
4.2.5.7.1	Automatically close any customer trouble tickets linked to a network fault report after resolution and notify the trouble management system of closure, triggering any required call backs or other associated actions									X								
4.2.5.7.2	Automatically release a related call back item so CSA's are reminded to call customers and inform them full service has been restored									X								
4.2.5.7.3	Note incurred charges and credit in the trouble ticket and initiate action in the billing system to reflect the changes									X								
4.2.5.7.4	Set timeframes for completion of individual tasks as well as the overall trouble resolution, alerting coordinators if individual timeframes are not met									X								
4.2.5.7.5	Tracking activity information (duration, responsibility) supporting monitoring metrics and service level agreements									X								
4.2.5.8	Manage Trouble Resolution Process																	
4.2.5.8.1	Populate work activities																	
4.2.5.8.1.1	Records the work activity title—a brief description of the activity									X								
4.2.5.8.1.2	Records the work activity description—a detailed description of activity									X								
4.2.5.8.1.3	Records the work activity's planned duration—typically the OLA or service level agreement for that activity									X								
4.2.5.8.1.4	Records the work activity's planned start date and time									X								
4.2.5.8.1.5	Records the work activity's planned end date and time									X								
4.2.5.8.1.6	Records the work activity's actual start date and time									X								
4.2.5.8.1.7	Records the work activity's actual end date and time									X								
4.2.5.8.1.8	Records the work activity's actual duration—an updated timer based on the activity's actual start and end									X								
4.2.5.8.1.9	Records the work activity's status—planned, in process, and completed									X								
4.2.5.8.1.10	Records the work activity's alert trigger—point at which an alert is sent to appropriate escalation									X								
4.2.5.8.1.11	Records the work activity's escalation contact									X								
4.2.5.8.1.12	Records the work activity's responsible party—individual or group responsible for the activity									X								
4.2.5.8.1.13	Records the work activity's notes—free-form notes regarding the activity									X								
4.2.5.8.1.14	Records the work activity's dependent activities—associates dependent activities (prerequisites, next activities)									X								
4.2.5.8.2	Configure																	
4.2.5.8.2.1	Manage the trouble resolution process from inception to closure									X								
4.2.5.8.2.2	Choose a recommended preformatted, yet modifiable template of work activities as the default resolution process for a specific trouble									X								
4.2.5.8.2.3	Expandable summary of the activities planned and completed for a resolution, with drill-down capabilities									X								
4.2.5.8.2.4	Add activities to the resolution process by users with appropriate privileges									X								

4.2.5.8.2.5	Manage a totally planned and actual resolution time as the activity data changes										X								
4.2.5.8.2.6	Facilitate automatic escalation processes including electronic notifiers										X								
4.2.5.8.2.7	Collectively configure and monitor overall resolution time alerts for activities										X								
4.2.6	Process Customer Requests																		
4.2.6.1	Request Manager																		
4.2.6.1.1	Update customer information and provide online creation, update, inquiry of basic customer information										X								
4.2.6.1.2	Real-time user interface for account inquiry										X								
4.2.6.1.3	Relate invoice to actual service information										X								
4.2.6.1.4	Define discount plans as customer-specific										X								
4.2.6.1.5	Distribute invoice and document reprints directly to the customer's billing address										X								
4.2.6.1.6	Reprint invoices and documents internally at the customer service location										X								
4.2.6.1.7	Reprints of invoices and documents at the customer's request										X								
4.2.6.2	Assistance Features																		
4.2.6.2.1	Allow viewing online equipment images so a user may describe the functions and features with a customer over the phone										X								
4.2.6.2.2	Online job aids for process assistance and frequently asked questions										X								
4.2.6.2.3	Context-sensitive help (allowing users to view descriptions of the current window, applicable fields, and functions)										X								
4.2.6.2.4	View online equipment images so a user may describe the functions and features to a customer over the phone										X								
4.2.6.2.5	ANI repository (accessible by the IVR) as part of the customer profile to capture multiple numbers related to one customer or location										X								
4.2.6.2.6	Scripting assisting CSA conversation navigation as well as cross-sell and up-sell opportunities										X								
4.2.6.3	Provide Product and Service Information																		
4.2.6.3.1	View a customer's equipment sales history										X								
4.2.6.3.2	Permit inquiries on product packages, discounts, features, and promotions										X								
4.2.6.3.3	View past and present customer subscription configurations										X								
4.2.6.3.4	Linkages to the sales and service negotiation systems to initiate actual sales										X								
4.2.6.3.5	Ability for customer representatives to view a list of available literature and to enter and process literature requests from the customer										X								
4.2.6.4	Billing Inquiries																		
4.2.6.4.1	Permit image viewing of customer bills with text search capabilities, including usage detail										X								
4.2.6.4.2	Create and produce an up-to-date, local copy customer bill, on demand for immediate delivery to the customer via e-mail, fax, regular mail, or web posting										X								
4.2.6.4.3	View and aggregate unbilled usage										X								
4.2.6.4.4	Ability to access bill information through customer ID										X								
4.2.6.4.5	Ability to access to bill information through document-date-of-issue										X								
4.2.6.4.6	Ability to access bill information through circuit ID										X								
4.2.6.4.7	Ability to access bill information through IP address										X								
4.2.6.4.8	Ability to access bill information through telephone number										X								
4.2.6.4.9	Ability to access bill information through document number										X								
4.2.6.4.10	Ability to access bill information through customer name										X								
4.2.6.4.11	Interim (off-cycle) billing upon customer or user request (for all charges "to date" and "for a specific period")										X								
4.2.6.4.12	Interim (off-cycle) billing automatically initiated by system-detected limits and triggers (accumulated usage charges, first time service connection, final bill)										X								
4.2.6.4.13	Ability to rebill										X								
4.2.6.4.14	Temporarily suspend bill calculation based on customer and internal requests										X								
4.2.6.4.15	Request off-cycle billing requests										X								
4.2.6.4.16	Integrated bill display for inquiry										X								
4.2.6.4.17	Integration of bill inquiry and customer care functions (service orders and accounts receivable)										X								
4.2.6.4.18	Access date and time of bill payment										X								
4.2.6.4.19	Access payment history through bill inquiry functions										X								
4.2.6.5	Perform Group Level Adjustments																		
4.2.6.5.1	Assignment of credit and real-time adjustments, broken down by reason code and revenue category, to customers										X								
4.2.6.5.2	Adjust individual call records and recalculate a past bill										X								
4.2.6.5.3	Adjust individual call record rates, discounts and taxes based on manual calculations and available linked data										X								
4.2.6.5.4	Perform group level adjustments across multiple call record rates, discounts and taxes based on automated tools or a cycle rerun										X								
4.2.6.5.5	Perform group level adjustments across multiple call record rates, discounts, and taxes, based on manual calculations and available linked data										X								
4.2.6.5.6	Adjust approval via a second user if the adjustment is outside of a company-defined threshold for the user										X								
4.2.6.5.7	Define or change different adjustment thresholds depending on customer usage profile and service information										X								
4.2.6.5.8	View the history of adjustments applied to a customer										X								
4.2.6.5.9	Enter either pre-billing or post-billing adjustments										X								
4.2.6.5.10	Enable disputed transactions at the account or individual product level to be resolved via full, partial, or nil credit of the disputed amount to the customer										X								
4.2.6.5.11	Direct access for customer representatives to the back-end software package for billing information										X								
4.2.6.6	Receive Customer Correspondence																		
4.2.6.6.1	Retain images of letters or e-mails received from a customer in a customer correspondence archive										X								
4.2.6.6.2	Make specific information available to a target set of customers										X								
4.2.6.6.3	Add notes reflecting date, time, department, reason code, and user to a customer record										X								
4.2.6.6.4	Assign follow-up notes to individuals and departments										X								
4.2.6.6.5	View history of past notes										X								

4.2.6.6.6	Log receipt of customer contacts regardless of the form of contact									X					
4.2.6.6.7	History of customer orders									X					
4.2.6.6.8	Record activities against the customer record									X					
4.2.6.6.9	Record details of incoming customer calls and correspondence									X					
4.2.6.6.10	Record details of written and verbal communication from and to a customer									X					
4.2.6.7	Perform Invoice Hierarchy Maintenance														
4.2.6.7.1	View invoice hierarchy history (past moves, additions, changes)									X					
4.2.6.7.2	Functionality regarding modification and deletion of customer information (who, when, what)									X					
4.2.6.8	Process Payments														
4.2.6.8.1	Allows viewing of collection history (last payment dates, mailing dates of running notices) and customer treatment									X					
4.2.6.8.2	Allows viewing of customer payment information such as history, amounts, current balance, and payment location									X					
4.2.7	Provide Customer Access to Content														
4.2.7.1	Online Access														
4.2.7.1.1	Access detailed product information online									X					
4.2.7.1.2	Link information to a part or assembly									X					
4.2.7.1.3	Create and track cases and solutions via the Web									X					
4.2.7.1.4	Public access to service information and trouble ticket tracking									X					
4.2.7.1.5	Online help functionality for internal and external users									X					
4.2.7.1.6	Access to frequently asked questions and a searchable interactive solution knowledge base									X					
4.2.7.1.7	The ability for users to choose view preferences via a website									X					
4.2.7.2	Online Channels of Communication														
4.2.7.2.1	Web forms allowing customer to interact directly over the website without the need for other programs									X					
4.2.7.2.2	Collaboration and the ability to have real-time interaction with a customer over the computer									X					
4.2.7.2.3	Text chat with CSRs over the web									X					
4.2.7.2.4	Store customer screen navigation history enabling CSR's to see what pages on the site the customer has visited (click-stream)									X					
4.2.7.2.5	Web call back which routes a customer's requested callback with background information to an available CSR who is ready to contact the customer									X					
4.2.7.2.6	Voice-over IP which allows a customer to initiate a call to a CSR talking over the web or vice versa									X					
5	Project Management														
5.1	Project Tracking and Control														
5.1.1	Project creation and administration of the project work flow									X					
5.1.2	Status update notifications to project managers									X					
5.1.3	Color indicators for schedule versus actual and for cost versus budget									X					
5.1.4	Drill down financial analysis									X					
5.1.5	Tracking of project issues, bugs, or change requests									X					
5.1.6	Audit trail (who changed what and when) with e-mail notifications									X					
5.1.7	Custom views, such as delayed tasks, critical, and delayed, user's tasks, etc.									X					
5.1.8	Project and sub-project Gantt data roll-up									X					
5.1.9	Tools in project enterprise that search by content, types, status, dates, or sponsor									X					
5.1.10	Priority project current task listing									X					
5.1.11	Effort level task and resource tracking									X					
5.1.12	Access for team members to their timesheets									X					
5.1.13	Ability for project managers to apply their team member updates to track project progress									X					
5.1.14	Multistage tracking for a combination of inputs by both a team member and the task manager									X					
5.1.15	Central location of all project plan and documents									X					
5.1.16	Division of project into distinct phases, so as to track progress easily									X					
6	Inventory Management														
6.1	Inventory Management—Online Requirements														
6.1.1	Inquiries														
6.1.1.1	Provide inquiry and reporting capability for inventory transactions by item number, location, and transaction type.		X												
6.1.1.2	Provide inquiry and reporting capability for inventory transaction summary by from and to dates			X										May require client to construct a custom report utilizing the provided SQL Server Reporting Services toolset.	
6.1.1.3	Provide inquiry and reporting capability for inventory status by item number and serial number		X												
6.1.1.4	Provide inquiry and reporting capability for slow moving and obsolete inventory			X										May require client to construct a custom report utilizing the provided SQL Server Reporting Services toolset.	

6.1.1.5	Provide inquiry and reporting capability for negative balance inventory and flagging upon this condition occurring	X																	May require client to construct a custom report utilizing the provided SQL Server Reporting Services toolset.
6.1.1.6	Provide inquiry and reporting capability for shortages and backorders	X																	May require client to construct a custom report utilizing the provided SQL Server Reporting Services toolset.
6.1.1.7	Ten year look at usage history by year and source of demand	X																	May require client to construct a custom report utilizing the provided SQL Server Reporting Services toolset.
6.1.1.8	On-line request for requisition generation and approval.	X																	
6.1.1.9	Identify type of transaction	X																	
6.1.1.10	Identify the source of demand	X																	
6.1.1.11	Provide reporting capability by item number (all transactions since last cycle count)	X																	
6.1.1.12	Provide capability to track items by lot or serial number	X																	
6.1.1.13	Vendor cross reference (infinite number of vendor pt. numbers) with wild-card search capability								X										
6.1.1.14	Internal cross-reference to vendor part numbers	X																	
6.1.2	Other Requirements																		
6.1.2.1	Maintain item number history of usage, both planned and unplanned, and purged upon a specific date criteria								X										
6.1.2.2	Management of leasing and rotatable spares								X										
6.1.2.3	Visibility and management of remote site or distributed inventories and rotatable spares								X										
6.1.2.4	Part text files with forced viewing on screen								X										
6.1.2.5	System must be capable of managing harmonized part number information and integrating or maintaining harmonized information with third party (e.g., freight forwarder)								X										Any individual item descriptions are pushed to be viewed on the screen. The term "harmonized" refers to standardized codes set by a higher authority (e.g., government or national/international organizations). Thus, the system should be capable of using such standard codes, particularly for interactions with third parties.
6.1.2.6	Multi-currency capability								X										
6.1.2.7	Ability to maintain files "up selling" parts based on certain other parts purchased. inventory fields that accept part numbers and product configuration codes. Product configuration codes would allow logic behind randomly generated part numbers.								X										Up selling refers to selling upgrades, add-ons, or enhancements to a specific product or service.
6.1.2.8	Electronic "drop ship" capability between buyer/planner and vendors. Buyer/planner should have access to vendors' "on hand" information, launch order with "ship to" information								X										
6.1.2.10	Pricing (selling prices) must have ability to price given various conditions (i.e. export pricing multipliers, subsidiary pricing multipliers, domestic pricing multipliers).								X										
6.1.2.11	Selling prices may be controlled based on different commodity tables (for example, hydraulics carry different multipliers than "make parts" or other commercial parts).								X										
6.1.2.12	Bar coding of individual parts as received prior to warehousing, real time scanning, and inventory updates at picking, and real time scanning at shipping.								X										The ability to encode data on bar codes on individual parts as they are received, so that their subsequent warehousing and other activities may be monitored in a real time manner using the bar code information.
6.1.2.13	Ability to label and track country of origin on parts and in operating system.								X										
6.1.2.14	Automated pick system sorted by grid location.								X										
6.1.2.15	Ability to structure material to a buy item, supporting EGN control capabilities								X										The ability to change some materials' designation from being "manufactured" in-house to being "purchased" outside, while keeping the engineering change number (ECN) in the loop.
6.2	Processing Requirements																		
6.2.1	Controls																		
6.2.1.1	Ability to track inventory by business unit								X										
6.2.1.2	Automatic generation of recommended parts tied to BOM								X										
6.2.1.3	Planning and controlling inventory in independent work cells								X										
6.2.1.4	Track and control vendor consigned inventory								X										
6.2.1.5	Kanban inventory management								X										
6.2.2	Requirements																		
6.2.2.1	Provide for multiple facilities, warehouses, stockrooms, and inventory locations	X																	
6.2.2.2	Flexible assignment of inventory processing by product and part (kanban and point-of-use)								X										
6.2.2.3	Provide allocation of raw material and component inventory to firm planned or open work order locations								X										
6.2.2.4	Provide for non-nettable inventory locations								X										In MRP, the net requirements for a part or an assembly are derived as a result of applying gross requirements and allocations against inventory on hand, scheduled receipts, and safety stock. Net requirements, lot-sized and offset for lead time, become planned orders. Non-nettable means that MRP does not take into consideration.
6.2.2.5	Provide for ABC classification of parts, based on order activity, historic usage/cost, or projected usage/cost	X																	
6.2.2.6	Provide capability to receive, stock, disburse, and report on inventory by part number and location utilizing bar code	X																	
6.2.2.7	Provide adjustment or update for unit of measure differences or conversions	X																	
6.2.2.8	Provide audit trail of all transactions by document number and part number	X																	

6.2.2.9	Provide capability to cycle count including printing supporting worksheets	X																	Cycle counting : An inventory accuracy audit technique where inventory is counted on a cyclic schedule rather than once a year. A cycle inventory count is usually taken on a regular, defined basis (often more frequently for high-value or fast-moving items and less frequently for low-value or slow-moving items). Most effective cycle counting systems require the counting of a certain number of items every workday with each item counted at a prescribed frequency. The key purpose of cycle counting is to identify items in error, thus triggering research, identification, and elimination of the cause of the errors.			
6.2.2.10	Provide capability to establish cycle count control groups (of item numbers)									X									Cycle counting : An inventory accuracy audit technique where inventory is counted on a cyclic schedule rather than once a year. A cycle inventory count is usually taken on a regular, defined basis (often more frequently for high-value or fast-moving items and less frequently for low-value or slow-moving items). Most effective cycle counting systems require the counting of a certain number of items every workday with each item counted at a prescribed frequency. The key purpose of cycle counting is to identify items in error, thus triggering research, identification, and elimination of the cause of the errors.			
6.2.2.11	Provide mechanized cycle count adjustment process with user-defined various thresholds									X									Cycle counting : An inventory accuracy audit technique where inventory is counted on a cyclic schedule rather than once a year. A cycle inventory count is usually taken on a regular, defined basis (often more frequently for high-value or fast-moving items and less frequently for low-value or slow-moving items). Most effective cycle counting systems require the counting of a certain number of items every workday with each item counted at a prescribed frequency. The key purpose of cycle counting is to identify items in error, thus triggering research, identification, and elimination of the cause of the errors.			
6.2.2.12	Provide for cycle count correction made by entering a recount or providing recount report	X																	Cycle counting : An inventory accuracy audit technique where inventory is counted on a cyclic schedule rather than once a year. A cycle inventory count is usually taken on a regular, defined basis (often more frequently for high-value or fast-moving items and less frequently for low-value or slow-moving items). Most effective cycle counting systems require the counting of a certain number of items every workday with each item counted at a prescribed frequency. The key purpose of cycle counting is to identify items in error, thus triggering research, identification, and elimination of the cause of the errors.			
6.2.2.13	Provide for cycle count percentage and cost tolerances based on ABC classification									X									Cycle counting : An inventory accuracy audit technique where inventory is counted on a cyclic schedule rather than once a year. A cycle inventory count is usually taken on a regular, defined basis (often more frequently for high-value or fast-moving items and less frequently for low-value or slow-moving items). Most effective cycle counting systems require the counting of a certain number of items every workday with each item counted at a prescribed frequency. The key purpose of cycle counting is to identify items in error, thus triggering research, identification, and elimination of the cause of the errors.			
6.2.2.14	Provide capability to identify preferred stocking quantities (to facilitate storage and issuance)	X																				
6.2.2.15	Provide capability to perform physical inventories, capability to include generation of inventory tags, tag reports, and variance reports.	X																				
6.2.2.16	Provide flexible unit of measure conversion capabilities	X																				
6.2.2.17	Capability to drive spares distribution demand from forecast										X											
6.3 Data Requirements																						
6.3.1	Provide inventory master file	X																				
6.3.2	Provide for item coding of inventory and item master records to identify floor stock	X																	Point-of-use storage/floor stock: Keeping inventory in specified locations on a plant floor near the operation where it is to be used.			
6.3.3	Provide extensive user-defined-field capability in inventory master file.	X																				
6.4 Reporting and Interfacing Requirements (Inventory Management)																						
6.4.1	Produce system-generated documents for material issues to production runs										X											
6.4.2	Provide reporting of inactive, excess, or obsolete inventory	X																		may require user defined fields for tracking and report can be constructed by client utilizing the provided SQL		
6.4.3	Provide inventory valuation reporting by item number, product code, warehouse, production facility, distribution center, or stockroom										X											
6.4.4	Provide the ability for a distribution center to run reports or inquiries on inventory status, open order status (sales and production), costs, sales, and quotes for items that only pertain to their specific facility										X											
6.4.5	Reports of inventory by team, planner code, and buyer code	X																		User defined fields for tracking and 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.		
6.4.6	Interface with the general ledger	X																				
6.5 Locations and Lot Control																						
6.5.1	Set stocking locations for each item as fixed, assigned, manual or assigned by the system										X											

6.5.2	Standard ten-position convention to identify location of items in inventory	X																	The ability to figure out the location of individual inventory components using a standard system	warehouse sublocations
6.5.3	A given finished item can be listed simultaneously in multiple stocking places in one site									X										
6.5.4	Users define types to classify storage locations, such as warehouse, store, branch, truck, consigned, return, repair, inspection, department, bulk, or category	X																		May require user defined fields
6.5.5	Use random locations for storing items									X										
6.5.6	Standard locations for stocking items	X																		
6.5.7	Indicates if item is stored in a temporary or permanent location	X																		user defined field
6.5.8	Discrete rules for stockage and allocation between production and support operations.									X										
6.5.9	Users create methods for issuing and receiving items	X																		
6.5.10	Handles multiple companies, multiple divisions in a company, multiple plants, and multiple warehouses									X										
6.5.11	Locate items	X																		
6.5.12	Establish a cross-reference of a stored item's lot or serial number and its physical location									X										
6.5.13	Calculates available volume and dimensions in a given storage location									X										
6.5.14	Generates location reports by specific material, by item, or by location to control inventory	X																		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.
6.5.15	Lot control maintained by location	X																		
6.5.16	Traces an item by its lot or serial number	X																		
6.5.17	Option to use lots and sub-lots, or subdivisions of lots									X										
6.5.18	Uses tables to assign lot numbers									X										
6.5.19	Prioritizes consumption or allocation of lots by creation date, receipt date, expiry date, or lot number.									X										
6.5.20	Assigns unique descriptions, cost information, and automatic expiration dates to each lot									X										
6.6 Forecasting																				
6.6.1 Controls & Monitoring																				
6.6.1.1	Compares actual service levels to service levels specified in policies									X										The ability to compare the service level being achieved with the service level that is targeted
6.6.1.2	Generates initialization and control reports to create and evaluate forecasts									X										
6.6.1.3	Measures accuracy of forecasts (adjusted or unadjusted)									X										
6.6.1.4	Tracks accuracy of forecasted quantities by comparing planned and actual data									X										
6.6.1.5	Monitors high quantity demand signals									X										Analyzes high quantity demand signals in order to assess the need to redefine forecasting algorithms.
6.6.1.6	Generates statistical or focus forecasts automatically to update inventory									X										
6.6.1.7	Conducts simulation to test policies									X										
6.6.1.8	Generates initialization or simulation reports for safety stock									X										
6.6.1.9	Creates demand forecasting units for a product line or a group of product lines that may not correspond to physical stocking locations									X										
6.6.1.10	Users specify stock-keeping units (SKU) and demand forecasting units (DFU) to use in demand forecasting									X										
6.6.1.11	User-defined analysis periods									X										
6.6.1.12	User-defined data aggregation, grouping by sales region, product line, or customer									X										
6.6.1.13	Customizable forecast periods, ranges of tolerance, data points, and data presentation									X										
6.6.2 Modelling Requirements																				
6.6.2.1	Uses beta factor to resolve forecasting errors									X										
6.6.2.2	Analyzes performance by comparing forecasted demand to actual demand by period or product aggregate specified by user									X										
6.6.2.3	Creates "what-if" scenarios for a product to test alternate scenarios or models									X										
6.6.2.4	Uses forecasting algorithms to generate several forecasts for an item, to generate the ideal forecast according to historical data									X										
6.6.2.5	Compares forecast demand performance to historical sales data									X										
6.6.2.6	Evaluates forecast models for accuracy based on historical data									X										
6.6.2.7	Generates different forecasts according to various demand hypotheses									X										
6.6.2.8	Confidence factors incorporated into forecasting model									X										
6.6.2.9	Uses statistics to forecast trended demand, seasonal demand changes, and increase in demand during promotions									X										
6.6.2.10	Adjusts forecasts according to fluctuating demand using adaptive or exponential smoothing, moving average, and weighted moving average									X										In adaptive smoothing forecasts are automatically adjusted; in exponential smoothing uses exponential functions to discount underlying forecasts.
6.6.2.11	Flags violations of demand thresholds at product unit level									X										
6.6.2.12	Imports forecast data from spreadsheet									X										
6.6.2.13	Forecast is adjusted automatically according to information on selling patterns, which is received by electronic transmissions									X										
6.6.2.14	Multilevel aggregating or disaggregating									X										Multilevel aggregating or disaggregating refers to demand forecasting--the ability to roll up and drill down demand forecasts. For example, widgets per month per store, per town, per region, per country, per continent--sums these up and breaks them down. It also means the aggregation and disaggregation into product families and single items (for example, sedans--family versus compact models)
6.6.2.15	Matches forecast model to selected historical data									X										
6.6.2.16	Tracks demand fluctuations caused by extraneous events									X										
6.6.2.17	User-defined normal, seasonal, and promotional demand									X										
6.6.2.18	Model takes demand anomalies into consideration									X										
6.6.2.19	Classifies and orders demand structure from product family level to product unit detail									X										
6.6.2.20	Permits variable length periods for demand data									X										
6.6.3 Tracking & Forecasting																				

6.6.3.1	Demand forecast breaks down according to discrete profiles									X	The capacity to create demand forecasts based on single-component characteristics such as product brand, sales region, customer profile, or channel	
6.6.3.2	Aggregate forecasts break down into specific forecasts at unit level									X		
6.6.3.3	Provides details of items in product group forecasts to create more detailed forecasts									X		
6.6.3.4	Generates product family forecasts by rolling up detailed forecasts for items that are related									X		
6.6.3.5	Sends signals to users when forecast has errors or an activity is not within threshold levels									X		
6.6.3.6	Various algorithms are available for generating forecast summaries at aggregate level, as well as forecasts at the product family or item level									X		
6.6.3.7	Displays actual and forecast demand by customizable period									X		
6.6.3.8	Generates consolidated forecasts by part number and covering all facilities									X		
6.6.3.9	Uses sales history or demand pattern data of existing products to create forecast for new similar items									X		
6.6.3.10	Generates detailed forecasts by item number or SKU, that can be aggregated									X		
6.6.3.11	Overwrites or consolidates forecasts at item level									X		
6.6.3.12	Accumulation of old forecasts into future periods									X		
6.6.3.13	Generates demand forecasts									X		
6.6.3.14	Users can create forecasts for each item included in a multi-level bill of materials									X		
6.6.3.15	Users can create forecasts by demand class, by item, by customer, by product family, by model, and by option classes									X		
6.6.3.16	Estimates percentage of future demand based on existing data for item-level components									X		
6.6.3.17	Forecast percentage included in forecast calculation									X		
6.6.3.18	User-defined component level forecast									X		
6.6.3.19	Provides mean absolute deviation (MAD) to use when calculating safety stock									X	Mean absolute deviation (MAD): The average of the absolute values of the deviations of observed values from some expected value. MAD can be calculated based on observations and the arithmetic mean of those observations (forecast vs. actual demand). An alternative is to calculate absolute deviations of actual sales data minus forecast data. These data can be averaged in the usual arithmetic way or with exponential smoothing.	
6.7	Reservations and Allocations											
6.7.1	Allocations										Some of the following may require manual intervention	
6.7.1.1	Immediate allocation of inventory quantities to backorders	X										
6.7.1.2	Available inventory reduced at time of sales order entry	X										
6.7.1.3	Customizable rules for reallocating inventory across open orders	X										
6.7.1.4	Assigns and displays available back-ordered products by location	X										
6.7.1.5	Allocates back-ordered items by location according to customizable criteria	X										
6.7.1.6	Specifies accounts for which no backorders are to be carried	X										
6.7.1.7	Reverses back-order status of inventory upon order rejection	X										
6.7.1.8	Inventory allocation as order is released for ALL orders	X									The ability to automatically assign, track, and manage back order allocation against all orders so that scheduled deliveries only count against the back order as of effectivity dates	
6.7.1.9	Allocates material and capacity to orders	X									Allocates items, item components, or assembly resources to orders	
6.7.1.10	Capacity allocation by individual requirement source	X										
6.7.1.11	Creates reserve allocations for items	X									Reserve allocations can be used by other requirements if the allocations to those requirements have been exhausted.	
6.7.1.12	Displays online detailed information about allocations, pegging it to other data	X										
6.7.1.13	Users can manually override back-ordered items that have been allocated	X										
6.7.1.14	Flags allocated items when quantities fall below reorder levels	X										
6.7.2	Reservations											
6.7.2.1	Reservation days—time fence between soft and hard allocations									X	Reservation days refers to the number of days a client can put an item on hold. Soft allocation is the assignment of goods not yet received or committed to an order. Hard allocation is the assignment of a stocked (inventory) item to a sales order.	
6.7.2.2	Displays online and in real time resources and inventory that are available in a specific location									X		
6.7.2.3	Users can manually reserve inventory or place it on hard hold for a specific order									X		
6.7.2.4	Users assign define criteria for creating reservations and a hierarchy for sequencing them									X		
6.7.2.5	Reserved inventory allocation by order account									X	Allocates stock by order account for future deliveries	
6.7.2.6	Reserves product and confirms shipping date upon receipt of order									X		
6.7.2.7	User determines how lots will be reserved; oldest lot is automatically reserved first by default									X		
6.7.2.8	Picking methods will determine the quantities reserved									X		
6.7.3	Other											
6.7.3.1	Item balances maintained by grade specifications and lot number									X		
6.7.3.2	Finds alternative inventory sources if default sourcing link does not satisfy need									X	Finds alternative inventory sources if inventory is exhausted or lacking at primary source	
6.7.3.3	Displays storage limits by warehouse, lot number, or inventory allocation									X		
6.7.3.4	Reports actual or impending shortages									X		
6.8	Adjusting Inventory											
6.8.1	Manual adjustments to inventory values	X										
6.8.2	User specifies reason codes for adjusting inventory, such as cycle count or poor quality	X										
6.8.3	Secure access via control number to modify inventory transactions									X	Permissions and menu access	
6.8.4	Displays inventory balance information before and after adjustments	X										
6.8.5	Inventory adjustments tracked for reporting purposes	X										
6.8.6	Authorization on individual transaction level									X	Location based Reorder Report can be scheduled	
6.8.7	Generates automatic reorders	X										
6.8.8	Users define rules for overstock and understock exceptions									X		

7 Reporting and Analysis										
7.1 Reporting										
7.1.1 Accessibility										
7.1.1.1	Real time reports access operational data stores	X								
7.1.1.2	Generates reports automatically	X								
7.1.1.3	Web query	X								
7.1.1.4	Ad-hoc queries	X						SUPPORTED		
7.1.1.5	Column-based indexing for faster data retrieving	X								
7.1.1.6	Navigates all connected relational databases	X						SUPPORTED		
7.1.1.7	Interactive data exploration with analytics	X								
7.1.1.8	Desktop interface to advanced analytics	X						SUPPORTED		
7.1.1.9	Multiple data sources and platforms	X								
7.1.1.10	VLDB drivers						X	SUPPORTED		
7.1.1.11	Multiple table inserts						X	SUPPORTED	Multiple tab inserts provide the ability to insert into more than one table with a single SQL statement	
7.1.1.12	Table functions						X		Table functions eliminate the need to stage data into physical objects during complex data transformation.	
7.1.1.13	Accesses delimited ASCII files	X						SUPPORTED		
7.1.1.14	Accesses fixed format ASCII	X								
7.1.1.15	Schedules information alerts based on specified conditions	X						NOT SUPPORTED		
7.1.1.16	24x7 server availability	X								
7.1.1.17	Real time access to operational data	X								
7.1.1.18	Report drill through from OLAP cubes	X								
7.1.1.19	Report drill through from zero data cubes						X			
7.1.1.20	Tree-style structure that logically organizes database columns into folders						X			
7.1.1.21	Embedded production report writers	X								
7.1.1.22	Batch production and distribution of reports	X								
7.1.1.23	Combines multiple reports into a single "report dashboard"	X								
7.1.1.24	Exports reports to other formats	X								
7.1.1.25	Multiple format support including HTML, Excel, and PDF	X						SUPPORTED		
7.1.1.26	Integrates with Microsoft Front Page and other HTML development tools						X			Microsoft Front Page was discontinued in 2003.
7.1.1.27	Interface with Microsoft Analysis Services and Hyperion Essbase						X			
7.1.1.28	SAP BW						X			
7.1.1.29	Java-based reporting tool						X			
7.1.1.30	Custom Java tag library reduces the amount of coding required to integrate reports into JSP pages						X			
7.1.1.31	Object-oriented 4GL						X			
7.1.1.32	Graphical interface avoids complex languages, such as C or Java						X			
7.2 Reporting Capabilities										
7.1.2.1	Step-by-step report creator	X								
7.1.2.2	Point-and-click graphics tool	X							Point-and-click graphics tool give users a complete look at the data from every possible angle.	
7.1.2.3	Hides or drills down to detailed information	X								
7.1.2.4	Pre-set templates	X								
7.1.2.5	Saves, schedules, and publishes reports	X								
7.1.2.6	Multiblock reports	X								
7.1.2.7	Report catalog and report serving	X								
7.1.2.8	P&L reporting	X								
7.1.2.9	Data-manipulation capabilities for row and cumulative totals	X								
7.1.2.10	Cross-tabs break a report across an unlimited amount of categories	X								
7.1.2.11	Desktop and web reporting interfaces	X								
7.1.2.12	Identifies exceptions in report	X								
7.1.2.13	Automates the generation of reports	X								
7.1.2.14	Publishes report templates for others to be modified	X								
7.1.2.15	Formats tools to change fonts, colors, styles, column and row sizes, and alignment	X								
7.1.2.16	Automatically drill through to several reports from a single page	X								
7.1.2.17	Accesses analytics from Microsoft Office applications	X								
7.1.2.18	Report wizards guides users through analytical and reporting tasks	X								
7.1.2.19	Exception highlighting shows values in a report that are above or below a value range	X								
7.1.2.20	Creates metrics	X								
7.1.2.21	Users can view, create, modify, print, and forward reports	X								
7.1.2.22	Auto save	X								
7.1.2.23	Proactive drill-down options, including automatic, conditional, and in all supported formats	X								
7.1.2.24	Cascading style sheets						X			
7.1.2.25	Financial reporting and analysis including intuitive ad hoc, OLAP, and forecasting	X								
7.1.2.26	Unicode	X								
7.1.2.27	Creates subsets for the logical groupings of information	X								
7.1.2.28	Nested crossslabs and charts	X								
7.1.2.29	Data explorer	X								
7.1.2.30	Report explorer	X								
7.1.2.31	Repository explorer	X								
7.1.2.32	Field explorer	X								
7.1.2.33	Graphical table linking	X								
7.1.2.34	Field mapping between databases	X							Via SSRS	
7.1.2.35	Custom templates	X								
7.1.2.36	Preview window	X								
7.1.2.37	Asymmetric reporting provides a customized view of OLAP grids						X			
7.1.2.38	GUI, drag-and-drop development environment	X								
7.1.2.39	Adds columns	X								
7.1.2.40	Adds filters	X								
7.1.2.41	Creates analytic workflows	X								
7.1.2.42	Calculates initial insights into the data quickly and easily	X								
7.1.2.43	Data groups can be defined and customized by users	X								

8.1.2 Metadata Capture											
8.1.2.1	Assign or automatically capture metadata element values as a single content object is captured or imported	X									The ECM solution can assign or automatically capture metadata element values at the same time as a single content object is captured or imported, all content objects contained within a content collection that are imported and selected content objects contained within a content collection that are imported.
8.1.2.2	Capture metadata element values from the desktop or file	X									The ECM solution captures metadata element values from the desktop or file, and populate selected values into the metadata element data entry form.
8.1.2.3	Automatic capture of metadata element value to be configured	X									The ECM solution allows automatic capturing of metadata element values to be configured according to distinct content object type requirements (e.g. specify, author, time, date, content object type, etc.).
8.1.2.4	Provide metadata element value selection from pick lists generated from imported controlled vocabularies or thesauri								X		
8.1.2.5	Enforce single value from a pick list of metadata element values	X									
8.1.2.6	Import content objects which already have metadata elements with assigned values	X									
8.1.2.7	Filter and import metadata elements and values in CSV, HTML, or XML				X						
8.1.2.8	RTF	X									
8.1.2.9	CSV	X									
8.1.2.10	Recognize Microsoft Word properties								X		Future Functionality, when and if provided, will be released on the same timeline as the functionality is made generally available to customers under a maintenance agreement with Tyler. If a customer requires that such functionality be committed to within the contract, the functionality will be treated as a custom modification, payable by the customer.
8.1.2.11	Recognize other word processing application properties (such as LibreOffice.org Writer)								X		
8.1.2.12	Map metadata element value creation into workflow processes				X						
8.1.2.13	Update metadata element values on imported objects to a single imported content object	X									
8.1.2.14	Update metadata element values on imported objects to all content objects in an imported content collection	X									
8.1.2.15	Update metadata element values on imported objects to selected content objects in an imported content collection	X									
8.1.2.16	Title field can be edited once a content object has been captured/imported	X									
8.1.2.17	Notes or description field can be edited once a content object is captured or imported	X									
8.1.2.18	Date field can be edited once a content object is captured or imported	X									
8.1.2.19	Disposal authority field can be edited once a content object has been captured/imported	X									
8.1.2.20	Metadata elements can be edited without enforcing or restricting the original data captured once a content object has been captured/imported	X									
8.1.2.21	Metadata element values on imported content objects, and for imported content collections can automatically be created	X									
8.1.2.22	Metadata element values can automatically be created on imported content objects, and for imported content collections, based on author's profile				X						Verification service meets this need.
8.1.2.23	Metadata element values on imported content objects can automatically be created, and for imported content collections based on predefined metadata element value rules setup in the system				X						
8.1.2.24	The author can manually override automatically created metadata element values during capture and import	X									
8.1.2.25	Data entry (completion) of mandatory metadata elements is enforced	X									
8.1.2.26	Authors notified of duplicate metadata element value or content during creation								X		
8.1.2.27	Reporting of the use or selection of non-preferred terms or stop words								X		Reports on the use/selection of non-preferred terms or stop words as metadata element values, based on a configured thesauri.
8.1.3 Supported File Formats											
8.1.3.1	Microsoft Office products (Word, Excel, PowerPoint, Project, Visio)	X									
8.1.3.2	OpenDocument Format (ODF)	X									This refers to the OASIS Open Document Format for Office Applications. It is commonly supported in applications such as OpenOffice.org (Writer, Calc, Impress, Draw)
8.1.3.3	XML	X									
8.1.3.4	HTML	X									
8.1.3.5	XSLT	X									
8.1.3.6	CSS	X									
8.1.3.7	PDF	X									
8.1.3.8	JPEG	X									
8.1.3.9	GIF	X									
8.1.3.10	PNG	X									
8.1.3.11	BMP	X									
8.1.3.12	TIFF	X									
8.1.3.13	E-mail (such as Outlook messages)	X									
8.1.3.14	E-mail attachments	X									
8.1.3.15	Geo-spatial documents or data	X									
8.1.3.16	Databases (e.g. Microsoft SQL or Access, Oracle, DB2, Sybase, MySQL, PostgreSQL)	X									
8.1.3.17	Adobe Photoshop (PSD files)	X									

8.3.8.8	Outline what security controls are available (if any) for the creation, deletion, modification, and viewing of annotations or comments	X										Outlines what security controls are available (if any) for the creation, deletion, modification and viewing of annotations or comments.	
8.3.8.9	Provide templates for MS Office (or other office productivity) applications										X		
8.3.8.10	Allow templates to be added at any time										X		
8.3.8.11	Declare a template superseded and not to be used										X		
8.3.8.12	Present the current template to authors by default										X		
8.3.8.13	Link templates to metadata elements at capture										X		
8.3.8.14	Copy a portion of text in a document and add that to another document	X											
8.3.8.15	Copy an image in a document and add that to another document	X											
8.3.8.16	Change the font of text within a document										X		Future Functionality, when and if provided, will be released on the same timeline as the functionality is made generally available to customers under a maintenance agreement with Tyler. If a customer requires that such functionality be committed to within the contract, the functionality will be treated as a custom modification, payable by the customer.
8.3.8.17	Change the size of text within a document										X		Future Functionality, when and if provided, will be released on the same timeline as the functionality is made generally available to customers under a maintenance agreement with Tyler. If a customer requires that such functionality be committed to within the contract, the functionality will be treated as a custom modification, payable by the customer.
8.3.8.18	Split a single document into multiple documents	X											
8.3.8.19	Split a multi-page document into multiple single-page documents	X											
8.3.8.20	Insert hyperlinks in a document to refer to other documents										X		
8.3.9	Document Check-in/Check-out												
8.3.9.1	Provide a check-out facility which locks the original document	X											
8.3.9.2	Identify and records which authors have checked-in/checked-out documents	X											
8.3.9.3	Single file and batch methods for document check-in/check-out	X											
8.3.9.4	Create a new version upon check-in										X	Checking-in a document unlocks the original document and if the document has been edited, the ECM solution automatically creates a new version.	
8.3.9.5	Author of a record can check-in or unlock a document checked out by another author	X											
8.3.10	Version Control												
8.3.10.1	Manage versions separately but as related entities while maintaining a link between them	X											
8.3.10.2	Later versions inherit metadata elements assigned to previous versions	X											
8.3.10.3	Determine if the record being checked in has changed for a new version number	X										The ECM solution determines if the record being checked in has changed to confirm if a new version or release is required.	
8.3.10.4	Support two level version/release structure											The ECM solution supports a two level version or release structure, whereby the user can specify whether the document being checked in is a new version of a new release.	
8.3.10.5	Make only the most recent version of a document is accessible by default	X											
8.3.10.6	Provide a list of all versions for selection with the latest version first	X											
8.3.10.7	Create a human-readable version title within the document profile	X											
8.3.10.8	Store multiple renditions produced for presentation as separate versions	X										The ECM solution can multiple renditions produced for presentation as separate versions of the record object.	
8.3.10.9	Keep every version of a document until it is declared a record	X										The ECM solution keeps every version of a document until it is declared a record, presenting the user with the option to save all versions of the document or only save the final version that is declared a record.	
8.3.10.10	Manual revision numbering										X		
8.3.10.11	Automatic revision numbering	X											
8.3.11	Document Searching and Retrieval												
8.3.11.1	Search capability for documents based on metadata elements	X											
8.3.11.2	Search capability based on two or more metadata elements simultaneously	X											
8.3.11.3	Full-text searching	X											
8.3.11.4	Viewer highlights the search field in the document	X											
8.3.11.5	Fully featured search ability for document profiles	X											
8.3.11.6	Fully featured search ability for record profiles									X			
8.3.11.7	Fully featured search ability for full text search	X											
8.3.11.8	Queries use database indexes	X											
8.3.11.9	Profile index update is executed in real-time	X											
8.3.11.10	Save complex searches with unique identity	X											
8.3.11.11	Save search results and make them available for general use	X											
8.3.11.12	Operations are consistent with access control, authoring, and viewing permissions	X											
8.3.11.13	Allow for soundex and phonetic searching										X		

8.3.16.24	Allows created documents to be stored in their native formats	X																						
8.3.17 Interfaces compatibility																								
8.3.17.1	An electronic fax or fax server																							The ECM solution should provide an interface with the following:
8.3.17.2	Voice mail																							
8.3.17.3	Digitized sounds																							
8.3.17.4	Executable documents																							
8.3.17.5	Compressed documents																							
8.3.17.6	Web pages in HTML format	X																						
8.3.17.7	Web pages in XML format	X																						
8.3.18 Saving Document Types																								
8.3.18.1	Save documents from File menu directly to the system		X																					
8.3.18.2	Save from within a Lotus Notes environment into the system												X											
														X										Future Functionality, when and if provided, will be released on the same timeline as the functionality is made generally available to customers under a maintenance agreement with Tyler. If a customer requires that such functionality be committed to within the contract, the functionality will be treated as a custom modification, payable by the customer.
8.3.18.3	Save from within a Microsoft Outlook environment into the system																							
8.3.18.4	Save from within other groupware/e-mail collaboration environments into the system													X										
8.3.18.5	Save e-mail attachments	X																						
8.3.18.6	Indicate if document is confidential or publicly available prior to saving	X																						
8.3.18.7	Documents default to "publicly available" when saving	X																						
8.3.18.8	Publicly available documents trigger a profile screen														X									
8.3.18.9	Confidential selection allows documents to be saved outside the document management environment														X									
8.3.19 Image Scanning																								
8.3.19.1	Manage the scanning process, and prompts for profile creation during that process	X																						
																X								
8.3.19.2	Allocate or assign a unique identification number to each page																							
8.3.19.3	Capture documents containing multiple pages	X																						
8.3.19.4	Allow viewing of multi-page image objects	X																						
8.3.19.5	Export scanned image files	X																						
8.3.19.6	Allow scanned images to be viewed prior to storage	X																						
8.3.19.7	Automatically identify the scanned image as a new record		X																					
8.3.19.8	Capture all information to ensure faithful reproduction	X																						
8.3.19.9	Allow automatic metadata capturing	X																						
8.3.19.10	Scan both single- and double-sided pages from a single pass	X																						
8.3.19.11	Facilities for separator sheets	X																						
8.3.19.12	Show every scanned image as a separate document	X																						
8.3.19.13	Scan using TWAIN API	X																						
8.3.19.14	Scan using ISIS API													X										
8.3.19.15	Integrate with all types of scanners without native device drivers	X																						
8.3.19.16	Provide OCR capability for multiple character types	X																						
8.3.19.17	Analyze pages to identify frames, tables, and separations for OCR purposes	X																						
8.3.20 Document and Record Storage																								
8.3.20.1	Store all types of documents and records	X																						
8.3.20.2	Support a methodology for a hierarchy of storage options		X																					
8.3.20.3	Set different default repositories for different record types		X																					
8.3.20.4	Limit storage capacity of an electronic repository				X																			
8.3.20.5	Generate warnings when close to exceeding the storage capacity	X																						
8.3.20.6	Prevent any conflicts caused by changes or alterations to storage locations		X																					
8.3.20.7	Archive a range of storage media	X																						
8.3.20.8	Configurable size limitation for documents and records to be stored	X																						
8.3.20.9	Compress documents and records to maximize the use of storage volume	X																						S3.
8.3.21 Bar Code Support																								
8.3.21.1	Bar code reader interface	X																						
8.3.21.2	Generate a bar code number	X																						
8.3.21.3	Generate bar code in hardcopy	X																						
8.3.21.4	Hard copy bar code uniquely identifies the record	X																						
			X																					Location being document type.
8.3.21.5	Automatically allocate an individual barcode number to each location																							
8.3.21.6	Allow audits to be conducted using hand held scanners																							
8.3.22 Conversion																								
8.3.22.1	Convert to a different specified format															X								

8.3.22.2	Store multiple formats and cross reference each	X																The ECM solution can store both the record object in its superceded format and the record object in its new format, both being cross referenced objects.	Can only convert to PDF, but can access original file type.
8.3.22.3	Automatic cross-referencing	X																	
8.3.22.4	Perform validation tests	X																The ECM solution performs validation tests on completion of the conversion process to ensure all the data is present.	
8.3.22.5	Update metadata elements	X																The ECM solution can update metadata elements for each record object including conversion process details included	
8.3.22.6	Convert document formats to JPEG standard for storing										X							Joint Photographic Experts Group (JPEG) is an image format.	
8.3.22.7	Convert document formats to TIFF for storing	X																Tagged Image File Format (TIFF) is an image standard.	Works for scanning.
8.3.23 Document Workflow																			
8.3.23.1	Provide document workflow and task routing	X																	
8.3.23.2	Allow workflows to be retained for the life of the document	X																The ECM solution allows the workflow associated with the document to be retained for the life of the document held within the system.	
8.3.23.3	One document can have more than one workflow process	X																	
8.3.23.4	Simple tooling to implement and configure workflow processes	X																	
8.3.23.5	Interface for configuring workflow processes	X																	
8.3.23.6	Reporting to determine the processing status of a document										X								Future Functionality, when and if provided, will be released on the same timeline as the functionality is made generally available to customers under a maintenance agreement with Tyler. If a customer requires that such functionality be committed to within the contract, the functionality will be treated as a custom modification, payable by the customer.
8.3.23.7	Time and date indication for pass-through of each stage	X																The ECM solution provides an interface which indicates the time and date that the document passed through each stage of the workflow process.	
8.3.23.8	Provide workflow for business processes with no document component		X																
8.3.23.9	Record an action date for items more than fifteen years in the future	X																	
8.3.23.10	Record workflow actions reassigned by author	X																	
8.3.23.11	Record workflow actions reassigned by role	X																	
8.3.23.12	Record workflow actions reassigned by group	X																	
8.3.23.13	Provide list of outstanding workflow actions	X																	
8.3.23.14	Close an item without completion and remains in "to do" list	X																The ECM solution allows authors to close an item without completion at any workflow step so that it remains in their "to do" list.	
8.3.23.15	Flag items with a "partially completed" tag										X							The ECM solution allows workflow items to be flagged as "partially completed" should authors partially finish actioning an item.	
8.3.23.16	Action items appear in more than one author's "to do" list	X																	
8.3.23.17	Unanimous and non-unanimous workflow										X							The ECM solution supports both unanimous and non-unanimous workflow, e.g. either all of the people in one step of the workflow must action the item, or the item will be actioned as soon as one person in the step actions the item.	
8.3.23.18	Automatically capture the workflow metadata upon completion	X																	
8.3.23.19	Capture metadata and changes document into record	X																The ECM solution provides the ability for users to select a button or something similar, at completion of a workflow, which automatically captures the workflow metadata and declares the document a record.	
8.3.23.20	Sort the list of outstanding workflow actions by name of the workflow process	X																	
8.3.23.21	Sort the list of outstanding workflow actions by the due date	X																	
8.3.23.22	Sort the list of outstanding workflow actions by the date received	X																	
8.3.23.23	View previous authors involved with the workflow process	X																	
8.3.23.24	View the next author(s) involved with the workflow process	X																	
8.3.23.25	View the completion status	X																	
8.3.24 Document Workflow Access Control																			
8.3.24.1	Specify permission association	X																The ECM solution can specify permissions to associate or initiate a document with a specific author, role, or group.	
8.3.24.2	Specify permissions after initiation	X																The ECM solution allows permissions to be specified in specific workflow steps. Permissions include specific staff, roles, or both names staff and nominated roles.	
8.3.24.3	Provide the same access rules to workflow as to the associated document	X																The ECM solution applies the same rules to the workflow as it does for accessing the associated document	
8.3.24.4	Prevent sending the transaction to the next workflow step if the document is checked out	X																The ECM solution does not allow an author to send the transaction to the next workflow participant if the document is checked out.	
8.3.24.5	Force new version after editing of document	X																If a document is edited by a workflow author, the ECM solution will force the document to be saved as a new version.	
8.3.24.6	Latest version of a workflow is invoked by default	X																	
8.3.24.7	Automatically retain previous versions of a workflow process	X																	
8.3.24.8	Produce an error message if there is an attempt to invoke an earlier version of a workflow process										X								
8.3.25 Document Workflow Notification																			
8.3.25.1	Trigger notifications to nominated authors as a result of an action	X																	
8.3.25.2	Trigger notifications to nominated roles as a result of an action	X																	
8.3.25.3	Provide a message box when a pre-determined event or deadline has not been met											X							
8.3.25.4	Notification of urgent tasks	X																The ECM solution notifies authorized authors of urgent tasks that have been assigned to them.	

8.3.25.5	E-mail notification with link to workflow step	X																	The ECM solution manages the transfer of work between authors by sending an e-mail with a link to the next task in the workflow to the author.		
8.3.26 Document Workflow Reports																					
8.3.26.1	Statistical reporting environment for document workflows	X																			
8.3.26.2	Generate reports listing details with outstanding actions	X																	The ECM solution allows authors to generate reports on the number of workflows, and list details for the workflows with outstanding actions. Reports can be limited to specific workflow process names, current user names, and next-step, due date ranges		
8.3.26.3	Generate reports listing details with overdue actions									X									The ECM solution allows authors to generate reports on the number of workflows and lists the details for the workflows with overdue actions. Reports are able to be limited to specific workflow process names, current user names, and next step due date ranges.		
8.3.26.4	Report on current status of the document workflow	X																			
8.3.26.5	Report on date and time workflows were executed	X																			
8.3.26.6	Report on overdue workflow steps									X											
8.3.26.7	Report on workflows initiated prior to a given date, and which are still active									X											
8.3.26.8	Customize standard workflow reports	X																	The ECM solution allows an administrator or senior author to customize standard workflow reports and produce user definable reports on workflow statistics.		
8.3.27 Auditing																					
8.3.27.1	Log, trace, and audit for all activities	X																			
8.3.27.2	Reconstruct the access and modification history of a document	X																			
8.3.27.3	Provide information on which author registered the document	X																			
8.3.27.4	Provide information on which user(s) have viewed the document	X																			
8.3.27.5	Provide information on which author(s) have linked the document to another document	X																			
8.3.27.6	Provide information on which author(s) have deleted the document	X																			
8.3.27.7	Provide information on which author(s) have destroyed the document	X																			
8.3.27.8	Provide information on which user(s) checked out the document	X																			
8.3.27.9	Provide information on which author(s) changed the document	X																			
8.3.27.10	Provide information on which user(s) printed the document	X																			
8.3.27.11	Provide information on which user(s) e-mailed the document	X																			
8.3.27.12	Indicate completed workflow actions	X																			
8.3.27.13	Indicate amended workflow action	X																			
8.3.27.14	Report the date/time of auditing items	X																			
8.3.28 Network Overview																					
8.3.28.1	Cache for storage of images and documents	X																			
8.3.28.2	Document management functionality can operate on a single database	X																			
8.3.28.3	Document management functionality can operate in distributed database environment									X											
8.3.29 Document and Records Management Administration																					
8.3.29.1	Tools for easy author/user access	X																			
8.3.29.2	Tools to assist in the design of query screens									X											
8.3.29.3	Tools to assist in the conduct of maintenance work on the database where profiles are stored									X											
8.3.30 System Rollback and Recovery																					
8.3.30.1	Recovery and rollback facilities	X																			
8.3.30.2	Administrators can recover from failed or interrupted processes	X																			
8.3.30.3	Rollback plan from the commencement of the system's implementation for all data	X																	The ECM solution deploys with a rollback plan from the initial installation of the system for all metadata and documents entered into the system.		
8.3.30.4	Corrupt record management									X											
8.3.30.5	Process for recovering from the loss of a server	X																			
8.3.31 Document presentation																					
8.3.31.1	Change the order of documents using drag-and-drop	X																			
8.3.31.2	Integrated document viewer	X																			
8.3.31.3	Documents thumbnails automatically generated	X																			
8.3.31.4	Automatically rotate documents to correct the direction of documents									X											
8.3.31.5	Multiple viewer windows	X																			
8.3.31.6	Zoom in and out	X																			
8.3.31.7	Switch pages while displaying multi-page documents	X																			
8.3.31.8	Users can choose to view a document using the internal viewer or an external software	X																			
8.3.32 Electronic Signature																					
8.3.32.1	Generate simple electronic signature	X																	A simple electronic signature is digital information that is used as an identifier.		
8.3.32.2	Generate advanced electronic signature	X																	An advanced electronic signature is a type of digital signature that both identifies the signer and any changes made after the data has been signed.		
8.3.32.3	Generates qualified electronic signature	X																	A qualified electronic signature uses a qualified certificate generated through a Secure Signature Creation Device (SSCD).		
8.3.32.4	Automatically adds one or more electronic signatures to all assigned documents									X											
8.3.32.5	Automatically includes time stamp in electronic signature	X																			
8.3.32.6	Defines documents that require mandatory electronic signature	X																			
8.3.32.7	Recognizes invalid signature									X											
8.4 Security Management																					
8.4.1 Security																					
8.4.1.1	Role-based security for individual authors	X																	The ECM solution provides role-based security across all content objects, content collections, pages, downloadable files, forms, metadata, and templates for individual authors.		
8.4.1.2	Role-based security for group of authors	X																	The ECM solution shall provide Roles based security across all content objects, content collections, pages, downloadable files, forms, metadata and templates for group of authors.		
8.4.1.3	Role-based security for organizational unit of groups	X																	The ECM solution provides role-based security across all content objects, content collections, pages, downloadable files, forms, metadata and templates for organizational units of groups.		

8.4.1.4	Role-based security for individual domains/sites	X																		The ECM solution provides role-based security across all content objects, content collections, pages, downloadable files, forms, metadata, and templates for individual domains/sites		
8.4.1.5	Prevent "un-authorized viewing/access" after permanent deletion	X																		The ECM solution provides a mechanism for sensitive content to be deleted, to prevent un-authorized viewing/access after permanent deletion		
8.4.1.6	Prevent viewing of expired content	X																		The ECM solution prevents expired content objects and content collections from being viewed after the specified date and time.		
8.4.1.7	Allow access to checked-out content from a secure location	X																		The ECM solution makes "checked-out" content objects and content collections accessible from a secure location only.		
8.4.1.8	Create view-only format for content	X																		The ECM solution renders nominated content objects and content collections into a suitable, view-only and a "non-printable" format/ This prevents all other actions for specified types of classes of content objects and content collections.		
8.4.1.9	Revoking access and view privileges takes effect immediately	X																		The ECM solution immediately revokes all access and view privileges across an organizational unit (group of groups), a specific group (of authors), or individual.		
8.4.1.10	Restrict access based on profile	X																		The ECM solution restricts access when the security category in an author's profile is less than that in the document object.		
8.4.1.11	Restrict access based on document	X																				
8.4.1.12	Apply a security category to a file folder	X																				
8.4.1.13	Apply a security category to a document	X																				
8.4.1.14	Apply a security category to a record	X																				
8.4.1.15	Apply a security category to a user	X																				
8.4.1.16	Apply a security category to a group	X																				
8.4.1.17	Provide lower or equal security level in file structure	X																		Documents and records within a file folder should have a security category lower than or equal to the file folder.		
8.4.1.18	Encrypt documents using RSA algorithm											X								RSA is a computer algorithm that is used for signing and encryption		
8.4.1.19	Encrypt documents using AES											X								RSA stands for the names of the public encryption key's founders.		
8.4.1.20	Monitor user activities	X																		Advanced Encryption Standard (AES) is a US encryption standard.		
8.4.1.21	Separate access to document properties and document content	X																				
8.4.1.22	Restrict access to system functionality based on user profile	X																				
8.4.1.23	Provide access to a document based on a defined time period												X									
8.4.2	Authentication																					
8.4.2.1	Integrate with a group/rights repository in real-time	X																				
8.4.2.2	Integrate with an LDAP directory	X																				
8.4.2.3	Integrate with an ODBC/JDBC database												X									
8.4.2.4	Integrate with Microsoft Active Directory	X																				
8.4.2.5	Synchronize with a group/rights repository at a scheduled time		X																			
8.4.2.6	Support data authentication formats											X										
8.4.2.7	Support authentication via digital certificates	X																				
8.4.2.8	Support authentication via SSL	X																				
8.4.2.9	Single sign-on with all of the system components after authentication	X																		Once an author or user has been authenticated within an ECM solution, he or she will have a single sign-on with all of the system components, including ECM, RM/DM, workflow, collaboration, searching and reporting.		
8.4.2.10	Authentication is encrypted when stored or transmitted	X																				
8.4.3	Directory Management																					
8.4.3.1	Integrate with data directory for tracking										X									The ECM solution integrates with a staff/location/profile data directory, to track the location of hardcopy documents, files, or to manage workflows, staff locations, and user profiles.		
8.4.3.2	Data directory synchronization with the external master directory	X																		The ECM solution supports a staff or location data directory that can be synchronized automatically via a two way interface with an external master directory.		
8.4.3.3	Modify and update directory structures										X											
8.4.3.4	Integrate with profile directory structure that can be updated from within the repository										X									The ECM solution integrates with an author/user profile directory structure where author/user profile attributes are available and updateable within the repository.		
8.4.4	Role Management																					
8.4.4.1	Define roles within repository	X																				
8.4.4.2	Assign content access privileges to roles	X																		The ECM solution assigns content access privileges to roles which are assigned to authors or users stored within the Author/User/Security repository.		
8.4.4.3	Assign authors/users to one or multiple roles	X																		The ECM allows administrators to assign authors or users to one or multiple roles, or depending on the design of the ECM solution, administrators can assign one or multiple roles to individual authors, users, or to a group.		
8.4.4.4	Remove temporary role assignments	X																		The solution can remove temporary role assignments after a predefined period (date and time scheduling) has been reached.		
8.4.4.5	Assign temporary roles to authors/users and content objects and content collections	X																				
8.4.4.6	Restrict access using authentication processes	X																		The ECM solution restricts access by end authors or users to designate areas of a site (Internet, intranet, and extranet) or to a domain using authentication processes such as username and password login.		
8.4.4.7	Separate internal and external authors/users to ensure explicit privacy	X																				
8.4.5	Password and Privilege Management																					
8.4.5.1	Assign security levels to individual content objects or content collections	X																				
8.4.5.2	Assign security levels to individual authors/users or groups of authors/users	X																				
8.4.5.3	Allow temporary permissions to access content objects	X																				
8.4.5.4	Override permissions to release or unlock content	X																		The ECM solution gives administrators override permissions to release/unlock individual content objects and content collections.		
8.4.5.5	Manage content allocated to unused authors/users	X																		The ECM solution allows administrators to manage content objects as well as content collections allocated to authors or users who have left the organization.		

8.4.5.6	Restrict indexing and searching based on security	X																		The ECM solution restricts indexing and searching across individual content objects and content collections based on the security of the assigned role.		
8.4.5.7	Separate internal and external authors/users to ensure explicit privacy	X																				
8.4.5.8	Restrict viewing metadata element values based on the security	X																				
8.4.5.9	Restrict access to metadata element values based on the security	X																				
8.4.5.10	Restrict modifications to metadata element values based on the security	X																				
8.4.6	User Profiles																					
8.4.6.1	All authors allocated a unique ID	X																				
8.4.6.2	Access controls for individuals	X																				
8.4.6.3	Author privileges for individuals	X																				
8.4.6.4	Security profiles for individuals	X																				
8.4.6.5	Restrict read rights to documents according to author profiles	X																				
8.4.6.6	Restrict write rights to documents according to author profiles	X																				
8.4.6.7	Restrict modify rights to documents according to author profiles	X																				
8.4.6.8	Restrict create rights to documents according to author profiles	X																				
8.4.6.9	Restrict delete rights to documents according to author profiles	X																				
8.4.6.10	Restrict read rights to documents according to type of author	X																				
8.4.6.11	Restrict write rights to documents according to type of author	X																				
8.4.6.12	Restrict modify rights to documents according to type of author	X																				
8.4.6.13	Restrict create rights to documents according to type of author	X																				
8.4.6.14	Restrict delete rights to documents according to type of author	X																				
8.4.6.15	Restrict read rights to documents according to group	X																				
8.4.6.16	Restrict write rights to documents according to group	X																				
8.4.6.17	Restrict modify rights to documents according to group	X																				
8.4.6.18	Restrict create rights to documents according to group	X																				
8.4.6.19	Restrict delete rights to documents according to group	X																				
8.4.6.20	Store location, position, role, group, group manager, phone number, and e-mail address to an individual author	X																				
8.4.6.21	Automatically create an author profile through interfacing with LDAP	X																				
8.4.6.22	Restrict print rights to documents according to author profiles	X																				
8.4.6.23	Restrict upload rights to documents according to author profiles	X																				
8.4.6.24	Restrict download rights to documents according to author profiles	X																				
8.4.6.25	Restrict printing rights to documents according to type of author	X																				
8.4.6.26	Restrict upload rights to documents according to type of author	X																				
8.4.6.27	Restrict download rights to documents according to type of author	X																				
8.4.6.28	Restrict printing rights to documents according to group	X																				
8.4.6.29	Restrict upload rights to documents according to group	X																				
8.4.6.30	Restrict download rights to documents according to group	X																				
8.5	Performance, Backup, and Recovery																					
8.5.1	Reliability and Performance																					
8.5.1.1	User input and requests are completed within 3 seconds, 90 percent of the time	X																				
8.5.1.2	Simple database queries are completed within 3 seconds, 90 percent of the time	X																				
8.5.1.3	All database queries (including complex) are completed within 30 seconds, 90 percent of the time	X																				
8.5.1.4	Complex database queries do not prevent other transactions from being undertaken	X																				
8.5.1.5	All transactions provide progress feedback on the user's screen	X																				
8.5.1.6	Total scalability with sites and users	X																				
8.5.1.7	Can be deployed without a single point of failure	X																				
8.5.1.8	Checked-out content can be worked on even if connectivity to the repository is lost								X													
8.5.2	Backup and Recovery																					
8.5.2.1	Manual process for server failure recovery	X																				
8.5.2.2	Automatic process server failure recovery	X																				
8.5.2.3	Automatically database backups at specified dates and times	X																				
8.5.2.4	Content objects classed with specific categories or metadata elements can be set for backup	X																				
8.5.2.5	Administration module enables customized recovery processes								X													
8.5.2.6	Content recovery functionality for non-technical business users								X													
8.5.2.7	Recover from one web server to another via FTP								X													
8.5.2.8	Recover from one web server to another via SFTP								X													
8.6	Workflow Management																					
8.6.1	Workflow Design																					
8.6.1.1	Non-technical authors can create workflows	X																				
8.6.1.2	Workflows can be designed using a graphical tool	X																				
8.6.1.3	Draw or drag-and-drop workflow steps in a graphical workspace	X																				
8.6.1.4	Split and re-link or join workflow steps	X																				
8.6.1.5	Import workflow step designs from external products								X													
8.6.1.6	Workflow does not require additional engine/plugin-ins	X																				
8.6.1.7	Third party or external workflow engines can be integrated								X													
8.6.1.8	Workflow software does not require purchase of additional licenses	X																				
8.6.1.9	System calendar distinguishes work days, holidays, and start and end times for the workflow engine								X													
8.6.1.10	User update-able calendar to ensure workflows are not assigned to absent staff								X													
8.6.1.11	Restrict workflows to specific content object types	X																				

8.6.1.12	Allow access to user profile and location values for selection, filter, and update										X	The ECM solution allows workflow steps to access user profile and location values from the directory for the purposes for selection, filter and update.	
8.6.1.13	Workflow steps accessible the related content object	X										The ECM solution allows workflow steps to access the related content object, the content object's metadata schemas, metadata elements, and metadata element values (including linked or related content objects), with the ability to update metadata element values.	
8.6.1.14	Workflows are triggered by discovery of a content object type instance										X	Workflows can be triggered by the discovery of a content object type instance, or the change of a content object's metadata element value.	
8.6.1.15	Mandatory or optional status can be assigned to a workflow or workflow step	X											
8.6.1.16	Workflow instances are rerouted manually	X											
8.6.1.17	Designers configure modifications to various roles/individuals based on workflow status										X		
8.6.1.18	Reroute workflow automatically if not responded to within a certain time frame										X		
8.6.1.19	All supported content object types can be attached to a workflow	X											
8.6.1.20	Title and number is assigned to a workflow and workflow instance	X											
8.6.1.21	Target date and times are assigned to a workflow										X	The ECM solution allows target date and times to be assigned to a workflow, including a time range (e.g. within ten days from tomorrow).	Future Functionality, when and if provided, will be released on the same timeline as the functionality is made generally available to customers under a maintenance agreement with Tyler. If a customer requires that such functionality be committed to within the contract, the functionality will be treated as a custom modification, payable by the customer.
8.6.1.22	Scheduled dates and times are assigned a workflow instance and individual workflow steps										X		Future Functionality, when and if provided, will be released on the same timeline as the functionality is made generally available to customers under a maintenance agreement with Tyler. If a customer requires that such functionality be committed to within the contract, the functionality will be treated as a custom modification, payable by the customer.
8.6.1.23	A variety of user roles within a workflow can be established	X											
8.6.1.24	Assign workflow based on the type of content object	X											
8.6.1.25	Assign workflow to roles	X											
8.6.1.26	Assign workflow to users	X											
8.6.1.27	Trigger the designer in assuring the assigned user or role has sufficient rights to execute the workflow action										X		
8.6.1.28	Workflow processes support sequential actions	X											
8.6.1.29	Workflow processes support parallel actions for author/review processes	X											
8.6.1.30	Workflow processes support parallel actions for approval/publish processes	X											
8.6.1.31	Workflow processes support parallel actions for archive processes	X											
8.6.2	Workflow Use												
8.6.2.1	Integrate and synchronize desktop time-management calendars and task lists with staff										X	The ECM solution integrates with staff desktop time-management calendars and task lists (Lotus Notes and Outlook) and synchronize data between the system and the desktop (e.g. update the ECM system calendar and task list with desktop calendar and task list and vice versa).	
8.6.2.2	Represent workflow instance status, active step and current requirements	X										The ECM solution clearly represents to users, in a graphical fashion via selection, workflow instance status, active step (name/number/owner) and current requirements.	
8.6.2.3	Add comments to workflow instances, and to attached content object's metadata elements	X											
8.6.2.4	Highlight comments through a "track changes" function											The ECM solution allows end user comments to be highlighted through a "track-changes" function, which relates individual comments to a particular end user.	
8.6.2.5	Retain workflow instance comments and metadata element values					X						The ECM solution retains workflow instance end user's comments' and other significant metadata element values regarding author, date and time of annotation.	
8.6.2.6	Acknowledge receipt or conforms delivery as part of a defined workflow	X										The ECM solution shall acknowledge receipt of a content object or conform delivery of a content object as part of a defined workflow.	
8.6.2.7	Allow users to skip workflow steps and force "end state"	X											
8.6.2.8	Allow end users to navigate their tasks, through actions and comments	X											
8.6.2.9	Display workflow step actions and requirements in a text report display	X										The ECM solution provides a viewer that displays workflow step actions and requirements in a text report display.	
8.6.2.10	Control and interact with workflow instances: creation, activation, suspension, termination	X										The ECM solution allows administrators or end users to control and interact with workflow instances: creation, activation, suspension, termination, subject to appropriate authority rights.	
8.6.2.11	Set workflow "action tracking" functions on content										X	The ECM solution allows end users to set simple workflow "action tracking" functions on discrete content objects or content collections.	

8.6.6.2	View content post approval but prior to publication											X			The ECM solution views content objects in-context via a browser, to see how the content object will appear in the site(s) - WYSIWYG preview post approval and prior to publication.	Future Functionality, when and if provided, will be released on the same timeline as the functionality is made generally available to customers under a maintenance agreement with Tyler. If a customer requires that such functionality be committed to within the contract, the functionality will be treated as a custom modification, payable by the customer.
8.6.6.3	Preview pages are not exposed to external search engines											X				Future Functionality, when and if provided, will be released on the same timeline as the functionality is made generally available to customers under a maintenance agreement with Tyler. If a customer requires that such functionality be committed to within the contract, the functionality will be treated as a custom modification, payable by the customer.
8.6.6.4	Manage reviewer comments or annotations independently											X			The ECM solution manages reviewer comments and annotations independently from the original content object or content collection.	Future Functionality, when and if provided, will be released on the same timeline as the functionality is made generally available to customers under a maintenance agreement with Tyler. If a customer requires that such functionality be committed to within the contract, the functionality will be treated as a custom modification, payable by the customer.
8.6.6.5	Authoring system requires minimal training	X													The ECM solution provides an authoring system that requires minimal training. No technical HTML authoring experience is required.	
8.6.6.6	Support a distributed content authoring approval model											X				Future Functionality, when and if provided, will be released on the same timeline as the functionality is made generally available to customers under a maintenance agreement with Tyler. If a customer requires that such functionality be committed to within the contract, the functionality will be treated as a custom modification, payable by the customer.
8.6.6.7	External authoring tools can integrate natively with the system											X			Specify any external authoring tools that have a native integration to your product (save-as into the ECM DAM/repository environment).	
8.6.7 Content Approval Workflow																
8.6.7.1	Configurable workflow process supports varying content object states	X													The ECM solution provides a workflow process that is configurable to support varying content object states during the authoring process. e.g. draft, awaiting approval, approved published, archived etc.	
8.6.7.2	Configurable workflows for publication to the Internet											X				
8.6.7.3	Configurable workflows for publication to an intranet											X				
8.6.7.4	Configurable workflows for publication to an extranet											X				
8.6.7.5	Configurable workflows for different approval processes based on where the content object is being authored in the repository											X			The ECM solution provides workflows that are configurable to allow different approval processes based on where the content object is being authored in the repository.	
8.6.7.6	Configurable workflows for different approval processes based on how quickly the content object is to be published	X														
8.6.7.7	Configurable workflows for different approval processes if the content object is external	X														
8.6.7.8	Approve and publish content objects outside normal business hours (set automatic publish date/time)											X				
8.6.7.9	Workflow content approval processes for an individual content object	X														

8.6.7.10	Workflow content approval processes for a content collection										X									The ECM solution shall support workflow content approval processes where the object being approved is a content collection (e.g. a web page or document set)	Future Functionality, when and if provided, will be released on the same timeline as the functionality is made generally available to customers under a maintenance agreement with Tyler. If a customer requires that such functionality be committed to within the contract, the functionality will be treated as a custom modification, payable by the customer.		
8.6.7.11	Workflow content approval processes for a collection of content collections										X									(for example a web site)	Future Functionality, when and if provided, will be released on the same timeline as the functionality is made generally available to customers under a maintenance agreement with Tyler. If a customer requires that such functionality be committed to within the contract, the functionality will be treated as a custom modification, payable by the customer.		
8.6.7.12	Workflow content approval processes for a collection of content objects with a common metadata element value										X									(e.g. content approver)	Future Functionality, when and if provided, will be released on the same timeline as the functionality is made generally available to customers under a maintenance agreement with Tyler. If a customer requires that such functionality be committed to within the contract, the functionality will be treated as a custom modification, payable by the customer.		
8.6.7.13	Separate review and approval process for already published content objects										X										Future Functionality, when and if provided, will be released on the same timeline as the functionality is made generally available to customers under a maintenance agreement with Tyler. If a customer requires that such functionality be committed to within the contract, the functionality will be treated as a custom modification, payable by the customer.		
8.6.7.14	Automatic updates of metadata element values and republication of re-approved existing content objects											X											
8.6.7.15	Ability to review, approve, and action taken content objects held in any identified repository for publication	X																			The solution allows reviews, approval, and action taken on content objects held in any identified repository, not just web page content for publication (for example review and approve images, style sheets, templates, thesauri, taxonomies, etc.)		
8.6.7.16	Additional instructions/messages can accompany content objects through workflow approval process steps	X																					
8.6.7.17	Predetermine publication schedule workflow											X											
8.7	Version Control and Management																				Version control lets multiple users make simultaneous changes to content, and keeps track of these changes.		
8.7.1	Check-in/Check-out																						
8.7.1.1	Manage versions of content objects or collections stored in the repository or DAM	X																			The ECM solution provides a web-based environment for managing the versioning on content objects and content collections stored within the DAM or repository environment.		
8.7.1.2	Check out a single content object or content collection	X																			Authors can choose single content objects and content collections, and check them out of the DAM or repository environment.		
8.7.1.3	Check in a single content object or content collection	X																			Authors can choose single content objects and content collections, and check them into the DAM or repository environment.		
8.7.1.4	List versions available of a content object	X																			Authors can choose a content object and view a list of versions available for each content item.		
8.7.1.5	Aggregated list of versions of content objects										X										Authors can choose a collection of content objects and view an aggregated list of the versions available for each content item.		

8.7.1.6	Comment on any particular version on check-in	X																		When checking in a content object, content collection, or both the author is provided with the ability to assign comments to any particular version. These comments are browser-based text commentary that other authors are able to read.			
8.7.1.7	During the check-in process, the user can identify whether his/her changes constitute a minor or major revision																			X	When checking in a content object, the ECM solution enables the author to choose whether the item they are checking in is a minor revision or a major revision.		
8.7.1.8	Store the name, group, and role of author, the date/time, within the version of the content item	X																			The ECM solution records the author's name, the group and role they are associated with; the date and the time; and stores this within the version of the content item.		
8.7.1.9	The system integrates with a third party version control application																			X			
8.7.1.10	Allows authors to check-in content from applications in their desktop environment	X																					
8.7.2 Version Labelling																							
8.7.2.1	Numbering process for the labelling of each minor and major version created automatically																			X			
8.7.2.2	Automatically display metadata on selecting a content object	X																			Each content object is version labelled, and when selected, automatically displays the current version number along with the author who created it and the group and role they are associated with, and the date and time it was created.		
8.7.2.3	Display a list of previous versions associated with the current version	X																			The ECM solution allows authors to browse a list of previous versions associated with the current version, both minor and major.		
8.7.2.4	Version labelling occurs automatically	X																			Version labelling automatically occurs each time a content object is modified or created by an author within the ECM.		
8.7.2.5	Sort and display versions by date, author, group, and by role																			X	The ECM solution allows authors to sort and display versions of a content object by date, author, group, and role.		
8.7.2.6	Selecting a collection of content objects enables viewing current versions																			X	The ECM solution allows authors to select a collection of content objects and view an aggregated list of current versions.		
8.7.2.7	Major versions labeled in increments	X																			The version labelling process for major versions is managed in an incremental fashion, e.g. 1.0, 1.1, 1.2		
8.7.2.8	Minor versions labeled in increments	X																			The version labelling process for minor versions shall be managed in an incremental fashion, e.g. 1.0.1, 1.0.2, 1.0.3		
8.7.2.9	Authors can compare versions of content objects	X																			The ECM solution allows authors to compare versions of content objects, e.g. compare version 1.0 with 9.0, where the ECM will display the two versions of content object side by side within the web browser environment.		
8.7.2.10	Highlight changes between selected versions while comparing content objects																			X	The ECM solution highlights changes between selected versions of content objects when an author chooses to compare versions.		
8.7.3 Rollback and Restore																							
8.7.3.1	Automatically generate a version of a content object upon deletion	X																					
8.7.3.2	Deleted content objects are labelled as "deleted", "archived", or equivalent	X																					
8.7.3.3	Authors can restore "deleted" or "archived" versions and check them back in	X																					
8.7.3.4	Roll back to a previous version of a content object are labelled as the current version	X																					
8.7.3.5	Roll back a content collection to a specified date or time																			X			
8.7.3.6	Roll back the entire DAM/repository environment to a specified date or time																			X			
8.7.3.7	Roll back the entire site collection of multiple web sites to a specified date to time																			X			
8.7.3.8	Restore exported content objects	X																					
8.7.3.9	Restore an exported content collection through a one step process	X																					
8.7.3.10	Authors can perform both minor and major incremental rollbacks on selection content objects	X																					
8.7.4 Version Reporting																							
8.7.4.1	Generate reports on all versioning processes																			X			
8.7.4.2	Reporting enables authors to define and chart content versions from "old" to "new"																			X			
8.7.4.3	Exports from a reporting environment to a spreadsheet																			X	The ECM solution allows authors to export from a reporting environment (a spreadsheet in either MS Excel or .CSV format) that tabulates the history of content object versions.		
8.7.4.4	Charts to compare content and versions																			X	Renders charts within the web browser environment that compare a collection of content objects and their versions.		
8.7.4.5	Charts to compare the most active author with least active author																			X	The ECM solution allows authors to render charts within the web browser environment that compare the most active author with the least active author based on versions created by individual authors.		
8.8 Search and Indexing Management																							
8.8.1 Search Results																							
8.8.1.1	Remove duplicates within search results	X																				No such concept as duplicates in search results.	
8.8.1.2	Remove the exclusion list from the search results	X																			Should an exclusion list be employed (stop words list), the ECM solution shall remove them from the search results before presentation to the end user.		
8.8.1.3	Arrange search results based on metadata element values and defined taxonomies	X																					
8.8.1.4	Search within browse	X																			The ECM solution supports searches within browse, e.g. can perform a category browse on search results.		
8.8.1.5	Users can set the limit of search results returned	X																					
8.8.1.6	Users can set the number of matches for a search result	X																					
8.8.1.7	Display the results' ranking, based on relevance	X																					
8.8.1.8	Display search results in context	X																					
8.8.1.9	Highlight matching words in the search results	X																					
8.8.1.10	Allow end users to print the search results	X																					
8.8.1.11	Save names and share searches	X																			The ECM solution allows end users to save, name, and share searches among other users and specific groups of users, according to security profiles.		
8.8.1.12	Navigate forwards and backwards through search results	X																					

8.8.1.13	Provide filtering options	X																		The ECM solution shall provide filtering options for end users to filter the results by date, file type (MS Office, PDF, image, rich media), ranking, number of results.		
8.8.1.14	Save search results in session	X																		The ECM solution allows users to save their search results, and their profiles can be stored during the session. A link to view previous search results will be provided, if the user performs another session.		
8.8.2 Reporting on Search Results																						
8.8.2.1	Save metrics on search results for generating reports	X																				
8.8.2.2	Report the total number of searches over a defined period of time	X																				
8.8.2.3	Provide tools to report searches that return no results, including criteria																			X		
8.8.2.4	Report the number of search results returned against search terms																			X		
8.8.2.5	Report the cluster/taxonomy matches/mismatches																			X		
8.8.2.6	Report the searches that return a large number of results																			X		
8.8.3 Indexing																						
8.8.3.1	Real time indexing	X																				
8.8.3.2	Indexing can be set for scheduled times	X																				
8.8.3.3	Manual indexing	X																				
8.8.3.4	Settings to enable full, incremental, or partial indexing	X																				
8.8.3.5	Fully index content objects	X																				
8.8.3.6	Control index from metadata element values																			X		
8.8.3.7	Full text indexing with minimum, title, keywords, and description, if no metadata elements are present	X																				
8.8.3.8	Enable or disable search criteria spell checking																			X		
8.8.3.9	Ability to use a thesaurus with search criteria																			X		
8.8.3.10	Enable or disable search criteria thesaurus interaction																			X		
8.8.3.11	Allow different search thesauri in different web sites/domains																			X		
8.8.3.12	Index the system's repository	X																				
8.8.3.13	Index mail folders																			X		
8.8.3.14	Index e-mail archives																			X		
8.8.3.15	Index filesystem directories																			X		
8.8.3.16	Index text and common attachments across repositories	X																				
8.8.3.17	Repository can interface with thesauri																			X		
8.9 Reporting and Statistics Management																						
8.9.1 Report Design																						
8.9.1.1	Web-based interface for defining and building reports																			X		
8.9.1.2	Web-based interface for building both simple and complex queries																			X		
8.9.1.3	General reporting and statistics on the age of content	X																				
8.9.1.4	General reporting and statistics on frequency of content authoring	X																				
8.9.1.5	General reporting and statistics on file downloads																			X		
8.9.1.6	General reporting and statistics on page view																			X		
8.9.1.7	General reporting and statistics on page hits																			X		
8.9.1.8	General reporting and statistics on scheduling monitor																			X		
8.9.1.9	General reporting and statistics on search statistics																			X		
8.9.1.10	General reporting and statistics on unique versus return visitors																			X		
8.9.1.11	General reporting and statistics on visitors																			X		
8.9.1.12	General reporting and statistics on workflow monitor																			X		
8.9.1.13	Repository for storing report queries	X																				
8.9.1.14	Presentation templates can be associated with specific queries	X																				
8.9.1.15	Generate XML report data to render reports through third party applications																			X		
8.9.1.16	Repository environment for storing presentation templates	X																				
8.9.1.17	Manage the security of templates and queries	X																				
8.9.1.18	Reporting is configurable across all repositories	X																				

8.9.1.19	Identify and select reporting fields and design report layouts	X										The ECM solution shall provide non-technical authors/users with tools to identify and select reporting fields and design report layouts through selection from pre-populated picklists or dropdown menus.		
8.9.1.20	Design the presentation of charts/graphs								X			The ECM solution shall provide non-technical authors/users with tools to design the presentation of their charts/graphs, e.g. choose font and style colors, bar fill color, background gradient color, legend/key color, etc.		
8.9.2	Report Generation													
8.9.2.1	Output the chart/graph in JPEG								X					
8.9.2.2	Output the chart/graph in GIF								X					
8.9.2.3	Output the chart/graph in PNG								X					
8.9.2.4	Output the chart/graph in BMP								X					
8.9.2.5	Output the chart/graph in Flash								X					
8.9.2.6	Output the chart/graph in PDF	X												
8.9.2.7	Output chart or graph through third party software								X					
8.9.2.8	Save charts/graphs into the repository as content objects	X												
9	Bus Proc Mgmt													
9.1	Process Modeling											The graphical representation of the workflow, which can be either information or an actual document in a business process.		
9.1.1	Graphical Designer													
9.1.1.1	Workflows can be graphically designed	X												
9.1.1.2	Top-level status diagram (for business users)	X												
9.1.1.3	Detailed technical diagram (for implementers)	X												
9.1.1.4	Drag-and-drop of workflow components	X												
9.1.1.5	Can be designed by non-technical users	X												
9.1.1.6	Integrates with third party IDE								X			integrated development environment (IDE)		
9.1.1.7	Design stored in structured repository	X												
9.1.2	Workflow													
9.1.2.1	Workflow Engine													
9.1.2.1.1	Task-driven engine	X							X					
9.1.2.1.2	Goal-driven engine													
9.1.2.1.3	Automatic instance creation based on external data and/or events	X												
9.1.2.1.4	Allows tracking of workflow status	X												
9.1.2.1.5	Workflows can have multiple concurrent statuses	X												
9.1.2.1.6	Workflows can be re-routed manually	X												
9.1.2.1.7	Workflows can be automatically re-routed based on time	X												
9.1.2.1.8	Workflows can be automatically re-routed based on external data and/or events	X												
9.1.2.1.9	Subsequent workflow steps activated automatically upon completion of previous steps	X												
9.1.2.1.10	Workflow steps can be activated based on time	X												
9.1.2.1.11	Subsequent workflow steps can be activated without requiring completion of previous steps	X												
9.1.2.1.12	System calendar distinguishes work days, holidays/vacation, and work day start/end times								X					
9.1.2.1.13	Workflow engine can be driven programmatically								X					
9.1.2.1.14	Workflow does not require additional engine/plugin-ins	X												
9.1.2.1.15	Third party or external workflow engines can be integrated								X					
9.1.2.2	Workflow Design													
9.1.2.2.1	Splits and re-joins workflow branches	X												
9.1.2.2.2	Imports workflow diagrams from external products								X					
9.1.2.2.3	Integrates with individual and/or group calendars to drive participant selection								X					
9.1.2.2.4	Prevents workflow instance creation based on validation rules	X												
9.1.2.2.5	Allows access to user profile and location values for selection, filter, and update	X												
9.1.2.2.6	Workflow steps can access the related content objects	X												
9.1.2.2.7	Workflow instances can be triggered by discovery of a content object type instance								X					
9.1.2.2.8	Assigns a mandatory or optional status to a workflow or workflow step	X												
9.1.2.2.9	Participant selection based on workflow variables and status	X												
9.1.2.2.10	Workflow payloads can include any object type								X					
9.1.2.2.11	Supports attachments that are shared by all workflow instances	X												
9.1.2.2.12	Supports attachments that are specific to a workflow instance	X												
9.1.2.2.13	Workflow instances can be assigned unique IDs either automatically or manually	X												
9.1.2.2.14	Target dates and times can be assigned to individual workflow steps	X												
9.1.2.2.15	Target dates and times can change in mid-stream depending on workflow variables and status	X												
9.1.2.2.16	Supports multiple user roles in a workflow	X												
9.1.2.2.17	Checks for sufficient user rights to execute workflow actions	X												
9.1.2.2.18	Provides workflow processes that support sequential actions	X												
9.1.2.2.19	Workflow processes support parallel actions for approval/publish processes	X												
9.1.2.3	Workflow Use													
9.1.2.3.1	Maintains separate to-do and watch lists for each user	X										Approvals vs Notifications		
9.1.2.3.2	Supports filters and search capabilities for user-specific to-do and watch lists	X												
9.1.2.3.3	Tracks and display workflow instance status, active step and current requirements	X												
9.1.2.3.4	Adds comments to workflow instances, and to attached content object's metadata elements	X												
9.1.2.3.5	Maintains audit trails for change tracking	X												
9.1.2.3.6	Acknowledges receipt or confirms delivery as part of a defined workflow	X												
9.1.2.3.7	Allows manual override of workflow steps	X												
9.1.2.4	Workflow Notification													
9.1.2.4.1	Notification alerts participants responsible for workflow steps	X												
9.1.2.4.2	Notification alerts specific workflow participants	X												
9.1.2.4.3	Workflow notification mechanisms integrate with desktop products (such as Lotus Notes or Outlook)	X												
9.1.2.4.4	Workflow notification mechanisms integrate with an RDBMS server	X												
9.1.2.4.5	Workflow notification mechanisms that integrate with the user desktop	X												
9.1.2.4.6	Notification occurs within an e-mail program or entirely within the collaboration environment	X												

10.3.2.7	E-mail: S/MIME								X	S/MIME is a standard used for encrypting public keys and signing of e-mail encapsulated in MIME.	
10.3.2.8	E-mail: UUEncode								X	UUEncode is used for encoding binary data for transmission over the UUCP mail system.	
10.3.2.9	E-mail: MIME								X	MIME is an Internet Standard that extends the format of e-mail to support text in character sets other than US-ASCII and non-text	
10.3.3	Encryption										
10.3.3.1	DCE support								X		
10.3.3.2	Server authentication								X		
10.3.3.3	Data integrity assurance								X		
10.3.3.4	User verification								X		
10.3.3.5	Digital certifications								X		
10.3.3.6	DES data								X	The ability to store data using the Data Encryption Standard (DES) cryptographic algorithm	
10.3.3.7	IDEA								X	The ability to store data using the international data encryption (IDEA) cryptographic algorithm	
10.3.3.8	Third party tools or modules								X		
10.3.3.9	Security zones								X	Areas whose access is limited to authorized personnel	
10.4	Server Administration									Server administration is for maintaining the system and all components needed to run the system smoothly. It includes security, user control, backup, tuning the system upgrade, and maintaining the system.	
10.4.1	Centralized web-based administration of users' and groups' profiles and privileges								X		
10.4.2	Maintains data integrity and information systems by keeping control on users' access to data								X		
10.4.3	Relational data warehouse and OLAP data marts on the same platform								X		
10.4.4	Users can modify their personal settings								X		
10.4.5	Report repository for saving, viewing, and distributing reports and other documents								X		
10.4.6	Maintains relational router, enabling users to move between multidimensional cube and the relational data								X		
10.4.7	Automatically notifies end users by e-mail when reports or other content is updated								X		Via SSRS
10.4.8	Centralized control of servers, applications, security, libraries, and metadata, across multiple platforms								X		
10.4.9	Security administration								X		
10.4.10	Caching								X		
10.4.11	Data dictionary (consistent data and report definitions eliminate confusing discrepancies and disagreements)								X		
10.4.12	Caching of frequently run reports to ensure speed of execution and reduced database resource usage								X		
10.4.13	Remote server administration								X		
10.4.14	National language support (NLS)								X		
10.4.15	Provides 24x7 availability and reliability								X		
10.4.16	Administration services console also provides wizards, editors, dynamic menus, and tools								X		
10.4.17	Logon security								X		
10.4.18	Authorization security								X		
10.4.19	Enables horizontal scaling to thousands of users								X		
10.4.20	Authentication services for name and password								X		
10.4.21	Self-tuning architecture								X		
10.4.22	Server clustering								X		
10.4.23	Centrally managed process and project template								X		
10.4.24	Centrally managed document and file template								X		
10.5	Cloud, SaaS and Hosting Options									Criteria for software as a service (SaaS) or hosted solutions.	
10.5.1	Automatic system deployment and maintenance								X		
10.5.2	Vendor addresses customization requirements for business functionality, data security, user interface, etc.								X		
10.5.3	Secure application and data access via vendor's provisioning								X		
10.5.4	Secure application and data access via management tools								X		
10.5.5	Audit trail								X		
10.5.6	Application can be hosted within customer's secured environment								X		Cloud only
10.5.7	Multitenant SaaS application to allow all users to receive application updates at the same time								X	Software as a service (SaaS): a true multitenant application includes real time access to all the features and new releases three to four times per year. Moreover, there should be no software to install. To access new features, authorized users just sign on to the hosting system. One instance means every single customer gets the same attention, when it comes to requirements. Vendors don't maintain multiple instances, which takes resources away from enhancing the product	
10.5.8	Hosting environment is SSAE 16 Type II compliant								X	A service organization has undergone attest procedures in accordance with the AICPA professional standard, resulting in the issuance of a service auditors report. (Statement of Standards for Attestation Engagements - SSAE).	
10.5.9	Hosted single-tenant ASP delivery								X	Application Service Provider (ASP)	
10.5.10	User side is pure HTML, does not require any applets, Active X controls, or any other plug-ins								X	Thereby eliminating any issues of version incompatibility, firewalls or firewall incompatibility	
10.5.11	The same application is used when the user is working both on-line and off-line and has an identical look and feel								X		N/A - online only
10.5.12	Runs with any browser on any platform and over slow connections (like dial-up)								X		Supported browsers only.
10.5.13	All data is maintained in a relational database, which allows third party BI tools to access the data								X	Business Intelligence (BI)	
10.5.14	Scripting language lets administrators write and maintain advanced or complex calculations through a point and click UI without knowing programming								X	User interface (UI); scripting language can be based on Java, JavaScript, etc. For example, administrators can capture complex engineering or sizing algorithms or complex pricing methods.	
10.5.15	Users can work off-line, disconnected from the Internet, and replicate afterwards								X	Users can work off-line with the same look-and-feel of both on- and off-line application	

Exhibit G

Cochise County Standard Addendum

STANDARD ADDENDUM

The following terms are added to the Agreement and supersede any conflicting terms:

1. **NON-DISCRIMINATION:** Neither party shall unlawfully discriminate against any employee, applicant, patient, or student based on race, color, creed, sex (including sexual preference/identity), religion, marital status, disability, veteran status, age, or national origin.
2. **CONFLICT OF INTEREST:** This Agreement is subject to cancellation pursuant to the provisions of A.R.S. § 38-511 regarding Conflict of Interest.
3. **INSPECTION AND AUDIT:** RESERVED.
4. **ARBITRATION:** RESERVED.
5. **INDEMNIFICATION AND HOLD-HARMLESS CLAUSES:** RESERVED.
6. **PUBLIC RECORDS LAWS:** Notwithstanding any provision in this Agreement to the contrary, disclosure of any documents or records are subject to Arizona public records law, A.R.S. § 39-121 et. seq.
7. **JURISDICTION AND LAW:** Notwithstanding any provision in this Agreement to the contrary, this Agreement shall be governed by Arizona law and jurisdiction shall be in Arizona courts with venue in Cochise County, Arizona, or in the Federal court serving Cochise County, Arizona.
8. **IMMIGRATION LAWS:** Tyler hereby warrants that it will at all times during the term of this Agreement comply with all federal immigration laws applicable to Tyler's employment of its employees, and with the requirements of A.R.S. § 23-214(A). Tyler shall further ensure that each sub-Contractor who performs any work for Tyler under this Agreement likewise complies with the State and Federal Immigration Laws.
9. **FORCED LABOR OF ETHNIC UYGHURS IN THE PEOPLE'S REPUBLIC OF CHINA:** Tyler hereby certifies that it does not currently, and agrees for the duration of the contract, will not use: The forced labor of Ethnic Uyghurs in the People's Republic of China, will not use any goods or services produced by the forced labor of Ethnic Uyghurs in the People's Republic of China, and use any subcontractor or suppliers that use the forced labor or any goods or services produced by the forced labor of Ethnic Uyghurs in the People's Republic of China.
10. **CERTIFICATION PURSUANT TO A.R.S. § 35-393.01:** If Tyler engages in for-profit activity and has 10 or more employees, and if this Agreement has a value of \$100,000 or more, Tyler certifies it is not currently engaged in, and agrees for the duration of this Agreement to not engage in, a boycott of goods or services from Israel. This certification does not apply to a boycott prohibited by 50 U.S.C. § 4842 or a regulation issued pursuant to 50 U.S.C. § 4842.