

308-2019

CERTIFIED COPY OF ORDER

STATE OF MISSOURI

July Session of the July Adjourned

Term. 2019

County of Boone

} ea.

In the County Commission of said county, on the 25th day of July 2019

the following, among other proceedings, were had, viz:

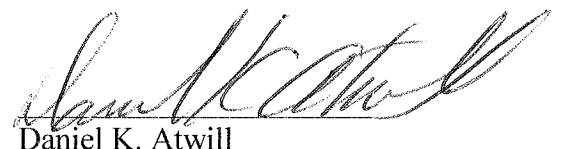
Now on this day, the County Commission of the County of Boone does hereby award Contract 03-13APR17 – ERP System Selection to Superior, LLC of Lake Mary, Florida.

Terms of the award are stipulated in the attached Purchase Agreement. It is further ordered the Presiding Commissioner is hereby authorized to sign said Purchase Agreement.

Done this 25th day of July 2019.

ATTEST:

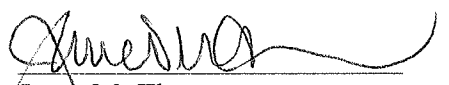
Brianna L. Lennon
Brianna L. Lennon
Clerk of the County Commission



Daniel K. Atwill
Presiding Commissioner

Absent

Fred J. Parry
District I Commissioner



Janet M. Thompson
District II Commissioner

Boone County Purchasing

Melinda Bobbitt, CPPB
Director



601 E. Walnut, Room 208
Columbia, MO 65201
Phone: (573) 886-4391
Fax: (573) 886-4390

MEMORANDUM

TO: Boone County Commission
FROM: Melinda Bobbitt, CPPB
DATE: July 22, 2019
RE: RFP Award Recommendation: 03-13APR17 – ERP System Selection

The Request for Proposal for *03-13APR17 – ERP System Selection* closed on April 13, 2017. Five proposal responses were received.

The evaluation committee consisted of the following:

June Pitchford, Boone County Auditor
Tom Darrough, Boone County Treasurer
Aron Gish, Boone County IT Director
Jenn Redel, Boone County HR Director
Julia Lutz, Application Development and Support Manager

The evaluation committee recommends award to Superior, LLC of Lake Mary, Florida for offering the best solution for Boone County per their attached Evaluation Report.

Total contract cost is \$1,384,320.00 and will be paid from department 1170 – Information Technology, account 92302 – Replacement Computer Software. \$1,520,000.00 is budgeted for the project.

ATT: Evaluation Report

cc: Proposal File
Evaluation Team

Evaluation Report for Request for Proposal

03-13APR17 – ERP System Selection Project

Request for Proposal *04-03APR17 – ERP System Selection Project* opened on April 3, 2017. Five proposal responses were received: BS&A Software, Harris ERP, Mazik Global, Sungard Public Sector, Tyler Technologies, Inc.

The evaluation committee consisted of June Pitchford, County Auditor, Tom Darrough, County Treasurer, Aron Gish, Information Technology Director, Jenna Redel, Human Resources Director, and Julia Lutz, Application Development and Support Manager.

The evaluation progressed in three rounds.

Round 1 Evaluation:

The evaluation committee met on 4/25/17 to do a preliminary discussion of functional, implementation, and technical requirements. At this meeting, the committee decided to not short-list and further evaluate Mazik Global for the following reasons:

- They are reselling Tyler and Kronos. There is not a good way to get their technology specifications without going to Tyler or Kronos.
- There is not enough substance and detail in their proposal response to be able to perform a thorough evaluation. All information reads like a Microsoft sales brochure.
- They have little to no ERP experience with counties.
- They proposed Microsoft Dynamics 365, but keep referencing Microsoft. Mazik has no input into where that product is going.

Round 2 Evaluation:

The evaluation committee met on 5/3/17 to review functional, implementation, and technical requirements. At this meeting, the committee decided to not short-list and further evaluate Harris Enterprise Resource Planning for the following reasons:

- Excessive modifications are needed to meet the minimum specifications.
- Appears as though Harris is putting us in a continuing role of identifying functionality. The County desires the vendor to be the lead in product development.
- Stated a lot of exceptions to our specifications.

Round 3 Evaluation:

The committee decided to move forward evaluating Tyler, BS&A and Superior, sending Clarification #1 to each requesting additional information.

The committee met on 5/9/17 to discuss Plante Moran's Pricing Analysis Documents. Following this evaluation, the committee decided to send Clarification #2 questions to BS&A to get a list of 3rd party contract management vendors/solutions and some examples of how their clients are handling over-time for law enforcement 28-day cycles. Clarification #2 was sent to Superior to

confirm the pricing they submitted (which seemed very high – twice as much as Tyler and BS&A) was their intent for a county the size of Boone County.

Clarification #3 was sent to Superior on May 19 requesting revised pricing for their vendor hosted system.

The committee met on 5/16/17, 5/17/17 and 5/18/17 to finalize the short list requirements for demonstration. BS&A, Tyler and Superior were scheduled for presentations: BS&A - June 7-9, Superior - June 13-15, and Tyler - June 20-22.

The committee met on June 30, 2017 to review the presentations. At this time, it was decided not to move forward with negotiations with BS&A for the following reasons:

- No fixed asset barcoding
- No contract module
- Timesheets did not meet needs
- Fixed assets not able to do a physical inventory module.
- Purchase request not able to see if \$6000 purchased in 90 days.
- Not a good bidding module
- Unable to do wellness tracking for Human Resources
- Cannot meet the requirement to do a 7 day AND a 28 day pay cycle for law enforcement
- Time and attendance will not meet needs
- Did not have a timesheet workflow
- They do not appear technologically advanced enough for the County to partner with. County desires a business partner who is ahead of us thinking of innovations. We do not want to be the client that drives their change.
- This is not a service that we can extend outside our network. Not web based or mobile based application. Will not operate that way any time soon. If Courts need to access it remotely, not a good fit.

The committee met on July 21, 2017 to create reference questions for reference checks on the two finalists. They also identified other areas needing clarification. Clarification #4 was issued to Superior and clarification #3 to Tyler.

References were checked on Tyler and Superior by the evaluation committee between August 22-25, 2017.

The committee viewed Webex's to gain additional information as follows:

Tyler

September 6, 2017 – Test scripts, reporting capability with SQL Server Reporting Services, SQL Data Cubes, API functionality, invoicing, invoicing from grants, grant ledger functionality, position budgeting, UAT templates and UAT process.

Superior

August 7, 2017 - document handling

September 7, 2017 – test scripts, reporting capability with Cognos, API functionality, ability to re-hire an employee utilizing employee’s inactive Payroll/HR data, invoicing, invoicing from grants, grant ledger functionality, position budgeted.

The evaluation committee met on September 21, 2017 to review the Webex presentations. It was decided to not continue negotiations with Tyler for the following reasons:

- Proposed system has limited flexibility and integration.
- Burden of effort rest with County for many things. For example, it appears as though the County would do the configuring, testing, documenting and processing with little live overview/assistance.
- Contract module lacks completeness
- County Information Technology department support business module is not a good fit.
- The Business Process Review (BPR) was an optional component at additional cost with Tyler whereas with Superior, the BPR was an integral component of their standard implementation process at no additional cost.

The committee decided to continue negotiations with Superior for OneSolution 17.2, obtaining additional information through Webex presentations. It was also decided to narrow our scope of services and request a Best and Final Offer.

The committee viewed WebEx’s to gain additional information as follows:

Superior

October 4, 2017 – Payroll Demo

October 24, 2017 – RVI Integration & API Review

Other evaluation meetings as follows:

- 2/6/18 – Phone conference meeting with Superior, Tom Amburgey, VP and General Manager of Superior Public Administration and Neil Campbell, Director of Sales. Purpose to clarify questions about future of Superior, discuss ONESolution Product Roadmap, and v17.1 HTML projects and go live dates.
- Best candidates for on-site visits are Hamilton County, TN and/or Salt Lake City, UT for the 17.2 version. 17.2 release has been pushed back to late 1st Quarter 2018 to allow for quality assessment.
- 2/27/18 – Superior Tech Engineer on-site with Bruce Duncomb to work through how to develop a process for building API and system integration.
- 3/2/18 & 3/13/18 evaluation meeting to work on the API & System Interface Workbook and assign priority to each interface.
- 5/10/18 – evaluation meeting to review BAFO / clarification #7 response
- 8/24/18 – evaluation meeting to review statement of work
- 9/19/18 – evaluation meeting to review process maps
- 12/9/18 – evaluation meeting to review statement of work and discuss site visits
- The County accepted Gary Dube’s offer to receive a presentation of the changes they have made to their system due to the amount of time that has passed since their original proposal and presentation.

- 1/10/19 - Webinar and presentation by Gary Dube with Tyler Technologies to see what is new with their Munis software.
- 1/15/19 – evaluation meeting to review material presented by Tyler. The committee decided on the following:
 - Committee decided to continue to negotiate with Superior, LLC for the ONESolution V18 due to appearing to be a better fit for Boone County with their business process review and their flexibility. The two vendors appear to have differing philosophies. Superior’s software is flexible where Tyler’s software is an out-of-the-box solution for work flow and capturing data. In addition, they are different with their business process review. Superior can assist, evaluate internal controls and advise versus Tyler looks at what in our processes can be done in their Munis out-of-the box system.
 - Tyler does appear to be somewhat more flexible, but those user defined fields look more reportable. They said they are reportable but there is no way to bring them to the user unless it is a mandatory field. Flexibility improvements do not include the data entry.
 - Tyler has made significant improvements in their interfaces in the look and feel and being more user friendly, other than the cash receipting module. The product they discussed for cash receipting as an interface is only needed if we are not using Munis.
 - A strength with Tyler is RVI Integration - a well-established document management system which is very responsive and integrated well.
 - Gary provided a reference list for who is now live with Munis 18. They included the City of Columbia and St. Louis, but neither are actually live yet.
 - The committee decided to no longer further evaluate Tyler.
- 2/19/19 – Superior - ONESolution demonstration
- 2/20/19 – evaluation meeting to recap the demonstration from 2/19/19
- 2/26-28/19 - Site visit to Salt Lake City to see Superior’s ONESolution V18 software. Attended by June Pitchford, Caryn Ginter, Aron Gish, Julia Lutz, Jenna Redel, Melinda Bobbitt. Other County staff attending by video conferencing included Tom Darrough, Shannon Murray, Gary German, Leasa Quick, Jason Gibson, Meta Kanago, Jennifer Market, heather Acton, Christy Johnson, David Bowland, Andrea Whelan, Angela Wehmeyer.
 - 3/7/19 – Salt Lake City debrief meeting with Evaluation Committee - The site visit allowed County personnel to get face to face with owners and staff that use this system on a daily basis. The software is functioning in a live, high demanding environment. From the technology side of this project, we have confirmed this is a very flexible system that can be configured as needed, can accept data and export data in many ways. This is not an out of the box system and success is going to be heavily based on business process review and implementation planning which is included as part of their proposed scope of work.
 - OneSolution itself does not have a robust time-entry system.
 - SLC executes SQL-based verifications before payroll because OneSolution doesn’t enforce requirements specific to their payroll (only member of “x” department can have “y” deduction”, etc.).
 - Fixed Asset disposals appear to still be a very manual process at SLC.


- SLC didn't seem to be using the software to its full potential at all. They were still using a lot of their own "home grown" software instead of Superion software. They are using multiple 3rd party software in place of Superion product (i.e. budget preparation) and then importing that data into the system. They aren't using many of the modules and tools such as budget, contracts and grants, CAFR preparer, and check writing that we want as part of our software. It appeared as though SLT was still trying to make their old processes fit with the new software rather than doing a thorough process review.
- 3/12/19 – Superion - TimeClock Plus Demo
- 4/4/19 – Phone reference about OneSolution with Hamilton County, OH
- 4/3/19 – Phone reference about OneSolution with Douglas County, KS
- 4/4/19 – Evaluation Meeting to discuss update for the Commissioners scheduled for 4/4/19
- 4/9/19 – Evaluation meeting to review revised Scope of Work
- 5/6/19 - ERP HR/Payroll/Position information data conversion meeting
- 5/15/19 – ERP Demo of Human Resource Capital Management Module by Superion.


SUMMARY:


Recommendation for Award: Superion, LLC.

The evaluation of the Request for Proposal responses took an unusually long time (approximately two years). This procurement was the first of its kind for Boone County and this, combined with the magnitude and complexity of the procurement, required significant due diligence. In addition, Sungard Public Sector's business merger with three other companies to form CentralSquare Technologies slowed the implementation and going live dates on their end for their proposed ONESolution V18. The committee was not prepared to make an award recommendation without seeing the proposed solution at other public agencies.

The evaluation team recommends award to Superion, LLC for offering the best solution for Boone County. Superion's software is flexible and with their business process review, they can assist, evaluate internal controls and advise better processes for the County.


 Evaluator's Signature: Tom Darrough, Boone County Treasurer 7/17/19
Date


 Evaluator's Signature: June Pitchford, Boone County Auditor 7/17/19
Date


 Evaluator's Signature: Aron Gish, Boone County IT Director 7/17/19
Date


 Evaluator's Signature: Jenna Redel, Boone County HR Director 7/17/19
Date


 Evaluator's Signature: Julia Lutz, Application Development and Support Manager 7/17/19
Date

County of Boone, Missouri

ERP Selection Process

A description of Due Diligence Performed



Time Line 2014 to 2019

- September 2014: County participates in Business Process Review (BPR)
- March 2016: County opens Request for Proposal for Consultant Services for Enterprise Resource Planning System Selection
- August 2016: County executes contract with Plante Moran for consulting services (Commission Order 371-2016)
- January 2017: County Commission approves Project Charter approved (Commission Order #25-2017)
- April 2017: County opens Request for Proposal for ERP System Selection Project (five responses received)
- June 2017: County conducts on-site vendor demonstrations (three vendors invited to provide demonstrations)
- July 2017 through January 2019: County conducts due diligence (see details in the Selection Committee's Evaluation Report) with decision to negotiate with Central Square/Superion
- February 2019 through July 2019: continued due diligence (including a site visit, additional vendor demonstrations, and additional reference calls) and contract negotiation
- July 23, 2019: contract scheduled for a first reading on Commission agenda
- July 25, 2019: contract scheduled for approval on Commission agenda

**PURCHASE AGREEMENT FOR
ERP System Selection Project**

THIS AGREEMENT dated the 25th day of July 2019 (the 'Effective Date') is made between Boone County, Missouri, a political subdivision of the State of Missouri through the Boone County Commission, herein "County" and **Superion, LLC**. Herein "Superion" or "Contractor."

IN CONSIDERATION of the parties performance of the respective obligations contained herein, the parties agree as follows:

- Contract Documents** - This agreement shall consist of this Purchase Agreement for **ERP System Selection Project** in compliance with Request for Proposal number **03-13APR17 with Addendums #1-#3**, Work Authorization Certification, Superion's Solutions Agreement, Superion's Proposal Response, and Superion's Statement of Work. All such documents shall constitute the contract documents which are attached hereto and incorporated herein by reference. Service or product data, specification and literature submitted with proposal response may be permanently maintained in the County Purchasing Office contract file for this Request for Proposal if not attached. In the event of conflict between any of the foregoing documents, this Purchase Agreement, the Request for Proposal with the County's Standard Terms and Conditions shall prevail and control over the Contractor's proposal response(s).
- Purchase** - The County agrees to purchase from the Contractor and the Contractor agrees to provide an ERP System for Boone County as follows:

Project Cost Summary

License Fees & Maintenance

Product Name	Quantity	License Fee	Maintenance
ONESolution Financials	1	106,250.00	42,500.00
ONESolution Foundation	1	11,400.00	1,824.00
ONESolution Human Resources/Payroll	1	54,550.00	21,820.00
Total		172,200.00	66,144.00

Subscription Fees

Product Name	Quantity	Subscription Fee
Fusion Proprietary	1	3,500.00
Total		3,500.00

Cloud/Hosted Fees

Product Name	Quantity	Amount
Citizen Engagement SaaS	1	7,500.00
Total		7,500.00

Third-Party License Fees & Maintenance

Product Name	Quantity	License Fee	Maintenance
TimeClock Plus Advanced Scheduling Premise	300	5,040.00	1,260.00
TimeClock Plus Premise	600	24,000.00	6,000.00
Certent Disclosure Management (DM): Base Bundle	1	30,000.00	6,000.00
ONESolution Financial Enterprise Core-New	1	37,220.00	7,444.00
Total		96,260.00	20,704.00

Professional Services**Installation & Configuration**

Product Name	Amount
ONESolution Finance Installation	8,480.00
Fusion Professional Services	1,360.00
Training Environment Installation	2,560.00
Internet Installation	1,920.00
Certent DM: Base Bundle-Services	640.00
ONESolution Financial Enterprise Core-Services	2,560.00
Total	17,520.00

Development & Conversion

Product Name	Amount
Interface Development	103,200.00
Modifications	45,600.00
Conversion Development	37,120.00
Report Development	80,000.00
Workflow Development	80,000.00
Forms Development	48,480.00
Total	394,400.00

Consulting

Product Name	Amount
ONESolution Finance Consulting	190,080.00
ONESolution Finance & Human Resources Business Process Review	24,000.00
PSJ/PA Integration Business Process Review	6,400.00
TimeClock Plus Professional Services	1,280.00
ONESolution Financial Enterprise Core-Services	6,400.00
Total	228,160.00

Training

Product Name	Amount
ONESolution Finance Training	88,800.00
Finance Training Supplemental	19,200.00
CAFR Constructor Services Bundle	20,480.00
Fusion Professional Services	640.00
Internet Training	1,280.00
Total	130,400.00

Project Management

Product Name	Amount
ONESolution Finance Project Management	66,240.00
CAFR Constructor Services Bundle	3,840.00
ONESolution Finance & Human Resources Business Process Review	3,840.00
TimeClock Plus Professional Services	640.00
Fusion Professional Services	640.00
ONESolution Finance Project Management	93,760.00

Internet Project Management	1,280.00
ONESolution Financial Enterprise Core-Services	640.00
Total	170,880.00
	941,360.00

Third-Party Professional Services**Training**

Product Name	Amount
TimeClock Plus Advanced Scheduling Premise	2,250.00
TimeClock Plus Premise	11,250.00
Total	13,500.00

Total Third-Party Professional Services	13,500.00
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Travel & Living Expenses

Product Name	Amount
Public Admin Travel & Living Expenses Estimate not to exceed	150,000.00

Summary

Product/Service	Amount	
License Fees	172,200.00	
Subscription Fees	3,500.00	
Cloud/Hosted Annual Access Fees	7,500.00	
Professional Services	941,360.00	
Subtotal	1,124,560.00	USD

Third-Party License Fees	96,260.00	
Third-Party Professional Services	13,500.00	
Subtotal	109,760.00	USD
Total	1,234,320.00	USD

Travel & Living Estimate (Not to Exceed)	150,000.00	USD
Total with Travel & Living Estimate (Not to Exceed)	1,384,320.00	USD

PAYMENT TERMS:

- a. License Fees are due: 100% on the Execution Date, 45 days from receipt of a correct and valid invoice.
- b. Professional Services Fees are due as follows: All Professional Services Fees and Travel Expenses are due as incurred. However, Superior shall, by phase, withhold billing and invoicing an amount equal to ten percent (10%) of the fee for professional services delivered until the actual go live date of the applicable phase. Custom Modifications are due 50% upon execution and 50% due upon completion. Fees due forty-five (45) days from receipt of a correct and valid invoice.
- c. Annual Access Fees, and Annual Subscription Fees are invoiced when the product is made available to the Customer, and annually thereafter on the anniversary date. These Fees are subject to an annual percentage increase that will be limited to 4% for each year. Fees due forty-five (45) days from receipt of a correct and valid invoice.

- d. Annual Support & Maintenance Fees (including third party products) are due upon 'go live' for Phase I and will be invoiced annually; thereafter Superior will limit the increase of these fees for each subsequent year by 4% through year 10.
- e. Reimbursement of travel and living expenses will be governed by Exhibit 3 ("**Travel Expense Guidelines**") attached hereto and will be invoiced monthly in arrears and due within forty-five (45) days from receipt of a correct and valid invoice.
- f. Customer is responsible for paying all taxes relating to this Agreement. Applicable tax amounts (if any) are not included in the fees set forth in this Agreement. If Customer is exempt from the payment of any such taxes, Customer must provide the Company valid proof of exemption; otherwise, the Company will invoice Customer and Customer will pay to the Company all such tax amounts.
- g. If Customer fails to make any payment when due, then the Customer agrees to pay interest at a rate of 9% per annum on disputed amounts withheld commencing from the last date that payment was due.
- h. Prior to Superior invoicing Customer for first travel day, Customer and Superior will mutually agree upon request forms, required documentation and receipts.
- i. **Payment Schedule** – Invoices MUST match the payment schedule. There must be a written approval/sign-off completed by County that the milestone/deliverable has been completed; only after that is an invoice sent.

3. Contract Duration - This agreement shall be for the period from the effective date of the Purchase Agreement through one year following the earlier to occur of completion of installation and acceptance by County or County's first use of the Solutions in a live operational environment, subject to the provisions for termination specified below. This agreement may be extended beyond the expiration date by order of the County subject to the pricing clauses in the Contractor's bid response and thereafter on an annual basis in the event the County is unable to re-bid and/or award a new contract prior to the expiration date after exercising diligent efforts to do so or not.

Renewal Term – This Agreement will automatically renew for additional successive one (1) year terms unless earlier terminated pursuant to any of the Agreement's provisions (a "Renewal Term" and/ collectively, with the Initial Term, the "Term").

Non-Renewal – Either party may elect to end renewal of the contract by issuing a notice of non-renewal, in writing, to the other party six (6) months prior to the expiration of the current contract term.

4. Maintenance and Support Fees – Annual maintenance and support fees are subject to an annual percentage increase that will be limited to 4% through year 10. Contractor agrees to send an itemized invoice to the County at least 90 days before maintenance is up for renewal.

5. Change Orders – All not-to-exceed contract amounts shall be firm and fixed. Any costs incurred by Superior in excess of not-to-exceed amounts shall be borne by Superior unless the contract is modified through one or more written contract amendments prepared by the Boone County Purchasing Office and approved by the Boone County Commission.

6. Billing and Payment - All billing shall be invoiced to the Boone County Information Technology Office and billings may only include the prices listed within. No additional fees for delivery or extra services or taxes shall be included as additional charges in excess of the charges specified in the Contractor's quote. The County agrees to pay all correct and valid invoices within forty-five (45) days of receipt. Contractor agrees to honor any cash or prompt payment discounts offered in its proposal response if county makes payment as provided therein. In the event of a billing dispute, the County reserves the right to withhold payment on the disputed amount; in the event the billing dispute is resolved in favor of the Contractor, the County agrees to pay interest at a rate of 9% per annum on disputed amounts withheld commencing from the last date that payment was due.

7. **Binding Effect** - This agreement shall be binding upon the parties hereto and their successors and assigns for so long as this agreement remains in full force and effect.

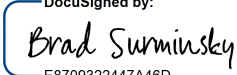
8. **Entire Agreement** - This agreement constitutes the entire agreement between the parties and supersedes any prior negotiations, written or verbal, and any other bid or bid specification or contractual agreement. This agreement may only be amended by a signed writing executed with the same formality as this agreement.

9. **Termination** - This agreement may be terminated by the County upon thirty days advance written notice for any of the following reasons or under any of the following circumstances:

- a. County may terminate this agreement due to material breach of any term or condition of this agreement, provided that the other Party has been given notice as provided under paragraph 9 (d).
- b. County may terminate this agreement if in the opinion of the Boone County Commission delivery of products is delayed, or products delivered are not in conformity with bidding specifications or variances authorized by County, provided that the other Party has been give 60 days prior written notice and the other party is incapable of cure within that time period.
- c. If appropriations are not made available and budgeted for any calendar year, or
- d. For cause by either Party. By written notice to the other Party, if the other party materially breaches this Agreement and: (i) is incapable of cure, remains uncured thirty (30) days after the non-breaching Party provides the breaching Party with written notice of such breach.
- e. By written notice to County, if County's failure to pay amounts due under this Agreement has continued more than ninety (90) days after written acceptance in accordance with Exhibit 1.

IN WITNESS WHEREOF the parties through their duly authorized representatives have executed this agreement on the day and year first above written.

SUPERION, LLC.

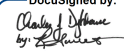
DocuSigned by:

 by _____
 E8709322447A46D
 CFO
 title _____

**BOONE COUNTY, MISSOURI
BY: BOONE COUNTY COMMISSION**

DocuSigned by:


 Presiding Commissioner

APPROVED AS TO FORM:

DocuSigned by:


 S8E0A0DD0AC448
 County Counselor

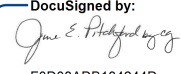
ATTEST:

DocuSigned by:


 7D82DA988F8495
 County Clerk

AUDITOR CERTIFICATION

In accordance with RSMo 50.660, I hereby certify that a sufficient unencumbered appropriation balance exists and is available to satisfy the obligation(s) arising from this contract. (Note: Certification of this contract is not required if the terms of this contract do not create a measurable county obligation at this time.)

DocuSigned by:  _____ F0D08ADB184244D	7/22/2019	1170 / 92302 - \$1,384,320.00
Signature	Date	Appropriation Accounts

STANDARD TERMS AND CONDITIONS - BOONE COUNTY, MISSOURI

1. Contractor shall comply with all applicable federal, state, and local laws and failure to do so, in County's sole discretion, shall give County the right to terminate this Contract.
2. Responses shall include all charges for packing, delivery, installation, etc., (unless otherwise specified) to the Boone County Department identified in the Request for Bid and/or Proposal.
3. The Boone County Commission has the right to accept or reject any part or parts of all bids, to waive technicalities, and to accept the offer the County Commission considers the most advantageous to the County. Boone County reserves the right to award this bid on an item-by-item basis, or an "all or none" basis, whichever is in the best interest of the County.
4. Bidders must use the bid forms provided for the purpose of submitting bids, must return the bid and bid sheets comprised in this bid, give the unit price, extended totals, and sign the bid. The Purchasing Director reserves the right, when only one bid has been received by the bid closing date, to delay the opening of bids to another date and time in order to revise specifications and/or establish further competition for the commodity or service required. The one (1) bid received will be retained unopened until the new Closing date, or at request of bidder, returned unopened for re-submittal at the new date and time of bid closing.
5. When products or materials of any particular producer or manufacturer are mentioned in our specifications, such products or materials are intended to be descriptive of type or quality and not restricted to those mentioned.
6. Do not include Federal Excise Tax or Sales and Use Taxes in bid process, as law exempts the County from them.
7. The delivery date shall be stated in definite terms, as it will be taken into consideration in awarding the bid.
8. The County Commission reserves the right to cancel all or any part of orders if delivery is not made or work is not started as guaranteed. In case of delay, the Contractor must notify the Purchasing Department.
9. In case of default by the Contractor, the County of Boone will procure the articles or services from other sources and hold the Bidder responsible for any excess cost occasioned thereby.
10. Failure to deliver as guaranteed may disqualify Bidder from future bidding.
11. Prices must be as stated in units of quantity specified and must be firm. Bids qualified by escalator clauses may not be considered unless specified in the bid specifications.
12. No bid transmitted by fax machine or e-mail will be accepted.
13. The County of Boone, Missouri expressly denies responsibility for, or ownership of any item purchased until same is delivered to the County and is accepted by the County.
14. The County reserves the right to award to one or multiple respondents. The County also reserves the right to not award any item or group of items if the services can be obtained from a state or other governmental entities contract under more favorable terms. The resulting contract will be considered "Non-Exclusive". The County reserves the right to purchase from other vendors.

15. The County, from time to time, uses federal grant funds for the procurement of goods and services. Accordingly, the provider of goods and/or services shall comply with federal laws, rules and regulations applicable to the funds used by the County for said procurement, and contract clauses required by the federal government in such circumstances are incorporated herein by reference. These clauses can generally be found in the *Federal Transit Administration's Best Practices Procurement Manual – Appendix A*. Any questions regarding the applicability of federal clauses to a particular bid should be directed to the Purchasing Department prior to bid opening.
16. In the event of a discrepancy between a unit price and an extended line item price, the unit price shall govern.
17. Should Contractor's invoices during the initial term of the Agreement, and any renewals thereof, indicate that the County, in the County's opinion, has remitted payment on invoices that constitute an over-charging to the County above the pricing terms agreed to herein, the County shall notify the Contractor of the details of the over-charging and the Contractor shall review same with the County within 30 days of being notified of same. If, in the opinion of the Contractor, the County was over-charged, the Contractor shall issue a credit to the County for any over-charges within 30-days of completing its review of the notice from the County.
18. For all bid responses over \$25,000, if any manufactured goods or commodities proposed with bid/proposal response are manufactured or produced outside the United States, this MUST be noted on the Bid/Proposal Response Form or a Memo attached.
19. **For all titled vehicles and equipment, the dealer must use the actual delivery date to the County on all transfer documents** including the Certificate of Origin (COO), Manufacturer's Statement of Origin (MSO,) Bill of Sale (BOS,) and Application for Title.
20. **Equipment and serial and model numbers** - The contractor is strongly encouraged to include equipment serial and model numbers for all amounts invoiced to the County. If equipment serial and model numbers are not provided on the face of the invoice, such information may be required by the County before issuing payment.



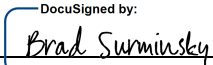
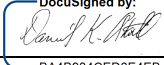
Solutions Agreement

This Solutions Agreement (the "**Agreement**"), effective as of the latest date shown on the signature block below (the "**Effective Date**"), is entered into between Superior LLC, a Delaware Limited Liability Company ("**Superion**") and Boone County, MO ("**Customer**"), together with Superior, the "**Parties**", and each, a "**Party**".

WHEREAS, Superior licenses and provides access to software applications ("**Solutions**") for its customers and also provides maintenance, support, migration, installation and other professional services; and

WHEREAS, Customer desires to license and/or gain access to certain Solutions and/or receive professional services described herein, and Superior desires to grant and provide Customer license and access to such offerings as well as to support them with professional services, subject to the terms and conditions set forth in this Agreement.

NOW, THEREFORE, in consideration of the mutual covenants, terms, and conditions set forth herein, and for other good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, by the signatures of their duly authorized representative below, the Parties intending to be legally bound, agree to all of the following provisions and exhibits of this Agreement:

SUPERION, LLC.	BOONE COUNTY, MO
1000 Business Center Dr. Lake Mary, FL 32746	801 East Walnut St. Columbia, MO 65201
By: <small>DocuSigned by:</small> 	By: <small>DocuSigned by:</small> 
Print Name: <small>E870F324474459</small> Brad Surminsky	Print Name: <small>BA4B94CED6E4E9</small> Daniel K. Atwill
Print Title: Chief Financial Officer	Print Title: Presiding Commissioner
Date Signed: 7/22/2019	Date Signed: 7/25/2019

1. Solution: Public Administration

2. Term.

- 2.1. Initial Term. The Initial Term of this Agreement commences as of the Effective Date and will continue in effect for one (1) year following the earlier to occur of (1) completion of installation and acceptance by Customer as set forth in Exhibit 1 and (2) Customer's first use of the Solutions in a live operational environment date, unless terminated earlier pursuant to any of the Agreement's express provisions (the "**Initial Term**").
- 2.2. Renewal Term. This Agreement will automatically renew for additional successive one (1) year terms unless earlier terminated pursuant to any of the Agreement's provisions (a "**Renewal Term**" and, collectively, with the Initial Term, the "**Term**").
- 2.3. Non-Renewal. Either party may elect to end renewal of the contract by issuing a notice of non-renewal, in writing, to the other party six (6) months prior to the expiration of the current contract term.

3. **Fees**. In consideration of the rights and services granted by Superior to Customer under this Agreement, Customer shall make payments to Superior pursuant to the amounts and payment terms outlined in Exhibit 1 (the "**Project Cost Summary**").

4. **Definitions**. Capitalized terms not otherwise defined in this Agreement have the meanings set forth below:

- 4.1. "**Action**" means any claim, action, cause of action, demand, lawsuit, arbitration, inquiry, audit, notice of violation, proceeding, litigation, citation, summons, subpoena, or investigation of any nature, civil, criminal, administrative, regulatory or other, whether at law, in equity, or otherwise.
- 4.2. "**Affiliate**" of a Person means any other Person that directly or indirectly, through one or more intermediaries, controls, is controlled by, or is under common control with, such Person.
- 4.3. "**Authorized User**" means Customer's employees, consultants, contractors, and agents who are authorized by Customer to access and use the Solutions under the rights granted to Customer pursuant to this Agreement, and for whom access to the Solutions has been purchased.



- 4.4. **"Baseline"** means the version of a Solution updated to the particular time in question through Superior's warranty services and maintenance, but without any other modification whatsoever.
- 4.5. **"Component System"** means any one of the Solutions identified in Exhibit 1, including all copies of Source Code, Object Code and all related specifications, Documentation, technical information, and all corrections, modifications, additions, development work, improvements and enhancements to and all Intellectual Property Rights for such Component System.
- 4.6. **"Customer Data"** means information, data, and content, in any form or medium, collected, downloaded, or otherwise received, directly or indirectly from Customer, an Authorized User or end-users by or through the Solutions, provided the data is not personally identifiable and not identifiable to Customer.
- 4.7. **"Custom Modification"** means a change that Superior has made at Customer's request to any Component System in accordance with a Superior-generated specification, but without any other changes whatsoever by any Person.
- 4.8. **"Customer Systems"** means the Customer's information technology infrastructure, including computers, software, hardware, databases, electronic systems (including database management systems), and networks, whether operated by Customer or through the use of third-party services.
- 4.9. **"Defect"** means a material deviation between the Baseline Solution and its Documentation, for which Defect Customer has given Superior enough information to enable Superior to replicate the deviation on a computer configuration that is both comparable to the Customer Systems and that is under Superior's control. Further, with regard to each Custom Modification, Defect means a material deviation between the Custom Modification and the Superior-generated specification and documentation for such Custom Modification, and for which Defect Customer has given Superior enough information to enable Superior to replicate the deviation on a computer configuration that is both comparable to the Customer Systems and that is under Superior's control. Defect also means a failure of the Vendor Systems to conform to the functional requirements set forth in Superior's written proposal to the Customer (see Exhibit 6).
- 4.10. **"Documentation"** means any manuals, instructions, or other documents or materials that Superior provides or makes available to Customer in any form or medium and which describe the functionality, components, features, or requirements of the Solutions, including any aspect of the installation, configuration, integration, operation, use, support, or maintenance thereof. This also includes Superior's written responses to the requirements in their proposal (see Exhibit 6).
- 4.11. **"Enhancements"** means general release (as opposed to custom) changes to a Baseline Component System or Custom Modification which increase the functionality of the Baseline Component System or Custom Modification in question.
- 4.12. **"Harmful Code"** means any software, hardware, device or other technology, including any virus, worm, malware, or other malicious computer code, the purpose or effect of which is to (a) permit unauthorized access to, or to destroy, disrupt, disable, distort, or otherwise harm or impede any (i) computer, software, firmware, hardware, system, or network; or (ii) any application or function of any of the foregoing or the security, integrity, confidentiality, or use of any data Processed thereby; or (b) prevent Customer or any Authorized User from accessing or using the Solutions as intended by this Agreement.
- 4.13. **"Intellectual Property Rights"** means any and all registered and unregistered rights granted, applied for, or otherwise now or hereafter in existence under or related to any patent, copyright, trademark, trade secret, database protection, or other intellectual property rights laws, and all similar or equivalent rights or forms of protection, in any part of the world.
- 4.14. **"Maintenance"** means optimization, error correction, modifications, and updates to Vendor Systems to correct any known Defects and improve performance. Maintenance will be provided for each Component System, the hours and details of which are described in Exhibit 2 ("**Support Standards**").
- 4.15. **"New Releases"** means new editions of a Baseline Component System or Custom Modification.
- 4.16. **"Person"** means an individual, corporation, partnership, joint venture, limited liability entity, governmental authority, unincorporated organization, trust, association, or other entity.
- 4.17. **"Personal Information"** means any information that does or can identify a specific individual or by or from which a specific individual may be identified, contacted, or located. Personal Information includes all "nonpublic personal information" as defined under the Gramm-Leach-Bliley Act, "protected health information" as defined under the Health and Insurance Portability and Accountability Act of 1996, "Personal Data" as defined in the EU General Data Protection Regulation (GDPR 2018), "Personal



Information" as defined under the Children's Online Privacy Protection Act of 1998, and all rules and regulations issued under any of the foregoing.

- 4.18. **"Professional Services"** means installation, implementation, development work, training or consulting services including custom modification programming, support relating to custom modifications, on-site support services, assistance with data transfers, system restarts and reinstallations provided by Superion.
- 4.19. **"Representatives"** means, with respect to a party, that party's employees, officers, directors, agents, subcontractors, and legal advisors.
- 4.20. **"Superion Personnel"** means all individuals involved in the performance of Support Services and Professional Services as employees, agents, Subcontractors or independent contractors of Superion.
- 4.21. **"Solution(s)"** means the Component Systems, Documentation, Custom Modifications, development work, Vendor Systems and any and all other information, data, documents, materials, works, and other content, devices, methods, processes, hardware, software, technologies and inventions, including any deliverables, technical or functional descriptions, requirements, plans, or reports, provided or used by Superion or any Subcontractor in connection with Professional Services or Support Services rendered under this Agreement.
- 4.22. **"Vendor Systems"** means the information technology infrastructure used by or on behalf of Superion to deliver Solutions, including all computers, software, hardware, databases, electronic systems (including database management systems), and networks, whether operated directly by Superion or through the use of third-party services.
- 4.23. **"Support Services"** means Maintenance, Enhancements, implementation of New Releases, and general support efforts to respond to incidents reported by Customer in accordance with the detailed Support Standards outlined in Exhibit 2.
- 4.24. **"Third-Party Materials"** means materials and information, in any form or medium, including any software, documents, data, content, specifications, products, related services, equipment, or components of or relating to the Solutions that are not proprietary to Superion.

5. License, Access & Services.

- 5.1. License Grant. Subject to and conditioned on the payment of Fees and compliance with all other terms and conditions of this Agreement, Superion hereby grants to Customer a non-exclusive, non-sublicenseable, and non-transferable license to the current version of the Solutions outlined in Exhibit 1 at the time of this Agreement's execution.
- 5.2. Access and Scope of Use. Subject to and conditioned on Customer and their Authorized Users' compliance with the terms and conditions of this Agreement, Superion hereby grants Customer a non-exclusive, non-transferable right to access and use the Solutions, solely by Authorized Users. Such use is limited to Customer's internal use.
- 5.3. Delivery. Superion shall deliver by (a) electronic delivery, by posting it on Superion's network for downloading, or similar suitable electronic file transfer method, or (b) physical shipment, such as on a disc or other suitable media transfer method. Physical shipment is on FOB-Destination, and electronic delivery is deemed effective at the time Superion provides the Customer with Access and the Customer downloads the Solutions. It shall be the Customer's sole responsibility to download the Solutions. Superion will provide reasonable assistance to the Customer to download the Solutions if requested. The date of such delivery shall be referred to as the **"Delivery Date."**
- 5.4. Documentation License. Superion hereby grants to Customer a non-exclusive, non-sublicenseable, non-transferable license to use the Documentation during the Term solely for Customer's internal business purposes in connection with its use of the Solutions.
- 5.5. Service and System Control. Except as otherwise expressly provided in this Agreement:
 - 5.5.1. Superion has and will retain sole control over the operation, provision, maintenance, and management of the Solutions; and
 - 5.5.2. Customer has and will retain sole control over the operation, maintenance, and management of, and all access to and use of, the Customer Systems, and sole responsibility for access to and use of the Solutions by any Person by or through the Customer Systems or other means controlled by Customer or any Authorized User, including any reports or results obtained from any use of the Solutions, and conclusions, decisions, or actions based on such use.
- 5.6. Limitations. Customer must provide Superion with such facilities, equipment and support as are



reasonably necessary for Superior to perform its obligations herein, including if required, remote access to Customer Systems. Superior is not responsible or liable for delay or failure of performance caused in whole or in part by Customer delay or Customer's failure to perform any obligations under this Agreement.

- 5.7. Exceptions. Superior has no obligation to provide Support Services relating to any Defect with the Solutions that, in whole or in part, arise out of or result from any of the following:
- 5.7.1. software, or media on which provided, that is modified or damaged by Customer or third party;
 - 5.7.2. any operation or use of, or other activity relating to, the Solutions other than as specified in the Documentation, including any incorporation, or combination, operation or use of the Solutions in or with, any technology (software, hardware, firmware, system, or network) or service not specified for Customer's use in the Documentation;
 - 5.7.3. any negligence, abuse, misapplication, or misuse of the Solutions other than by Superior personnel, including any Customer use of the Solutions other than as specified in the Documentation or expressly authorized in writing by Superior;
 - 5.7.4. any Customer's failure to install any New Releases that Superior has previously made available to Customer within a commercially reasonable period of time;
 - 5.7.5. the operation of, or access to, Customer's or a third party's system, materials or network;
 - 5.7.6. any relocation of the Solutions other than by Superior personnel;
 - 5.7.7. any beta software, software that Superior makes available for testing or demonstration purposes, temporary software modules, or software for which Superior does not receive a fee;
 - 5.7.8. any breach of or noncompliance with any provision of this Agreement by Customer or any of its Representatives or any Force Majeure Event (including abnormal physical or electrical stress) as defined under Section 14.1.
- 5.8. Reservation of Rights. Except for the specified rights outlined in this Section, nothing in this Agreement grants any right, title, or interest in or to any Intellectual Property Rights in or relating to the Support Services, Professional Services, Solutions, or Third-Party Materials, whether expressly, by implication, estoppel, or otherwise. All right, title, and interest in the Solutions, and the Third-Party Materials are and will remain with Superior and the respective rights holders.
- 5.9. Changes. Superior reserves the right, in its sole discretion, to make any changes to the Support Services and Solutions that it deems necessary or useful to: (a) maintain or enhance the quality or delivery of Superior's services to its customers, the competitive strength of or market for Superior's services, or the Support Services' cost efficiency or performance; or (b) to comply with applicable law. Without limiting the foregoing, either party may, at any time during the Term, request in writing changes to particular Support Services, Professional Services or their product suite of Solutions. The parties shall evaluate and, if agreed, implement all such requested changes. No requested changes will be effective unless and until memorialized in either a Superior issued Add-On Quote signed by the Customer, or a written change order or amendment to this agreement signed by both parties.
- 5.10. Subcontractors. Superior may from time to time in its discretion engage third parties to perform Professional Services or Support Services (each, a "**Subcontractor**").
- 5.11. Security Measures. The Solutions may contain technological measures designed to prevent unauthorized or illegal use of the Solutions. Customer acknowledges and agrees that: (a) Superior may use these and other lawful measures to verify compliance with the terms of this Agreement and enforce Superior's rights, including all Intellectual Property Rights, in and to the Solutions; (b) Superior may deny any individual access to and/or use of the Solutions if Superior, in its reasonable discretion, believes that person's use of the Solutions would violate any provision of this Agreement; and (c) Superior may collect, maintain, process, use and disclose technical, diagnostic and related non-identifiable data gathered periodically which may lead to improvements in the performance and security of the Solutions.
6. **Use Restrictions.** Customer shall not, and shall not permit any other Person to, access or use the Solutions except as expressly permitted by this Agreement. For purposes of clarity and without limiting the generality of the foregoing, Customer shall not, except as this Agreement expressly permits:
- 6.1. copy, modify, or create derivative works or improvements of the Solutions, or rent, lease, lend, sell, sublicense, assign, distribute, publish, transfer, or otherwise make available any Solutions to any Person,



including on or in connection with the internet or any time-sharing, service bureau, software as a service, cloud, or other technology or service;

- 6.2. reverse engineer, disassemble, decompile, decode, adapt, or otherwise attempt to derive or gain access to the source code of the Solutions, in whole or in part;
- 6.3. bypass or breach any security device or protection used by Solutions or access or use the Solutions other than by an Authorized User through the use of his or her own then valid access;
- 6.4. input, upload, transmit, or otherwise provide to or through the Vendor Systems, any information or materials that are unlawful or injurious, or contain, transmit, or activate any Harmful Code;
- 6.5. damage, destroy, disrupt, disable, impair, interfere with, or otherwise impede or harm in any manner the Vendor Systems, or Superior's provision of services to any third party, in whole or in part;
- 6.6. remove, delete, alter, or obscure any trademarks, Specifications, Documentation, warranties, or disclaimers, or any copyright, trademark, patent, or other intellectual property or proprietary rights notices from any Documentation or Solutions, including any copy thereof;
- 6.7. access or use the Solutions in any manner or for any purpose that infringes, misappropriates, or otherwise violates any Intellectual Property Right or other right of any third party, or that violates any applicable law;
- 6.8. access or use the Solutions for purposes of competitive analysis of the Solutions, the development, provision, or use of a competing software service or product or any other purpose that is to Superior's detriment or commercial disadvantage or otherwise access or use the Solutions beyond the scope of the authorization granted under this Section.

7. Customer Obligations.

- 7.1. Customer Systems and Cooperation. Customer shall at all times during the Term: (a) set up, maintain, and operate in good repair all Customer Systems on or through which the Solutions are accessed or used; (b) provide Superior Personnel with such access to Customer's premises and Customer Systems as is necessary for Superior to perform the Support Services in accordance with the Support Standards and Specifications; and (c) provide all cooperation as Superior may reasonably request to enable Superior to exercise its rights and perform its obligations under and in connection with this Agreement.
- 7.2. Effect of Customer Failure or Delay. Superior is not responsible or liable for any delay or failure of performance caused in whole or in part by Customer's delay in performing, or failure to perform, any of its obligations under this Agreement. If delay is caused in whole or in part by Superior, the Customer is not liable.
- 7.3. Corrective Action and Notice. If Customer becomes aware of actual or threatened activity prohibited by Section 6, Customer shall, and cause its Authorized Users to, immediately: (a) take all reasonable and lawful measures within their respective control necessary to stop the activity or threatened activity and to mitigate its effects (including, where applicable, by discontinuing and preventing any unauthorized access to the Solutions and permanently erasing from their systems and destroying any data to which any of them gained unauthorized access); and (b) notify Superior of any such actual or threatened activity.

8. Professional Services.

- 8.1. Compliance with Customer Policies. While Superior Personnel are performing services at Customer's site, Superior will ensure that such personnel comply with Customer's reasonable security procedures and site policies that are generally applicable to Customer's other suppliers providing similar services and that have been provided to Superior in writing or in advance. Customer shall promptly reimburse Superior for any out-of-pocket costs incurred in complying with such procedures and policies.
- 8.2. Contributed Material. In the process of Superior's performing Professional Services, Customer may, from time to time, provide Superior with designs, plans, or specifications, improvements, works or other material for inclusion in, or making modifications to, the Solutions, the Documentation or any other deliverables ("**Contributed Material**") as part of the Professional Services performed by Superior hereunder. Customer grants to Superior a nonexclusive, irrevocable, perpetual, transferable right, without the payment of any royalties or other compensation of any kind and without the right of attribution, for Superior, Superior's Affiliates and Superior's licensees to make, use, sell and create derivative works of the Contributed Material.

9. Confidentiality.



- 9.1. Confidential Information. "**Confidential Information**" means information in any form or medium (whether oral, written, electronic, or other) that the Disclosing Party considers confidential or proprietary, including information relating to the Disclosing Party's technology, trade secrets, know-how, business operations, plans, strategies, customers, pricing, and information with respect to which the Disclosing Party has contractual or other confidentiality obligations. Without limiting the foregoing, Confidential Information of Superior includes the Solutions, all software provided with the Solutions, algorithms, methods, techniques, and processes revealed by the Source Code of the Solutions and any software provided with the Solutions. In connection with this Agreement each party (as the "**Disclosing Party**") may disclose or make available Confidential Information to the other party (as the "**Receiving Party**").
- 9.2. Exclusions. Confidential Information does not include information that: (a) was rightfully known to the Receiving Party without restriction on use or disclosure prior to being disclosed or made available to the Receiving Party in connection with this Agreement; (b) was or becomes generally known by the public other than by the Receiving Party or any of its Representatives' noncompliance with this Agreement; (c) was or is received by the Receiving Party on a non-confidential basis from a third party that was or is independently developed by the Receiving Party without reference or use of any Confidential Information.
- 9.3. Protection of Confidential Information. As a condition to being provided with any disclosure of or access to Confidential Information, the Receiving Party shall:
 - 9.3.1. not access or use Confidential Information other than as necessary to exercise its rights or perform its obligations under and in accordance with this Agreement;
 - 9.3.2. not disclose or permit access to Confidential Information other than to its Representatives who: (i) need to know such Confidential Information for purposes of the Receiving Party's exercise of its rights or performance of its obligations under and in accordance with this Agreement; (ii) have been informed of the confidential nature of the Confidential Information and the Receiving Party's obligations under this Section; and (iii) are bound by written confidentiality or restricted use obligations at least as protective of the Confidential Information as the terms in this Section;
 - 9.3.3. safeguard the Confidential Information from unauthorized use, access, or disclosure using at least the degree of care it uses to protect its sensitive information and in no event less than a reasonable degree of care;
 - 9.3.4. ensure its Representatives' compliance with, and be responsible and liable for any of its Representatives' non-compliance with, the terms of this Section.
- 9.4. Compelled Disclosures. If the either Party or any of its Representatives is compelled by applicable law to disclose any Confidential Information then, to the extent permitted by law, that Party shall: (a) promptly, and prior to such disclosure, notify the other Party in writing of such requirement so that they can seek a protective order or other remedy or waive its rights under Section .3; and (b) provide reasonable assistance to the Disclosing Party in opposing such disclosure or seeking a protective order or other limitations on disclosure. If the Disclosing Party waives compliance or, after providing the notice and assistance required under this Section, the Receiving Party remains required by law to disclose any Confidential Information, the Receiving Party shall disclose only that portion of the Confidential Information that the Receiving Party is legally required to disclose.
- 9.5. Trade Secrets. Notwithstanding any other provisions of this Agreement, the Receiving Party's obligations under this Section with respect to any Confidential Information that constitutes a trade secret under any applicable law will continue until such time, if ever, as such Confidential Information ceases to qualify for trade secret protection under one or more such applicable laws other than as a result of any act or omission of the Receiving Party or any of its Representatives.

10. Security.

- 10.1. Superior will implement commercially reasonable administrative, technical and physical safeguards designed to ensure the security and confidentiality of Customer Data, protect against any anticipated threats or hazards to the security or integrity of Customer Data, and protect against unauthorized access or use of Customer Data. Superior will review and test such safeguards on no less than an annual basis.
- 10.2. Customer shall maintain, in connection with the operation or use of the Solutions, adequate technical and procedural access controls and system security requirements and devices necessary for data privacy, confidentiality, integrity, authorization, authentication, non-repudiation, virus detection and eradication.
- 10.3. To the extent that Authorized Users are permitted to have access to the Solutions, Customer shall maintain reasonable procedures with such Authorized Users that adequately protect the confidentiality



and Intellectual Property Rights of Superior in the Solutions and Documentation, and disclaim any liability or responsibility of Superior with respect to such Authorized Users.

11. Personal Data. If Superior processes or otherwise has access to any personal data or personal information on Customer's behalf when performing Superior's obligations under this Agreement, then:

- 11.1. Customer shall be the data controller (where "data controller" means an entity which alone or jointly with others determines purposes for which and the manner in which any personal data are, or are to be, processed) and Superior shall be a data processor (where "data processor" means an entity which processes the data only on behalf of the data controller and not for any purposes of its own);
- 11.2. Customer shall ensure that it has obtained all necessary consents and it is entitled to transfer the relevant personal data or personal information to Superior so that Superior may lawfully use, process and transfer the personal data and personal information in accordance with this Agreement on Customer's behalf, which may include Superior processing and transferring the relevant personal data or personal information outside the country where Customer and the Authorized Users are located in order for Superior to provide the Solutions and perform its other obligations under this Agreement; and
- 11.3. Superior shall process personal data and information only in accordance with lawful and reasonable instructions given by Customer and as set out in and in accordance with the terms of this Agreement; and
- 11.4. Each party shall take appropriate technical and organizational measures against unauthorized or unlawful processing of the personal data and personal information or its accidental loss, destruction or damage so that, having regard to the state of technological development and the cost of implementing any measures, the measures taken ensure a level of security appropriate to the harm that might result from such unauthorized or unlawful processing or accidental loss, destruction or damage in relation to the personal data and personal information and the nature of the personal data and personal information being protected. If necessary, the parties will cooperate to document these measures taken.

12. Representations and Warranties.

- 12.1. Software Warranty. Superior warrants to Customer that for a period of twelve (12) months from the Execution Date, the Solutions (as delivered to Customer by Superior and when properly used for the purpose and in the manner specifically authorized by this Agreement), will perform as described in the Documentation in all material respects, as well as Superior's responses to the requirements in the proposal, including being free from any viruses or Harmful Code.
- 12.2. Professional Services Representation and Warranty. Superior represents, warrants, and covenants to Customer that during the Term, Superior will perform Professional Services using personnel of required skill, experience, and qualifications and in a professional and workmanlike manner in accordance with generally recognized industry standards for similar services and will devote adequate resources to meet its obligations under this Agreement. After the project staffing assignments have been made, Superior will provide Customer with project resumes, demonstrating relevant past project experience, for project team members that are allocated for onsite service on the project. If Customer reasonably believes that any Professional Services were performed in violation of this warranty, it will notify Superior within 30 (thirty) days of service performance describing the issue, together with adequate supporting documentation. Upon receipt of such notice, Superior's obligation will be to re-perform the particular Professional Services affected as soon as commercially reasonable at no additional charge. Replacement staff shall have, at minimum, the reasonably equivalent experience and project knowledge as the person being replaced.
- 12.3. Support Services Representation and Warranty. Superior represents, warrants, and covenants to Customer that during the Term, Superior will perform the Support Services using personnel of required skill, experience, and qualifications and in a professional and workmanlike manner in accordance with both generally recognized industry standards for similar services, and the specific guidance for support found in Exhibit 2, and will devote adequate resources to meet its obligations under this Agreement. If Customer reasonably believes that any Support Services failed to meet this warranty, they will follow their preferred escalation path outlined in the Support Standards below, including receipt of service credit.
- 12.4. **DISCLAIMER OF WARRANTIES. EXCEPT FOR THE EXPRESS LIMITED WARRANTIES SET FORTH ABOVE, SUPERIOR MAKES NO WARRANTIES WHATSOEVER, EXPRESSED OR IMPLIED, WITH REGARD TO THE SOLUTIONS, PROFESSIONAL SERVICES, SUPPORT SERVICES, AND/OR ANY**



OTHER MATTER RELATING TO THIS AGREEMENT, AND THAT SUPERION DISCLAIMS ALL WARRANTIES, WHETHER EXPRESS, IMPLIED, STATUTORY, OR OTHER, INCLUDING ALL WARRANTIES ARISING FROM COURSE OF DEALING, USAGE OR TRADE PRACTICE, AND SPECIFICALLY DISCLAIMS IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE, AND NON-INFRINGEMENT. FURTHER, SUPERION EXPRESSLY DOES NOT WARRANT THAT ANY SOLUTIONS, ANY CUSTOM MODIFICATION OR ANY IMPROVEMENTS WILL BE USABLE BY CUSTOMER IF THE SOLUTIONS OR CUSTOM MODIFICATION HAS BEEN MODIFIED BY ANYONE OTHER THAN SUPERION PERSONNEL, OR WILL BE ERROR FREE, WILL OPERATE WITHOUT INTERRUPTION OR WILL BE COMPATIBLE WITH ANY HARDWARE OR SOFTWARE TO THE EXTENT EXPRESSLY SET FORTH IN THE DOCUMENTATION. ALL THIRD-PARTY MATERIALS ARE PROVIDED "AS-IS" AND ANY REPRESENTATION OR WARRANTY OF OR CONCERNING ANY OF THEM IS STRICTLY BETWEEN CUSTOMER AND THE THIRD-PARTY OWNER. THIS AGREEMENT DOES NOT AMEND, OR MODIFY SUPERION'S WARRANTIES UNDER ANY AGREEMENT OR ANY CONDITIONS, LIMITATIONS, OR RESTRICTIONS THEREOF.

- 13. Notices.** All notices and other communications required or permitted under this Agreement must be in writing and will be deemed given when delivered personally, sent by United States registered or certified mail, return receipt requested; transmitted by facsimile or email confirmed by United States first class mail, or sent by overnight courier. Notices must be sent to a Party at its address shown below, or to such other place as the Party may subsequently designate for its receipt of notices in writing by the other Party.

If to Superion: **Superion**
 1000 Business Center Dr.
 Lake Mary, FL.
 Phone: 407-304-3235 email: info@Superion.com
 Attention: Contracts Department / General Counsel

If to Customer: **Boone County, MO**
 Purchasing Department
 613 E. Ash St.
 Columbia, MO 65201
 Phone: (573) 866-4391 email: mbobbitt@boonecountymo.org
 Attention: Melinda Bobbitt

Invoice Address: **Boone County Information Technology**
 801 East Walnut Street
 Room 220, Government Center
 Columbia, MO 65201

14. Force Majeure.

- 14.1. No Breach or Default. Neither Party will be liable to the other for any failure or delay in fulfilling or performing any term of this Agreement (except for any payment obligation) when and to the extent such failure or delay is caused by any circumstances beyond such Party's reasonable control (a "**Force Majeure Event**"), including Acts of God, flood, fire, earthquake, explosion, war, terrorism, invasion, national or regional emergency, riot or other civil-unrest, labor disruption, acts and omissions of third parties, governmental and judicial action (including embargoes, export or import restrictions) not the fault of the Party failing or delaying in performance.
- 14.2. Affected Party Obligations. In the event of any failure or delay caused by a Force Majeure Event, the affected Party shall give twenty (20) days written notice to the other Party stating the period of time the occurrence is expected to continue and use commercially reasonable efforts to end the failure or delay and minimize the effects of such Force Majeure Event.

15. Mutual Indemnification.

- 15.1. Superion Indemnification. Superion shall indemnify, defend, and hold harmless Customer and Customer's officers, elected officials, directors, employees, agents, successors, and assigns from and against any and all losses incurred by or resulting from any Action by a third party (other than an Affiliate of Customer)



that Customer's use of the Solutions in accordance with this Agreement infringes or misappropriates such third party's US Intellectual Property Rights, US patents, copyrights, or trade secrets. The foregoing obligation does not apply to the extent that the alleged infringement arises from:

- 15.1.1. Third-Party Materials or Customer Data;
- 15.1.2. access to or use of the Solutions in combination with any hardware, system, software, network, or other materials or service not provided or specified for Customer's use in the Documentation;
- 15.1.3. modification of the Solutions other than: by or on behalf of Superior or with Superior's written approval in accordance with Superior's written specification;
- 15.1.4. failure to timely implement any modifications, upgrades, replacements, or enhancements made available to Customer by or on behalf of Superior; or
- 15.1.5. act, omission, or other matter described in Section 15.2 below, whether or not the same results in any Action against or losses by any Superior Indemnitee.
- 15.1.6. Gross negligence or more culpable act or omission (including recklessness or willful misconduct) by Customer, any Authorized User, or any third party on behalf of Customer or any Authorized User, in connection with this Agreement.

15.2. Procedure. Customer shall promptly notify the Company in writing of any Action for which such party believes it is entitled to be indemnified. The Customer shall cooperate with the Company at the Company's cost and expense. The indemnitor shall promptly assume control of the defense and shall employ counsel of its choice that is reasonably acceptable to the indemnitee to handle and defend the same.

15.3. Sole Remedy. THIS SECTION SETS FORTH CUSTOMER'S SOLE REMEDIES AND SUPERION'S SOLE LIABILITY AND OBLIGATION FOR ANY ACTUAL, THREATENED, OR ALLEGED CLAIMS THAT THE SOLUTIONS OR SUBJECT MATTER OF THIS AGREEMENT INFRINGES, MISAPPROPRIATES, OR OTHERWISE VIOLATES ANY INTELLECTUAL PROPERTY RIGHTS OF ANY THIRD PARTY.

16. Termination. This Agreement may be terminated:

- 16.1. For cause by either Party. By written notice to the other Party, if the other Party materially breaches this Agreement and: (i) is incapable of cure; or (ii) being capable of cure, remains uncured thirty (30) days after the non-breaching Party provides the breaching Party with written notice of such breach.
- 16.2. For lack of payment. By written notice to Customer, if Customer's failure to pay amounts due under this Agreement has continued more than ninety (90) days after written acceptance in accordance with Exhibit 1.
- 16.3. Budgetary Appropriations. Superior acknowledges that continued performance and funding is dependent upon amounts being budgeted, appropriated, or otherwise legally available to the Customer in the future. Customer represents and warrants to Superior that it has appropriated sufficient funds due to Superior under this Agreement and hereby certifies that it will make appropriate requests for budget appropriations to meet continued obligations herein in subsequent fiscal years. If a funding or budgetary issue arises, Customer agrees to notify Superior as soon as commercially reasonable. If Superior and Customer cannot resolve the funding issue within ninety (90) days, the Agreement will terminate, with Customer to pay Superior any amounts owed for goods and services provided prior to termination of the Agreement.

17. Effect of Termination or Expiration. On the expiration or earlier termination of this Agreement:

- 17.1. all rights, licenses, and authorizations granted to Customer hereunder will immediately terminate and Customer shall immediately cease all use of and other activities with respect to Superior's Confidential Information relating to the Solutions, and within thirty (30) days deliver to Superior, or at Superior's request destroy and erase Superior's Confidential Information from all systems Customer directly or indirectly controls; and
- 17.2. all licenses, access or subscription fees, services rendered but unpaid, and any amounts due by Customer to Superior of any kind are immediately payable and due no later than forty-five (45) days after the effective date of the termination or expiration, including anything that accrues within those thirty days.
- 17.3. The provisions set forth in the following sections, and any other right or obligation of the parties in this Agreement that, by its nature (including but not limited to: Use Restrictions, Confidential Information, Warranty Disclaimers, Mutual Indemnifications & Limitations of Liability), should survive termination or expiration of this Agreement, will survive any expiration or termination of this Agreement.



17.4. Return of Customer Data. Intentionally omitted.

17.5. Deconversion. In the event of (i) expiration or earlier termination of this Agreement, or (ii) Customer no longer purchasing certain Solutions (including those indicated to be Third-Party Materials), if Customer requests assistance in the transfer of Customer Data to a different vendor's applications ("**Deconversion**"), Superion will provide reasonable assistance. Superion and Customer will negotiate in good faith to establish the relative roles and responsibilities of Superion and Customer in effecting Deconversion, as well as the appropriate date for completion. Superion shall be entitled to receive compensation for any additional consultation, software and documentation required for Deconversion on a time and materials basis at Superion's then standard rates.

18. Assignment. Customer shall not assign or otherwise transfer any of its rights, or delegate or otherwise transfer any of its obligations or performance, under this Agreement, in each case whether voluntarily, involuntarily, by operation of law, or otherwise, without Superion's prior written consent, which consent Superion may give or withhold in its sole discretion. For purposes of the preceding sentence, and without limiting its generality, any merger, consolidation, or reorganization involving Customer (regardless of whether Customer is a surviving or disappearing entity) will be deemed to be a transfer of rights, obligations, or performance under this Agreement for which Superion's prior written consent is required. No delegation or other transfer will relieve Customer of any of its obligations or performance under this Agreement. Any purported assignment, delegation or transfer in violation of this Section is void. This Agreement is binding upon and inures to the benefit of the Parties and their respective permitted successors and assigns.

19. No Waiver. A Party's failure to enforce its rights with respect to any single or continuing breach of this Agreement will not act as a waiver of the right of that Party to later enforce any such rights or to enforce any other or any subsequent breach.

20. Jurisdiction and Governing Law. This Agreement and any dispute or claim arising, directly or indirectly, out of or in connection with it or its subject matter or formation (including non-contractual disputes or claims) is governed by, and shall be construed and enforced in accordance with, the laws of the State of Missouri. Each party agrees that the prevailing party shall be entitled to recover its reasonable attorney's fees, court costs and other legal expenses from the other party.

21. Severability. If any provision of this Agreement is illegal or unenforceable, it will be deemed stricken from the Agreement and the remaining provisions of the Agreement will remain in full force and effect.

22. LIMITATIONS OF LIABILITY.

22.1. **LIMITED LIABILITY OF SUPERION.** SUPERION'S LIABILITY IN CONNECTION WITH THE SERVICES, IMPROVEMENTS OR ANY OTHER MATTER RELATING TO THIS AGREEMENT WILL NOT EXCEED THE FEES THAT CUSTOMER ACTUALLY PAID TO SUPERION IN CONNECTION WITH THIS AGREEMENT FOR THE INITIAL TERM OR RENEWAL TERM WHEN THE RELEVANT ACTIONS LEADING TO SUCH LIABILITY AROSE. IN ANY EVENT, SUPERION SHALL NOT BE LIABLE FOR ANY LOSSES RESULTING FROM THE CRIMINAL ACTS OF THIRD PARTIES.

22.2. **EXCLUSION OF DAMAGES.** REGARDLESS OF WHETHER ANY REMEDY SET FORTH HEREIN FAILS OF ITS ESSENTIAL PURPOSE OR OTHERWISE, IN NO EVENT WILL SUPERION, SUPERION PERSONNEL, SUBCONTRACTORS OR SUPPLIERS BE LIABLE UNDER OR IN CONNECTION WITH THIS AGREEMENT FOR ANY (I) LOSS OF DATA, BUSINESS, REVENUE, PROFIT, GOODWILL, OR REPUTATION, (II) BUSINESS INTERRUPTION, INCREASED COSTS, DIMINUTION IN VALUE, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, WHETHER BASED ON BREACH OF CONTRACT, TORT (INCLUDING NEGLIGENCE), STRICT LIABILITY, OR OTHERWISE; AND WHETHER OR NOT SUPERION, SUPERION PERSONNEL, SUBCONTRACTORS OR SUPPLIERS HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH LOSSES OR DAMAGES OR SUCH LOSSES OR DAMAGES WERE OTHERWISE FORESEEABLE.

22.3. **BASIS OF THE BARGAIN.** CUSTOMER ACKNOWLEDGES THAT SUPERION HAS SET ITS FEES AND ENTERED INTO THIS AGREEMENT IN RELIANCE UPON THE LIMITATIONS OF LIABILITY AND THE DISCLAIMERS OF WARRANTIES AND DAMAGES SET FORTH IN THIS AGREEMENT, AND THAT THE SAME FORM AN ESSENTIAL BASIS OF THE BARGAIN BETWEEN THE PARTIES.

23. Third-Party Materials. Customer is hereby advised that Superion provides front-line support services for third parties, but these third parties assumes all responsibility for and liability in connection with the Third-Party Materials. Superion is not authorized to make any representations or warranties that are binding upon the third party or to engage in any other acts that are binding upon the third party, excepting specifically that Superion is



authorized to represent the fees for the Third-Party Materials as the same is provided for in the Agreement and to accept payment of such amounts from Customer on behalf of the third party for as long as such third party authorizes Superior to do so. As a condition precedent to installing or accessing any Third Party Materials, Customer may be required to execute a mutually agreeable click-through, shrink-wrap, EULA or similar agreement provided by the Third Party Materials provider.

- 24. Entire Agreement; Amendment and Modification.** This Agreement contains the entire understanding of the parties with respect to its subject matter, and supersedes and extinguishes all prior oral and written communications between the parties about its subject matter. Any purchase order, agreement, or other ordering document issued by Customer at any time for any reason, will not modify or affect this Agreement nor have any other legal effect notwithstanding the inclusion of any additional or different terms or conditions in any such ordering document and shall serve only the purpose of identifying the products or services ordered. No modification of this Agreement will be effective unless it is in writing, is signed by each Party, and expressly provides that it amends this Agreement. Notwithstanding any language to the contrary herein, numbered Add-On Quotes on Superior letterhead issued by authorized Superior representatives and signed by Customer shall constitute an amendment to this Agreement.
- 25. No Third-Party Beneficiaries.** This Agreement is for the sole benefit of the Parties and their respective successors and permitted assigns and nothing herein, express or implied, is intended to or shall confer on any other person any legal or equitable right, benefit, or remedy of any nature under or by reason of this Agreement.
- 26. Counterparts.** This Agreement may be executed in counterparts, each of which is deemed an original, but all of which together are deemed to be one and the same agreement. A signed copy of this Agreement delivered by facsimile, e-mail, or other means of electronic transmission is deemed to have the same legal effect as delivery of an original signed copy of this Agreement.
- 27. Cooperative Purchases.** This Contract may be used by other government agencies. Superior has agreed to offer similar services to other agencies under the same terms and conditions as stated herein except that the compensation may be negotiated between Superior and other agencies based on the specific revenue expectations, agency reimbursed costs, and other agency requirements. The Customer will in no way whatsoever incur any liability in relation to specifications, delivery, payment, or any other aspect of purchases by such agencies.
- 28. Incorporated Exhibits to this Agreement:**
- 28.1. Exhibit 1 – Project Cost Summary
 - 28.2. Exhibit 2 - Maintenance & Support Standards
 - 28.3. Exhibit 3 – Travel Expense Guidelines
 - 28.4. Exhibit 4 – Insurance Requirements
 - 28.5. Exhibit 5 – Scope of Work
 - 28.6. Exhibit 6 – Superior's Proposal Response
 - 28.7. Exhibit 7 – County's Request for Proposal





EXHIBIT 1
Project Cost Summary

License Fees & Maintenance

Product Name	Quantity	License Fee	Maintenance
ONESolution Financials	1	106,250.00	42,500.00
ONESolution Foundation	1	11,400.00	1,824.00
ONESolution Human Resources/Payroll	1	54,550.00	21,820.00
Total		172,200.00	66,144.00

Subscription Fees

Product Name	Quantity	Subscription Fee
Fusion Proprietary	1	3,500.00
Total		3,500.00

Cloud/Hosted Fees

Product Name	Quantity	Amount
Citizen Engagement SaaS	1	7,500.00
Total		7,500.00

Third-Party License Fees & Maintenance

Product Name	Quantity	License Fee	Maintenance
TimeClock Plus Advanced Scheduling Premise	300	5,040.00	1,260.00
TimeClock Plus Premise	600	24,000.00	6,000.00
Certent Disclosure Management (DM): Base Bundle	1	30,000.00	6,000.00
ONESolution Financial Enterprise Core-New	1	37,220.00	7,444.00
Total		96,260.00	20,704.00

Professional Services

Installation & Configuration

Product Name	Amount
ONESolution Finance Installation	8,480.00
Fusion Professional Services	1,360.00
Training Environment Installation	2,560.00
Internet Installation	1,920.00
Certent DM: Base Bundle-Services	640.00
ONESolution Financial Enterprise Core-Services	2,560.00
Total	17,520.00

Development & Conversion

Product Name	Amount
Interface Development	103,200.00
Modifications	45,600.00
Conversion Development	37,120.00
Report Development	80,000.00
Workflow Development	80,000.00
Forms Development	48,480.00
Total	394,400.00



Consulting

Product Name	Amount
ONESolution Finance Consulting	190,080.00
ONESolution Finance & Human Resources Business Process Review	24,000.00
PSJ/PA Integration Business Process Review	6,400.00
TimeClock Plus Professional Services	1,280.00
ONESolution Financial Enterprise Core-Services	6,400.00
Total	228,160.00

Training

Product Name	Amount
ONESolution Finance Training	88,800.00
Finance Training Supplemental	19,200.00
CAFR Constructor Services Bundle	20,480.00
Fusion Professional Services	640.00
Internet Training	1,280.00
Total	130,400.00

Project Management

Product Name	Amount
ONESolution Finance Project Management	66,240.00
CAFR Constructor Services Bundle	3,840.00
ONESolution Finance & Human Resources Business Process Review	3,840.00
TimeClock Plus Professional Services	640.00
Fusion Professional Services	640.00
ONESolution Finance Project Management	93,760.00
Internet Project Management	1,280.00
ONESolution Financial Enterprise Core-Services	640.00
Total	170,880.00
	941,360.00

Third-Party Professional Services**Training**

Product Name	Amount
TimeClock Plus Advanced Scheduling Premise	2,250.00
TimeClock Plus Premise	11,250.00
Total	13,500.00
Total Third-Party Professional Services	13,500.00

Travel & Living Expenses

Product Name	Amount
Public Admin Travel & Living Expenses Estimate not to exceed	150,000.00



Summary

Product/Service	Amount	
License Fees	172,200.00	
Subscription Fees	3,500.00	
Cloud/Hosted Annual Access Fees	7,500.00	
Professional Services	<u>941,360.00</u>	
Subtotal		<u>1,124,560.00</u> USD
Third-Party License Fees	96,260.00	
Third-Party Professional Services	<u>13,500.00</u>	
Subtotal		<u>109,760.00</u> USD
Total		<u>1,234,320.00</u> USD
Travel & Living Estimate (Not to Exceed)		<u>150,000.00</u> USD
Total with Travel & Living Estimate (Not to Exceed)		<u>1,384,320.00</u> USD

PAYMENT TERMS:

- License Fees are due: 100% on the Execution Date, 45 days from receipt of a correct and valid invoice.
- Professional Services Fees are due as follows: All Professional Services Fees and Travel Expenses are due as incurred. However, Superion shall, by phase, withhold billing and invoicing an amount equal to ten percent (10%) of the fee for professional services delivered until the actual go live date of the applicable phase. Custom Modifications are due 50% upon execution and 50% due upon completion.. Fees due forty five (45) days from receipt of a correct and valid invoice.
- Annual Access Fees, and Annual Subscription Fees are invoiced when the product is made available to the Customer, and annually thereafter on the anniversary date. These Fees are subject to an annual percentage increase that will be limited to 4% for each year. Fees due forty five (45) days from receipt of a correct and valid invoice.
- Annual Support & Maintenance Fees (including third party products) are due upon 'go live' for Phase I and will be invoiced annually thereafter Superion will limit the increase of these fees for each subsequent year by 4% through year 10.
- Reimbursement of travel and living expenses will be governed by Exhibit 3 ("**Travel Expense Guidelines**") attached hereto and will be invoiced monthly in arrears and due within forty five (45) days from receipt of a correct and valid invoice.
- Customer is responsible for paying all taxes relating to this Agreement. Applicable tax amounts (if any) are not included in the fees set forth in this Agreement. If Customer is exempt from the payment of any such taxes, Customer must provide the Company valid proof of exemption; otherwise, the Company will invoice Customer and Customer will pay to the Company all such tax amounts.
- If Customer fails to make any payment when due, then the Customer agrees to pay interest at a rate of 9% per annum on disputed amounts withheld commencing from the last date that payment was due.
- Prior to Superion invoicing Customer for first travel day, Customer and Superion will mutually agree upon request forms, required documentation and receipts.

Payment Schedule

All payments shall be invoiced based upon written acceptance by the Customer of completion of the milestone services.

Boone County Service Payment Summary / All
 Dates are Estimates

Milestone	Execution	30-90 Days	90-180 Days	180-270 Days	270-360 Days	360-450 Days	Total	Comments
1		\$17,138.00					\$17,138.00	Milestones
2		\$17,138.00					\$17,138.00	Milestones
3		\$17,138.00					\$17,138.00	Milestones
4			\$34,276.00				\$34,276.00	Milestones
5				\$34,276.00			\$34,276.00	Milestones
6				\$34,276.00			\$34,276.00	Milestones
7			\$34,276.00				\$34,276.00	Milestones
8					\$34,276.00		\$34,276.00	Milestones
9					\$34,276.00		\$34,276.00	Milestones
10					\$51,414.00		\$51,414.00	Milestones
11					\$34,276.00		\$34,276.00	Milestones
12		\$38,223.00					\$38,223.00	Milestones
13				\$25,482.00			\$25,482.00	Milestones
14					\$25,482.00		\$25,482.00	Milestones
15					\$25,482.00		\$25,482.00	Milestones
16				\$25,482.00			\$25,482.00	Milestones
17						\$25,482.00	\$25,482.00	Milestones
18						\$25,482.00	\$25,482.00	Milestones
19						\$38,223.00	\$38,223.00	Milestones
20						\$25,482.00	\$25,482.00	Milestones
	\$178,640.00					\$178,640.00	\$357,280.00	Development
	\$279,460.00						\$279,460.00	License & Subscription
	\$458,100.00	\$89,637.00	\$68,552.00	\$119,516.00	\$205,206.00	\$293,309.00	\$1,234,320.00	



Boone County Pricing Summary		
Software - Required Modules	\$	Maint./Subscription
ONESolution Finance Suite	\$106,250	\$42,500.00
ONESolution HR/Payroll Suite	\$54,550	\$21,820.00
ONESolution Foundation	\$11,400	\$1,824.00
Citizen Engagement	\$7,500	\$7,500.00
CAFR Constructor	\$30,000	\$6,000.00
ONESolution Enterprise Core	\$37,220	\$7,444.00
TimeClock Plus	\$29,040	\$7,260.00
Fusion	\$3,500	\$3,500.00
Sub-Total Software	\$279,460	\$97,348.00
Implementation - Required Modules		
Finance - Phase 1		
Conversion	\$22,720	Milestone
Project Management	\$85,440	Milestone
Installation	\$17,520	Milestone
Consulting	\$133,120	Milestone
Training	\$83,960	Milestone
Development	\$207,440	50% -50%
HR/Payroll - Phase II		
Conversion	\$14,400	Milestone
Project Management	\$85,440	Milestone
Training	\$46,440	Milestone
Consulting	\$108,540	Milestone
Development	\$149,840	50%-50%
Total Services	\$954,860	



Milestone	% of Total	Deliverable Description	Milestone Payment Amount	Estimated Completion Month
Phase I Finance-Deliverables				
1	5.00%	Complete Configuration Questionnaire, Business Process Review & Findings	\$17,138.00	Month 3
2	5.00%	Project Plan, Risk Register & Project Charter	\$17,138.00	Month 2
3	5.00%	Software Installation	\$17,138.00	Month 2
4	10.00%	Complete setup/configuration and configuration testing	\$34,276.00	Month 5
5	10.00%	Complete Data Conversion scope, data conversion specifications, perform data conversion	\$34,276.00	Month 7
6	10.00%	Complete Forms Scope, forms specifications, and forms development	\$34,276.00	Month 8
7	10.00%	Complete Training Plan and Core Project Team Training	\$34,276.00	Month 5
8	10.00%	Complete test plans/scripts, Integration, and Scenario Testing	\$34,276.00	Month 10
9	10.00%	Complete Final User Verification Testing	\$34,276.00	Month 11
10	15.00%	Go Live Phase I	\$51,414.00	Month 12
11	10.00%	Go-live for Phase I - 10% Hold Back	\$34,276.00	Month 12
	100%	Phase I Subtotal:	\$342,760.00	
Phase II HR Payroll -Deliverables				
12	15.00%	Complete configuration questionnaire, Business Process Review & Design Document	38,223.00	Month 3
13	10.00%	Complete setup/configuration and configuration testing	\$25,482.00	Month 8
14	10.00%	Complete Data Conversion scope, data conversion specifications, perform data conversion	\$25,482.00	Month 10
15	10.00%	Complete Forms Scope, forms specifications, and forms development	\$25,482.00	Month 11
16	10.00%	Complete Training Plan and Core Project Team Training	\$25,482.00	Month 8
17	10.00%	Complete test plans/scripts, Integration, and Parallel Testing	\$25,482.00	Month 13
18	10.00%	Complete Final User Verification Testing	\$25,482.00	Month 14
19	15.00%	Go Live Phase II	\$38,223.00	Month 15
20	10.00%	Go-live for Phase II - 10% Hold Back	\$25,482.00	Month 15
	100%	Phase II Subtotal:	\$254,820.00	
		Milestone Payments Phase I	\$342,760	
		Milestone Payments Phase II	\$254,820	
		Total Milestones	\$597,580	-
		Development	\$357,280	
		Total Services	\$954,860	
		Not to exceed Travel (billed as incurred)	\$150,000	Billed as Incurred
		Total Services with Estimated Travel	\$1,104,860	-



EXHIBIT 2

Support Standards for Citizen Engagement only

1. Superion Cloud Security Program

- 1.1. Access & Continuity. Logical access restrictions include VLAN data segregation, extensive deny-by-default access control lists, and Multi-Factor authentication required for System Administration. Business continuity is prioritized via daily encrypted backup stored offsite, virtual tape backup technology to counter loss of physical media, and full replication to disaster recovery site, with redundancy and availability through multiple carriers.
- 1.2. Security & Monitoring. SSL and IPSEC VPN with 256 bit encryption, web application firewalls, multi-layered infrastructure model with recorded internal and external CCTV, card access control, best of breed HVAC/fire suppression/physical security, and backed by 24-7 x 365 monitoring by a staffed operations facility for: Intrusion detection & prevention, DDOS mitigation, and automated network incident creation and escalation.
- 1.3. Testing, Audits & Compliance. 3rd party internal, external, perimeter vulnerability and penetration testing. Centrally managed patching, OS hardening program, and endpoint protection on all servers. Industry standard compliance includes annual completion of: SSAE18/ISAE Data Center Audit, SSAE18 Operations Audit, PCI-DSS Compliance Audit, Vulnerability Testing & CVSS Audit, and Control Self-Assessment Audit.



2. Service Level Commitments

- 2.1. Target. In each Service Period, the target for availability of the Solutions is 99.9% (“Availability Target”). (“**Service Period**”) means 24 hours per day Monday through Sunday each calendar month that Customer receives the Solutions, excluding Sundays between 12:00 AM and 12:00 PM Eastern Time for scheduled maintenance. During this time, Customers may experience intermittent interruptions. Superion will make commercially reasonable efforts to minimize the frequency and duration of these interruptions and will notify the Customer if the entire maintenance window will be required.
- 2.2. Support Terms. Beginning on the earlier to occur of (1) (1) completion of installation and acceptance by Customer as set forth in Exhibit 1 and (2) Customer’s first use of the Solutions in a live operational environment and continuing in twelve (12) month increments, each a (“**Support Term**”), Superion shall provide ongoing Support Services described herein, subject to and conditioned on sustained payment of Fees and compliance with all terms and conditions of this Agreement.
- 2.3. Measurement. Service availability is measured as the total time that the Solutions are available during each Service Period for access by Customer (“**Service Availability**”). Service Availability measurement shall be applied to the production environment, and the points of measurement for all monitoring shall be the servers and the Internet connections at Superion’s hosted environment. Superion has technology monitoring, measuring, and recording Service Availability. The Customer, at their discretion, may also employ monitoring



tools, not to override Superior's measurements for the purposes of calculating Service Availability. Additionally, the use must be:

- 2.3.1.1. mutually agreed upon by Superior and the Customer.
- 2.3.1.2. paid, installed and maintained by the Customer.
- 2.3.1.3. non-invasive and may not reside on Superior's systems.

2.4. Calculation. Service Availability for a given month shall be calculated using the following calculation:

- 2.4.1. The total number of minutes which the service was NOT available in a given month shall be subtracted from the total number of minutes available in the given month. The resulting figure is divided by the total number of minutes available in the given month.
- 2.4.2. Service Availability Targets are subject to change due to the variance of the number of days in a month.
- 2.4.3. The total number of minutes which the service was NOT available in a given month shall exclude minutes associated with scheduled or emergency maintenance.

2.5. Remedy. If the Service Period target measurement is not met then the Customer shall be entitled to a credit calculated as follows:

Service Availability in the relevant Service Period	Percentage Reduction in Monthly Fee for the Subsequent Service Period
Less than 99.9% but greater than or equal to 99.0%	5%
Less than 99.0% but greater than or equal to 95.0%	10%
Less than 95%	20%

2.6. If not directly reported by Superior, Credit entitlement must be requested by the Customer within sixty (60) days of the failed Target. Superior's failure to meet the relevant service level commitment. Customer shall not be entitled to offset any monthly Solutions fee payments, nor withhold fee payments, on account of a pending credit. Customer shall not be eligible for credits for any period where Customer is more than forty five (45) days past due on their account. Superior will provide reporting, showing performance and service levels.

3. Server Performance & Capacity.

- 3.1. Superior shall provide sufficient server capacity for the duration of this hosting Agreement to meet the reasonable performance requirements for the number of concurrent system users provided for in this Agreement. If the Customer requests, at some later date, to add additional Solutions, increase user licenses, increase storage or processing requirements, and/or request additional environments, these requests will be evaluated and if additional resources are required to support modifications, additional fees may apply.
- 3.2. "In-network" is defined as any point between which the data packet enters the Superior environment and subsequently departs the Superior environment. Any point of communications outside of the Superior protected network environment shall be deemed as "out-of-network." Superior is not responsible for Internet connectivity and/or performance out-of-network.

4. System Maintenance.

- 4.1. Solutions maintenance and upgrades. Superior will provide all hosted systems and network maintenance as deemed appropriate and necessary by Superior. Maintenance and upgrades will be scheduled in advance with the Customer's primary contact if they fall outside of the designated hours set aside for this function of Sundays from 12:00AM to 12:00 PM.
- 4.2. Hardware maintenance and upgrades. Hardware maintenance and upgrades will be performed outside of the Customer's standard business hours of operation and the Customer will be notified prior to the upgrade.
- 4.3. Emergency maintenance. Emergency situations will be handled on a case-by-case basis in such a manner as to cause the least possible disruption to overall system operations and availability without negatively affecting system stability and integrity. Superior will attempt to notify the Customer promptly, however if no contact can be made, Superior management may deem it necessary to move forward with the emergency maintenance.



- 5. Incident Response.** Incidents are defined as interruptions to existing service and can range in priority from urgent to low depending on the impact to the Customer. Superion will make commercially reasonable efforts to respond to Solutions incidents for live production systems using the following guidelines:

Priority Level	Impact	Description	Performance Target	Minimum Performance Goal %
1	Urgent	An Incident that results in loss of Customer connectivity to all of the Solutions or results in loss, corruption or damage to Customer's Data.	Superion will respond within 1 hour of the issue being reported.	95%
2	Critical	An Incident that has an adverse material impact on the performance of the Solutions or materially restricts Customer's day-to-day operations.	Superion will respond within 2 hours of the issue being reported.	95%
3	Non-Critical	An Incident that does not result in a failure of the Solutions but a fault exists that restricts the Customer's use of the Solutions.	Superion will respond within 4 hours of the issue being reported.	95%
4	Minor	An Incident that does not affect or which has minimal adverse impact on the use of the Solutions.	Superion will respond within 24 hours of the issue being reported.	95%

5.1. Measurement. Superion shall track and report on response and resolution time for application and hosting support issues identified by the Customer.

- 6. Disaster Recovery.** Superion provides disaster recovery services for Solutions. The costs for these disaster recovery services are included in the monthly fees. In the event that a disaster renders the Customer's data center inaccessible or rendered non-functional, Superion will provide the ability to connect to the appropriate data center using software provided by Superion. This will allow the Customer to connect to their systems from a remote site to the previously identified critical functions, however functionality may be diminished due to lack of access to hardware and/or software located in the Customer's facilities.
- 7. Exceptions.** Superion shall not be responsible for failure to carry out its service and maintenance obligations under this Agreement if the failure is caused by adverse impact due to:
- 7.1. defectiveness of the Customer's environment, Customer's systems, or due to Customer corrupt, incomplete, or inaccurate data reported to the Solutions, or documented Defect.
 - 7.2. denial of reasonable access to Customer's system or premises preventing Superion from addressing the issue.
 - 7.3. material changes made to the usage of the Solutions by Customer where Superion has not agreed to such changes in advance and in writing or the modification or alteration, in any way, by Customer or its subcontractors, of communications links necessary to the proper performance of the Solutions.
 - 7.4. a force majeure event, or the negligence, intentional acts, or omissions of Customer or its agents.
- 8. Incident Resolution.** Actual response times and resolutions may vary due to issue complexity and priority. For critical impact level and above, Superion provides a continuous resolution effort until the issue is resolved.
- 9. Service Requests.** Service requests are new requests that will take less than 8 hours to accomplish. For new requests that require additional time, Superion will prioritize these requests, and determine if extra time is needed to order equipment or software.
- 10. Non-Production Environments.** Superion will make commercially reasonable efforts to provide non-production environment(s) during Customer business hours. Non-production environments are not included under the metrics or service credit schedules discussed in this Exhibit.
- 10.1. Maintenance. All forms of maintenance to be performed on non-production environments will follow the exact structure and schedules outlined above in Section 3 for regular System Maintenance.
 - 10.2. Incidents and service requests. Non-production environment incidents are considered priority 3 or 4, dictated by circumstances and will be prioritized and scheduled similar to production service requests.



11. Responsibility Summary Matrix.

Responsibility Summary Matrix		
Description	Superion Responsibility	Customer Responsibility
ASP Server Hardware management	X	
ASP Server File system management	X	
ASP Server OS upgrades and maintenance	X	
ASP Database product upgrades and maintenance	X	
ASP 3 rd Party product upgrades and maintenance	X	
Application Update Installation		
Request to install application updates		X
Installation of application updates	X	
ASP Backup Management	X	
Data and or File restoration		
Request to restore data and or files		X
Restoration of data and or files	X	
Network		
ASP Network up to and including the router at Superion's location	X	
ASP Router at Customer's location	X	
Customer's network up to the router at Customer's location		X
Customer Workstations		X
System Performance	X	X
Add/Change users		
User add/change requests		X
User add/change implementation for System Access	X	
User add/change implementation for Solutions		X
Add/Change Printers		
Printer add/change requests		X
Printer add/change implementation on ASP network	X	
Printer add/change implementation for Solutions		X
Disaster Recovery	X	
Password Management	X	X
Application Management		
Application Configuration		X
Application Security Management		X
Accuracy and Control of Data		X
Security		
Intrusion and Penetration Testing	X	

- 12. Virtual Private Network (VPN) Concentrator.** If Customer's desired system configuration requires the use of a VPN concentrator, including router, this will be provided by Superion. It will reside at Customer's location but is, and shall remain the property of Superion.
- 13. Customer Cooperation.** Customer may be asked to perform problem determination activities as suggested by Superion. Problem determination activities may include capturing error messages, documenting steps taken and collecting configuration information. Customer may also be requested to perform resolution activities including, for example, modification of processes. Customer agrees to cooperate with such requests, if reasonable.
- 14. Training.** Outside the scope of training services purchased, if any, Customer is responsible for the training and organization of its staff in the operation of the Solutions.
- 15. Development Work.** The Support Standards do not include development work either (i) on software not licensed from Superion or (ii) development work for enhancements or features that are outside the documented functionality of the Solutions, except such work as may be specifically purchased and outlined in Exhibit 1. Superion retains all Intellectual Property Rights in development work performed and Customer may request consulting and development work from Superion as a separate billable service.



16. Telephone Support & Support Portal

- 16.1. Hours. Superior shall provide to Customer, Monday through Friday, 8:00 A.M. to 5:00 P.M. Customer's Local Time within the continental United States, excluding holidays ("5x9"). Superior shall provide to Customer, during the Support Hours, commercially reasonable efforts in solving errors reported by the Customer as well as making available an online support portal. Customer shall provide to Superior reasonably detailed documentation and explanation, together with underlying data, to substantiate errors and to assist Superior in its efforts to diagnose, reproduce and correct the error. This support shall be provided by Superior at Customer location(s) if and when Superior and Customer agree that on-site services are necessary to diagnose or resolve the problem. If a reported error did not, in fact, exist or was not attributable to a defect in the Solutions or an act or omission of Superior, then Customer shall pay for Superior's investigation and related services at Superior's standard professional services rates. Customer must provide Superior with such facilities, equipment and support as are reasonably necessary for Superior to perform its obligations under this Agreement, including remote access to the Specified Configuration
- 16.2. Releases. Customer shall promptly install and/or use any Release provided by Superior to avoid or mitigate a performance problem or infringement claim. All modifications, revisions and updates to the Solutions shall be furnished by means of new Releases of the Solutions and shall be accompanied by updates to the Documentation whenever Superior determines, in its sole discretion, that such updates are necessary.
- 16.3. Case Number. Measured from the moment a Case number is created. As used herein a "Case number" is created when a) a Superior support representative has been directly contacted by Customer either by phone, email, in person, or through Superior's online support portal, and b) when Superior's support representative assigns a case number and conveys that case number to the Customer.



PART II – Premises Support Standards

Support Hours: Hours During Which Telephone Support Will be Available to Customer in Connection with Provision of Maintenance: Unless otherwise noted in the Order as to Support Type, support hours are Monday through Friday, 8:00 A.M. to 5:00 P.M. Customer’s Local Time within the continental United States, excluding holidays (“5x9”).

II. Targeted Response Times.

“Notification” means a communication to Company’s help desk by means of: (i) Company’s web helpline; (ii) the placement of a telephone call; or (iii) the sending of an e-mail, in each case, in accordance with Company’s then-current policies and procedures for submitting such communications.

III. Support Terms.

Beginning on the Execution Date and continuing for twelve (12) months thereafter (“**Initial Support Term**”), Company shall provide the ongoing Support Services described herein for the corresponding Fees outlined in Exhibit 1. Upon expiration of the Initial Support Term, ongoing Support Services shall automatically renew, with customer paying for additional annual support periods, each a (“**Renewal Support Term**”). This renewal will continue until termination of this Agreement provided that, Company shall not give notice of termination if it would be effective prior to a period equal to two times the Agreement’s Initial Support Term.

With respect to Company’s support obligations, Company will use diligent, commercially reasonable efforts to respond to Notifications from Customer relating to the Solution identified in the Order in accordance with the following guidelines with the time period to be measured beginning with the first applicable Company “Telephone Support” hour occurring after Company’s receipt of the Notification:

Priority	Description	Response Goal	Resolution Goal
Urgent 1	A support issue shall be considered Urgent when it produces a Total System Failure; meaning Company’s Solution is not performing a process that has caused a complete work stoppage.	Within 60 minutes of the issue being reported and a resolution planned within 24 hours.	Although resolution times vary depending on the exact issue and customer environment, Company has a stated goal to resolve an urgent issue within 24 hours or provide a resolution plan with urgent issues within 24 hours of being reported.
Critical 2	A support issue shall be considered Critical when a critical failure in operations occurs; meaning Company’s Solution is not performing a critical process and prevents the continuation of basic operations. Critical problems do not have a workaround. This classification does not apply to intermittent problems.	Within two hours of the issue being reported and a resolution planned within five (5) days.	A resolution plan will detail the steps necessary to understand and possibly resolve the issue.
Non-Critical 3	A support issue shall be considered Non-Critical when a non-critical failure in operations occurs; meaning Company’s Solution is not performing non-critical processes, but the system is still usable for its intended purpose or there is a workaround.	Within four hours of the issue being reported.	
Minor 4	A support issue will be considered Minor when the issue causes minor disruptions in the way tasks are performed, but does not affect workflow or operations. This may include cosmetic issues, general questions, and how to use certain features of the system.	Within 24 hours of the issue being reported.	

Response timing is measured from the moment a Case number is created. As used herein a “Case number” is created when a) Company’s support representative has been directly contacted by Customer either by phone, email, in person, or through Company’s online support portal, and b) when Company’s support representative assigns a case number and conveys that case number to the Customer. Customer must provide remote access to its facility using a Company approved remote access client so that Company can perform the support obligations and/or services under this Agreement; and will provide appropriate security access and accounts for Company staff and each session participant.





EXHIBIT 3

Travel Expense Guidelines

Superion will adhere to the following guidelines when incurring travel expenses:

All arrangements for travel are to be made through the Superion Corporate Travel Agent unless other arrangements have been made with the Customer and are documented in writing.

AIR TRAVEL – Superion will use the least expensive class of service available with a minimum of fourteen (14) days, maximum of thirty (30) day, advance purchase. Superion shall provide the travel itinerary as the receipt for reimbursement of the airfare and any fees. Fees not listed on the itinerary will require a receipt for reimbursement.

Trips fewer than 250 miles round are considered local. Unless a flight has been otherwise approved by the Customer, Customer will reimburse the current IRS approved mileage rate for all local trips.

LODGING –Superion will use the most reasonable accommodations possible, dependent on the city. All food items, movies, and phone/internet charges are not reimbursable.

RENTAL CAR – Compact or Intermediate cars will be required unless there are three or more Superion employees sharing the car in which case the use of a full size car is authorized. Gas is reimbursable however, pre-paid gas purchases will not be authorized and all rental cars are to be returned with a full tank of gas., Receipts for car rental and gas purchases will be submitted to Customer. Superion shall decline all rental car insurance offered by the car rental agency as staff members will be covered under the Superion auto insurance policy. Fines for traffic violations are not reimbursable expenses.

OTHER TRANSPORTATION – Superion staff members are expected to use the most economical means for traveling to and from the airport (Airport bus, hotel shuttle service). Airport taxi or mileage for the employee's personal vehicle (per IRS mileage guidelines) are reimbursable if necessary. Receipt(s) for the taxi will be submitted to Customer. Proof of mileage is required and may be documented by a readily available electronic mapping service. The mileage rate will be the then-current IRS mileage guideline rate (subject to change with any change in IRS guidelines).

OTHER BUSINESS EXPENSES – Parking at the airport is reimbursable. Tolls to and from the airport and while traveling at the Customer site are reimbursable. Tipping on cab fare exceeding 15% is not reimbursable. Only tips that are documented with receipts are reimburseable. Porter tips are reimbursable, not exceeding \$1.00 per bag. Laundry is reimbursable when travel includes a weekend day or Company Holiday and the hotel stay is four nights or more. Laundry charges must be incurred during the trip and the limit is one shirt and one pair of pants/skirt per day. Receipts shall be provided to Customer for all of the aforementioned items. Receipts are required by Customer for all reimbursable travel.

MEALS – Standard per Diem. Subject to change due to cost of living.





EXHIBIT 4

Minimum Insurance Requirements

- **Workers' Compensation**, statutory limits, and Employer's Liability with limits no less than Employers Liability limits shall be \$500,000.00 each employee, \$500,000.00 each accident, and \$500,000.00 policy limit.
- **Commercial General Liability insurance**, covering bodily injury and property damage liability, products & completed operations, with minimum limits \$1,000,000 each occurrence for bodily injury and property damage, \$2,000,000 general aggregate.
- **Business Auto Liability insurance**, covering any vehicle used by vendor in performance of work for Superior or around Superior's premises. Limits no less than \$2,000,000 each accident.
- **Cyber Liability Insurance**, with limits not less than \$2,000,000 per occurrence or claim, \$2,000,000 aggregate. Coverage shall be sufficiently broad to respond to the duties and obligations as undertaken by Vendor in this agreement and shall include claims involving infringement of intellectual property, infringement of copyright, trademark, trade dress, invasion of privacy violations, information theft, damage to or destruction of electronic information, release of private information, alteration of electronic information, extortion and network security. The policy shall provide coverage for breach response costs as well as regulatory fines and penalties as well as credit monitoring expenses with limits sufficient to respond to these obligations.





EXHIBIT 5
Scope/Schedule of Work





Exhibit 6
Superion's Proposal Response





Exhibit 7
County's Request for Proposal



Statement of Work

Finance Enterprise Implementation

Document prepared for
Boone County, MO



Scope of Work

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1. Executive Summary

1.1. Introduction

This document is the Statement of Work (SOW) for the implementation of Financial, Human Resources, and Payroll Information Management software and related services only with respect to the Solution software expressly identified in the Order (the "Agreement") for **Boone County, MO** (the "Customer"). Superior ("Superior") will provide implementation services identified in the Agreement as further described in this SOW to assist the Customer in implementing the Finance Enterprise Software solution. The SOW is an attachment incorporated as part of the Agreement signed by Superior and the Customer, and all actions directed herein shall be performed in accordance with the aforementioned Agreement.

The SOW is intended to be a planning and control document, not the detailed requirements or design of the solution.

1.2. Project Criteria for Success

- 1) Replace Customer's legacy Finance and Human Resources systems and off-system tools with a single modern system that promotes the exchange and extraction of information
- 2) Reduce the need for redundant data processes through integrated systems, utilizing one point of data entry for all information.
- 3) Be able to accurately and quickly determine and report on critical financial information across the entire Customer including how much the Customer owes, how much it is owed, and how much it currently has (enhanced cash flow reporting).
- 4) Use the opportunity the project presents to re-think and improve existing Customer business processes in accordance with industry best practices.
- 5) Maintain an organized, thoughtful, and planned approach to the implementation project that best takes advantage of existing staff resources and allows the Customer the best chance for long term success.
- 6) Access Payroll and Human Resources data from a seamless system that also integrates with the financial data base.
- 7) Enable and promote sharing information cross-functionally.
- 8) Improve employees' access to their own information.
- 9) Utilize workflow to automate notifications, approvals, and other tasks.
- 10) Provide a platform for future improvements, to support increasing volumes of growth in customers and associated services

1.3. Customer Goals

- 1) Deploy a standard project management methodology and delivery infrastructure based on PMI standards.
- 2) Align operations with best practices to improve efficiency by re-engineering and optimizing business processes and system configuration utilizing the previously-completed as-is and to-be process maps.
- 3) Implement all software modules within the agreed upon schedule and budget with acceptance procedures satisfied in writing.
- 4) Complete a knowledge transfer process that will establish the necessary skills and proficiency needed for the customer to take a significant role in the implementation tasks related to configuration, forms, and workflow and support the system after implementation.
- 5) Support the migration from the as-is to rapid adoption and proficient use of the to-be business processes and supporting software.

2. Scope Overview

The purpose of this project is to replace the Customer's current financial, payroll and human resource applications with a new completely integrated solution and to improve the Customer's existing administrative processes to take advantage of industry best practices that best leverage the Finance Enterprise application. The project scope is comprised of the Software and Services identified in the Agreement as further described throughout this SOW.

2.1. Organizational Scope and Phases

The following departments and organizations will be part of the scope of the system. Customer represents that each of the departments and organizations below are comprised of Customer Employees.

Boone County, MO

- Auditor
- Assessor
- Circuit Court Clerk
- Collector
- Community Services
- County Clerk
- County Commission
- County Counselor
- Court Administrator (Juvenile Office and Juvenile Detention Center)

- Emergency Management
- Facilities Maintenance & Housekeeping
- Human Resources & Risk Management
- Information Technology, GIS, & Mail Services
- Joint Communications
- Prosecuting Attorney
- Public Administrator
- Road & Bridge
- Purchasing
- Recorder of Deeds
- Resource Management
- Sheriff & Corrections
- Treasurer

The Preliminary Implementation phasing is outlined below. During project planning, Superion and the Customer will build the actual project plan and schedule which will then be updated and maintained throughout the project.

The key phases are as follows:

- Phase I – Finance -9-12 months from contract execution
- Phase II – Human Resources and Payroll 12-15 months from contract execution

2.2. Training and Configuration Scope

Superion includes the following baseline consulting and training in the scope of this project. The following standard areas for the Financials and HR/PY phases of the project will be covered as part of the consulting and training. Topics and agendas may be adjusted during the implementation based on needs assessment and agreement between the Customer and the Superion Project Manager. The majority of consulting and training will be conducted onsite, but remote sessions will be included throughout the project. See section 3 in this SOW for our overall approach to consulting and training.

GLCF01	General Ledger Overview and Chart Design
GLCF02	General Ledger Structure Design
GLCF03	General Ledger Structure Setup (Remote Configuration by Consultant)
GLCF04	Core Financial System Overview, Needs Analysis and Initial Design
GLCF05	General Ledger Training - Chart of Accounts Maintenance, Journal Entries, Recurring Calculations and Budget Entries
CFGM001	Grants/Projects/Contracts Management – Needs analysis, System Setup and Configuration
GLCF06	Core Financial Setup and Testing (Remote Configuration by Consultant)
GLCF07	Core Financial Training - Purchasing, Accounts Payable, Bank Management and Fixed Assets

GLCF08	General Ledger Training - Advanced Budget Entries, Journal Entries, Reconciliation, Utilities
GLCF09	Core Financial Training - Accounts Receivable and Cash Receipts
CFGM02	Grants/Contracts Management Training
GLCF10	Core Financial Training - Advanced Processing -Purchasing, Accounts Payable, Bank Management, and Fixed Assets
GLCF11	Core Financial Training - Advanced Topics: Maintenance and Utilities
GLCF12	Final Review of Client Workstation Preparedness
GLCF13	Parallel and Process Testing (Budget Checking, Encumbrances, Clear Out Scripts, Utilities)
GLCF14	Go-Live Support
GLCF15	Post Live Support
GLCF16	Calendar Year End Training
GLCF17	Fiscal Year End Training
BUD01	Annual Budget Development
HRPY01	Human Resources & Payroll - Needs Analysis & Configuration Setup
HRPY02	Human Resources & Payroll - Needs Analysis, System Setup and Configuration Decisions
HRPY03	Human Resources & Payroll - Comparison Testing, Data Conversions
HRPY04	Human Resources & Payroll - Time and Attendance Planning and Comparison Testing
HRPY05	Human Resources & Payroll - Gap Analysis, Data Mapping and Comparison Testing
HRPY06	Human Resources & Payroll - Employee Management Training
HRPY07	Human Resources & Payroll - Payroll Processing and Comparison Testing Training
HRPY08	Human Resources & Payroll - Gap Analysis, Data Conversions and System Configuration
HRPY09-10	Human Resources & Payroll - Employee Personnel, Payroll Management and Payroll Process
HRPY11	Human Resources & Payroll - Employee Personnel, Payroll Management and Payroll Process
HRPY12	Go-Live Preparation and System Handoff
HRPY13-14	Go-Live Support
EO01	Employee Online - Overview
EO02	Employee Online - Configuration
EO03	Employee Online - Benefits Configuration
EO04	Employee Online - Benefits Configuration & Training
EO05	Employee Online - Open Enrollment Configuration

EO06-08	Employee Online - Configuration Cont.
EO09	Employee Online - Advanced Configuration
EO10-12	Employee Online - Go-Live Prep
HRPYPD01	Professional Development - Overview
HRPYPD02-03	Professional Development - Configuration
HRPYPD04-05	Professional Development - Testing
HRPYPD06	Professional Development Training - Web
HRPYPD07	Professional Development Training - Application
HRPYPD08	Professional Development Training - Security & Go-Live Prep
PB01	Position Budgeting - Overview
PB02	Position Budgeting - Initial Testing & Configuration
PB03	Position Budgeting - Initial Configuration
PB04	Position Budgeting - Overview
PB05-07	Position Budgeting - Configuration
PB08	Position Budgeting - Process Review & Verify Calculations
PB09	Position Budgeting - Process Training Customer Specific Processes
PB10	Position Budgeting - Process Training Cont. Customer Specific Processes
PB11-13	Position Budgeting - Process Review - Troubleshooting/ Issue Resolution
PB14-15	Position Budgeting – Go-Live Prep
PB16-17	Position Budgeting - Process Review - Post Live Support
PAF01	Personnel Action Forms - Configuration
PAF02	Personnel Action Forms - Overview
PAF03	Personnel Action Forms - Workflow Configuration
PAF04	Personnel Action Forms - Workflow
PAF05	Personnel Action Forms - Post Live
TOOLS01	Tools - SPSOne Security & Desktop Training
TOOLS02	Tools Overview and Needs Analysis
TOOLS05	Tools - Workflow Training
TOOLS06	Tools - SPSOne Security Follow-up
RPRT01	Reporting Overview and Needs Analysis
RPRT03	Cognos Report Training

2.3. Data Conversion Scope

Superion has included the following data conversion in this SOW. Superion and the Customer will work together to create cross-walk tables for the conversion of data from legacy system. During the project, further discussion and discovery will take place and the Customer may request that modifications to the data conversion services scope be performed by Superion. If the data conversion scope is requested to be modified by Customer, it will become the subject of a separately executed Change Order which will describe changes in scope of work and payment of fees due for such modified hours/pricing.

Superion has included conversion services and pricing in the Agreement for the conversion services outlined below.

- Superion and the Customer will build a project plan with the intention of ensuring that conversions are accurate and correct. When conversions are successful, the data that is converted and imported into Finance Enterprise should appear as if it were an original transaction or record in the ERP system Finance Enterprise
- Superion and the Customer will share the work of completing the data conversion.
- Superion will assist and advise on data mapping as required and will work closely with Customer to ensure that data base schema mapping is correct.
- The Customer will deliver the data in the specified format to Superion.
- Superion consultants will perform uploads into a test environment to complete the data conversion.
- Superion will provide the Customer with any error logs and will work with the Customer to identify any issues.
- Customer will review the data and will communicate any issues to Superion and they will work together to resolve.
- Superion will make revisions to their upload if the issues are due to the import.
- Customer will make revisions to their data file if the issues are due to the data mapping.
- Conversions will be performed until the Customer approves the final data conversion.
- Customer understands that any delay on their part may have an impact on the overall project schedule. Superion recommends historical data be limited to 10 years if possible.

Functional Area	Data	System	Type/Quantity	Tool
General Ledger	Opening Balance, Current balance, and YTD Credit and YTD Debit in each account (Up to 10 Years)	Legacy	Up to 10 Years	Superion's Standard Import
General Ledger	Ledger Transactions (Up to 1 Year)	Legacy	Up to 1 Year	Superion's Standard Import
General Ledger	Chart of accounts	Legacy	Up to 1 Year	Superion's Standard Import
Budgeting	Original budget amounts by line items	Legacy	Up to 1 Year	Superion's Standard Import
Budgeting	Current budget amounts by line item for all funds	Legacy	Up to 1 Year	Superion's Standard Import
Budgeting	Current actual amounts by line item for all funds	Legacy	Up to 1 Year	Superion's Standard Import
Budgeting	Current budget and actual amount by line item for all funds	Legacy	Up to 1 Year	Superion's Standard Import
Fixed Assets	Asset file	Legacy	All active assets	Superion's Standard Import
Fixed Assets	Reference/Control Tables	Legacy	All tables required for active assets	Superion's Standard Import
Purchasing / Accounts Payable	Vendors	Legacy	All active vendors	Superion's Standard Import
Accounts Payable	Invoices	Legacy	Up to 1 year	Superion's Standard Import
Purchasing	Accounts files, bid files, contract files, inventory item transactions, item files, purchase order files, purchase requisition files, stock requisition files, and vendor files.	Legacy	Up to 1 year	Superion's Standard Import
P-Card	P-Card Transactions	Legacy	Up to 1 year	Superion's Standard Import

Functional Area	Data	System	Type/Quantity	Comments
In Scope Conversions				
Human Resources	Employee personnel data including pay assignments, employee tracking info contained in the HR Data Conversion Guide	Legacy	Data for all Active employees.	Superion's Standard Import**
Auditor	Human Resources Master Records	Legacy	All active employee records	Superion's Standard Import
Payroll	Position Tables & Allocation Information (All available data)	Legacy	All available data	Superion's Standard Import
Payroll	Outstanding Payroll Checks	Legacy	Checks that have not cleared the bank six months or less prior to Finance Go – Live	
Payroll	Vacation and Sick Time accrual, usage and balances	Legacy	Active employee data as of cut over date	Superion's Standard Import
Payroll	Master Position File	Legacy	Current employee data as of cut over date	Superion's Standard Import

2.4. Interface Scope

The Interfaces identified in the Agreement are further described below. The interfaces included in this SOW were identified by Superior based on the RFP and discovery. During the project, further discussion and discovery will take place and the Customer may request that modifications to the interface services scope be performed by Superior. If the interface scope is requested to be modified by Customer, it will become the subject of a separately executed Change Order which will describe changes in scope of work and payment of fees due for such modified hours/pricing. If the scope change is the result of adding and deleting interfaces, then Superior will determine the net effect of the change before initiating a Change Order request.

The interfaces identified in the Agreement will be developed and or configured using the processes identified in this SOW. Following is a description of the interfaces to be provided.

Assumptions:

- The Customer will share with Superior the planning and tasks of creating the integrations. Superior consultants will advise and train Customer on using the Superior standard file uploads to complete the data interface if applicable. Superior will assist and advise on data mapping as required. Superior supplies numerous API's for integration the Customer can use should they choose. The API's are part of the Fusion integration tool and can be found at <https://fusion.centuralsquare.com/fusion>. Superior will assist and advise Customer on API integration. Superior will work with the Customer on testing and perfecting the integrations, until Customer signs off on each integration. Customer understands that any delay on their part may have an impact on the overall project schedule. Superior understands that any delay on their part may also have an impact on the overall project schedule.
- Superior is not responsible for the applicable third-party software, third-party hardware or third-party system software costs which may be required for the development of the interfaces described. The Customer is responsible for any necessary communications with third party vendors if necessary to accomplish the Interface scope in this SOW.
- Additional requests and changes to the scope of the below interfaces will require a change order per section 7 and may incur additional charges. Changes include any additional requirements including building integration via API and Web Services (if not already listed as the interface method.)
- Interface list starts on next page



ID #	Application/Required Interface	Use of System	Type/Frequency of Interface	Import/Export	Interface Method	Phase
	Real Vision Imaging (RVI) – See below for further description	Document imaging	As needed	Web API	Web API	1
	TimeClock Plus - Load Employee Timecards into the Finance Enterprise timecard table – See below for further description	Time Keeping	As Needed	Both	Web API	2
	County's Bank	Import bank statement electronic file	As Needed	Import	Standard Upload File	1
	County Check Disbursements	Send Positive Pay files to bank	As Needed	Export	Standard Upload File	1
	Accounts Payable/Payroll	Yearly W2 submission	Annually	Export	Standard Upload File	2
	County ACH Disbursements	Vendor Payment ACH file export / import with County's Bank.	As Needed	Both	Standard Upload File	1
	Procurement Card Provider: Commerce Bank	Import a file from County's Procurement Card provider software to ERP Accounts Payable.	As Needed	Import	Standard Upload File	1
	Check or ACH Disbursements	Export unclaimed fee information to state's website	As Needed	Export	Standard Upload File	1



Court's software/Jury Management Software	Import information from Court's Jury software to AP	As Needed	Import	Standard Upload File	1
Karpel	Import check information from Karpel to AP for Prosecuting Attorney restitution and Bad Checks	As Needed	Import	Standard Upload File	1
Collective Data	Import Public Works Collective Data information to Accounts Receivable for interdepartmental billing purposes	As Needed	Import	Standard Upload File	1
County's payment processor Forte	Online Payment Verification Treasures office.	As Needed	Import	Standard Upload File	1
Virtual Merchant	Online Payments	As Needed	Import	Standard Upload File	1
ERP Procurement	Update the inventory in Maintenance Connection when purchases are received in the ERP	As Needed	Export	Standard Upload File	1
Superion's Finance Enterprise RMS and JMS – See below for further description	Import financial transactions from Superion's Finance Enterprise RMS and JMS software to the GL	As Needed	Import	Web API	1



Superior's Finance Enterprise CAD, RMS, JMS and ERP – See below for further description	CAD, Import/export personnel information from Superior's Finance Enterprise to Finance Enterprise	As Needed	Import/export	Web API	1
Collector's Tax Billing and Disbursement System	Export daily general ledger entries for tax payer payments, adjustments and disbursement (to taxing entities) to the ERP GL.	As Needed	Import	Web API	1
GL	Import investment and cash related transactions from GL to Sympro	As Needed	Export	Web API	1
Sympro	Import the investment returns from Sympro into GL	As Needed	Import	Web API	1
Payroll-ACH and check disbursements	Export of Payroll Direct Deposit data	As Needed	Export	Standard Upload File	1
Accutime	Import Public Works time and attendance information from Accutime to ERP time and attendance.	As Needed	Import	Standard Upload File	2
ERP Human Resources	Export employee demographic and benefit election information to the	As Needed	Export	Standard Upload File	2



	benefit providers and from Human Resources module.				
Court Inventory System/WASP	Joint Communications brought this inventory system with them which tracks fixed assets and other items	As Needed	Import	Standard Upload File	1
iRecord/invoicing	Track invoices and payments	As Needed	Import	Standard Upload File	1
Schedule Express	Import Joint Communications time and attendance information to ERP time and attendance.	As Needed	Import	Standard Upload File	2
Accounts Payable/Payroll	Yearly 1099-MISC and 1099-S submission	As Needed	Export	Standard Upload File	2
Clerk's VR system	Import Poll worker Information for yearly W2 submission	As Needed	Import	Standard Upload File	2
Payroll-ACH	Import/export employee benefit ACH information to bank	As Needed	Export	Standard Upload File	2
Auditor - Inventory	Auditor inventory system physical count	As Needed	Import	Web API	1
IT - Inventory	IT inventory system physical count	As Needed	Import	Web API	1



On-Line Application	On-Line Job Application	As Needed	Import	Web API	2
Current County Payroll/HR system	Current County Payroll/HR	As Needed	Import	Standard Upload File	1
ASIFlex/ERP Human Resources	Import/export employee demographic and benefit election information to/from the benefit providers and to/from Human Resources module.	As Needed	Import	Standard Upload File	2

TimeClock PLUS (TCP)

Superior has standard integration with TimeClock PLUS which includes the following features and requirements:

- The timecard import supports the import of timecard activity to the Finance Enterprise timecard tables
- Reports and notifications can be created/run against the imported data
- Once timecards are confirmed they are distributed and folded into the payroll calculation process
- This integration from Finance Enterprise returns the following information to TCP in real time:
 - Employee ID, First Name, Last Name, email address department and calendar
 - Employee ID, job title, department, supervisor ID, record type. For each job the allowed hours are also provided grouped by hour type (Leave, Regular, OT and OT2)
 - The Position ID, the Position Description (POSLONG), PCN, PCN Description (LONGDESC), and the hours associated with the Position.
 - Employee leave transactions
 - The types of Leave possible and the Hours that affect those Leaves
 - This service returns timecard records that have created with this API. This can be run for all employees or for a single employee. In addition to the information inserted when the record was created, the date and time of the insertion will be returned.



Real Vision Imaging (RVI) – Third-Party software

Superion will integrate with RVI includes the following features and requirements:

- The basic record is entered and indexed into Finance Enterprise
- The indices are automatically pushed to RVI by system/attachment type
- Paper documents are scanned then attached to the Finance Enterprise record for workflow approval
- Approval/Workflow of record is handled within Finance Enterprise

CAD, RMS and JMS Integration

Superion will provide an integration between the Superion RMS/JMS software and Finance Enterprise to capture the following features and Controls:

Feature	Import/Export	Control(s)	Data Entry Model
RMS Receipting Generic Permits Warrant Ordinance Parking Ticket P&E Vehicle Release CCW Quartermaster	Import and Export	Ensure cash accounts in the GL are updated with received cash from PS&J	Data entered in OS PS&J
JMS Receipting Inmate Cash Account (CR) Commissary Fee Payments and Adjustments Civil Process	Import and Export	Ensure cash accounts in the GL are updated with received cash from PS&J	Data entered in OS PS&J



Jail Medications Quartermaster Medical Expenses Bonds (through Misc Receipts)			
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HR Integration Points

Superior will provide an integration between the Superior RMS/JMS software and Finance Enterprise to capture the following HR and Asset Features and Controls:

Feature	Primary Software	Import/Export	Control(s)	Data Entry Model
New Hire	Finance Enterprise	Export	Ensure only appropriate position data sent to PSJ software	Some augmented employee data will need to be entered into PSJ software
Employee Information Updates	Finance Enterprise	Import and Export	Ensure only appropriate position data sent to PSJ software	Preference would be to update in primary software but can be updated in both
Position Change	Finance Enterprise	Import	Ensure only appropriate position data sent to PSJ software	Primary software only



Termination	Finance Enterprise	Import	Ensure only appropriate position data sent to PSJ software	Primary software only
Equipment Assignment	Quartermaster	Import	All assigned equipment data sent to PSJ's Quartermaster application	Primary software Only

2.5. Reporting Scope

Standard reports and associated report development training will be provided and included under this Scope of Work.

Superion has included the training necessary to assist the Customer on completing their annual CAFR as outlined in Appendix 2. Superion will use Cognos CDM and our CAFR Constructor tool to create all the technical components necessary for the Customer to produce its CAFR. Customer will supply the narrative components necessary to complete the CAFR. Appendix 2 outlines the CAFR schedules Superion will assist the Customer in producing.

Superion utilizes Cognos Analytics for creating reports in Finance Enterprise.

Requirements and Notes:

- Customer and Superion will create a report scope spreadsheet which will identify and prioritize the required reports.
- Superion utilizes the following rules when scoping report hours identified while creating the reporting plan:
 - **Simple** – list report with basic calculations and formatting. Report templates can be utilized for the majority of development. Typically, one query handles the report information. Can be prompted and filtered. *Est 8 hours*
 - **Medium** – report containing more advanced calculations and formatting. May need more than one report query to retrieve the data, master-detail relationships may be needed. Typically includes several prompts. *Est 16 hours*
 - **Complex** – highly formatted report which may contain more than one list or report object and multiple developed pages, contains complex calculations such as running balance, may have conditional formatting and multiple levels of summarization. Financial Statements typically fall under this category. *Est 32 hours*
- Superion will train Customer on how to create new reports or modify existing reports.
- Superion has included 40 hours to train Customer on how to create new reports or modify existing reports.
- The Customer can add additional hours outside of the Agreement which will become the subject of a separately executed Change Order describing additional scope of work and payment of fees due for such additional hours/pricing

Assumptions:

- The Customer will take on the bulk of developing any required ad-hoc reports or adjusting Superion standard reports. Superion consultants will advise and train Customer on using

Superion analytics to develop reports. Customer understands that any delay on their part may have an impact on the overall project schedule.

2.6. Workflow Scope

Standard workflow Models and associated Workflow Model training and assistance described below will be provided and included under this Scope of Work. During the project further discussion and discovery will take place by Superion and the Customer to mutually determine if additional workflows are to be completed by Superion which will become the subject of a separately executed Change Order which will describe additional scope of work and payment of fees due for such additional hours/pricing.

The standard workflows include the following and will be configured to meet the Customer's business process including requirements that may be different between departments:

Standard Workflow Models

Financial Workflows

Model	Approvals
PR APPROVAL	Superion will build one Purchase Request model for the Customer under this agreement. Model can be built to use standard PO generated PDF to be emailed to Vendors.
AP APPROVAL	Superion will build one Accounts Payable invoice processing model for the Customer under this agreement.
JE approvals and auto-distribution	Journal Entry approval with auto distribution
BU adjustment approvals and auto-distribution	Budget Adjustment model with auto distribution
Approval Notification Model	A nightly notification model will be built to notify approvers if they have pending approvals in their queue.
CM Approval (status)	Superion will build one Contract Management Approval (status) model for the customer under this agreement.
CM Amendment	Superion will build one Contract Management Amendment model for the customer under this agreement.

Payroll and Human Resource Workflow Models

Model	Description
New Hire	This is a notification workflow with no approvals. When a new employee ID is created it will notify IT to set up an e-mail account for the employee and also notify Payroll that a new person has started.
License/Certification	This is a notification workflow with no approvals. It would look at the expiration date of the license/certification and notify the employee that the license or certification is about to expire.
Termination	This workflow will let IT know to deactivate the email and other security of a person who is terminated. It will also notify the Payroll department.
Personnel Action	These models gather information from the Personnel Action Forms and moves them forward to proper approvers before updating the database with those items. Examples include processing a new-hire, salary change, employee separation and employment status change.
Timecard Online	This workflow model will route timecards submitted from the employee to the appropriate approver.
Employee Online	These models gather changes to an employee's record that were submitted within employee online. They allow the employee to submit the changes such as direct deposit change, personal information, emergency contact information, family information, reimbursement direct deposit and tax changes. The HR department then has the ability to approve these changes, and once approved the change takes effect.

Assumptions:

- The Customer will take on the bulk of developing any required ad hoc workflow models. Superion consultants will advise and train Customer on using Superion workflow tool to develop the models. Customer understands that any delay on their part may have an impact on the overall project schedule.

2.7. Forms Scope

Superion has included the following Forms in this Scope of Work. Superion will provide standard form samples and the Customer will use to choose the necessary forms. Custom forms can be created by Superion, but additional hours at Customer's expense would be required.

Description

1 Purchase Order – Could be a report which outputs to PDF
1 Account Receivable: 1 Invoice and 1 Statement – Could be a report which outputs to PDF
1 Accounts Payable Check Easy Laser Form and EFT including two signatures
1 Cash Receipt
1 Payroll Check Easy Laser Form and EFT including two signatures
1099 and W2's – These are created as part of each calendar year end release.
1095-C/ 1094-C Forms – These are part of the standard Regulatory Application

Assumptions:

- Superion will create one version of each form. If multiple versions of any one form is requested additional charges will apply.
- Forms can be created either using Superion's Easy Laser Forms (ELF) or Superion Analytics. ELF is a proprietary product developed and maintained by Superion and Superion developers create the necessary forms with this tool. If Superion analytics is to be used, then the Customer could create the forms using Superion analytics.

2.8. Installation Services Scope

The installation services identified in the Agreement include the following:

- Installation of one (1) Test, one (1) Production, and one (1) Training environment of Finance Enterprise.
 - Production Environment may have up to 4 application servers
 - Test, Training, and any Additional Environments will each have (1) application server
- Superion uses the following environment methodology as part of its implementation.
 - Phase 1: Finance – Initial installation is completed into one Pre-Production environment. All configuration, data conversion, core team training and testing is completed in this environment. Prior to end user training a "testing" environment is created and the data from Pre-Production is copied over. This second environment is used to train end users and as a sand box for users to learn. Prior to phase 1 final go-live the Pre-Production environment is cleared out of data and the final conversion is completed. Pre-Production is now considered "Production."
 - Phase 2: Human Resources/Payroll – All configuration, conversion, core training, and testing is completed in the same production environment as phase 1. When Finance is

live, Payroll transactions are never posted to the live production environment. Prior to end user training for phase 2 the data from production is copied to the test environment. The test environment is used to train end users and as a sand box for users to learn. Prior to final go-live the Pre-Production environment is cleared out of human resources and payroll data and the final conversion is completed. Pre-Production for Phase 2 is now considered “Production.”

- Installation of one (1) Test and one (1) Production Cognos environment to be completed.
- Superion will complete all installation remotely.
- System Administrative training comes standard with all Finance Enterprise installations which will be completed remotely and be scheduled over 3 sessions for a total of 8 hours.
- Superion will train Customer on doing a data refresh from Production to other environments as part of admin training. This training will be scheduled for 2 hours.

Assumptions:

- Superion and the Customer will mutually agree on the dates and schedule for the installation and other services in this area based on Superion installation calendar availability.
- Procurement of the Hardware is the responsibility of the Customer. Customer will install all hardware components including the operating system at least 1 week prior to the scheduled Finance Enterprise install.
- Application Server Load balancing and farm set up are the responsibility of the Customer
- Hardware specifications will be provided to Customer.

2.9. Key Document Expectations

Appendix 1 defines the “Key Document Work Products” Superion or the Customer are expected to complete during the project.

2.10. Project Management Scope

Superion provides Project Management as part of the scope for this project.

Superion’s Project Manager will be participating remotely as dictated by the mutually agreed upon project plan and schedule. It is estimated that Superion’s Project Manager will spend an estimated 30 hours a month on the project. Duties of both Superion and the Customer Project Managers are outlined in the Project Governance Section. It is assumed the Superion Project Manager will be assigned to the Customer for 18-21 months once project commences through the end of phase 2.

2.11. Business Process Review

Superion will provide Business Process Review (BPR) services for the Customer under this SOW. Superion will complete a BPR at the beginning of Phase 1 Finance and Phase II HR/PY. Superion will conduct these services for each process identified by the Customer.

As part of the BPR, Superion consultants will review any existing business process documentation outlined in the Configuration Workbook which has already been completed by the Customer or discuss current business processes with Customer staff. Superion's consultants will facilitate a discussion to review recommendations and options for use of Finance Enterprise and how other Superion customers have made improvements to business processes and utilized the Finance Enterprise software. Additionally, Superion consultants will use industry “best practices” in providing options to the Customer. Superion will document to-be business process decisions made by the Customer in a written deliverable organized by business process. It is expected that Superion consultants will utilize process maps/flow charts in documenting to-be processes. These maps will be provided to the Customer in an editable format so that they may be updated as processes are modified.

2.12. 3rd Party Software and Services

The following 3rd party software and service providers that are identified in the Agreement are further described in this SOW. Superior will coordinate all services provided by these 3rd parties. The required services to implement the solution are included in the Superior agreement.

- Time Clock PLUS

2.13. Software Modifications

Superior is including the following software modifications in this SOW.

Module	Spec #	Description	Estimated Hours
Human Resources	3	Ability to integrate position request with Budget module for development of personnel budget.	100
	4	Ability for the position requisition function to integrate to the Payroll and Human Resources functions to create a position, upon approval of the requisition.	100
	251	Ability to categorize training as required (i.e., sexual harassment training), strongly encouraged and optional.	10
	252	Ability to flag a class as a requirement for various certificate programs (e.g. CDL, ESDP or ICMA).	10
	291	Accommodations - free form text field for accommodations provided	10
	397	Recommended merit increase	10
	398	Actual merit increase	10
	399	Reason for more/less than recommended increase	10
	401	Ability to track exit activities, including return of County material assignments, exit interview results, etc.	25
Total			285



Assumptions:

- Superior and Customer will complete detailed discovery and specifications for each system modification prior to any development work commencing.
- Modifications will only be delivered as part of a major release of the Superior Finance software.
- Modifications will be delivered prior to the scheduled user acceptance testing of each phase.



3. Implementation Approach

3.1. Data Conversion Approach

Data conversion development is the joint responsibility of the Customer and Superior. Customer will be responsible for extracting data from the legacy system. Superior and Customer will work together to accomplish importing the data conversion files received from the Customer into Finance Enterprise using standard imports.

Finance Enterprise contains standard utilities that support numerous data import and export requirements. In order to use these standard features, data must be presented in a supported format such as, CSV or Microsoft Excel. If specific formatting needs, scope, and complexity go beyond the standard format, Superior will work with the Customer to provide design considerations and level of effort estimates for additional Customer expense.

When Superior is engaged to convert data using Superior standard file upload utilities, the process flows as outlined:

Task	Superion Role	Customer Role
1. Validate the Scope – Use this SOW and the BPR/Discovery to review the scope of the data conversion requirements	Provide input on scope and advise Customer on best practices related to converting data	Customer to provide input and requirements for data conversion
2. Meeting or Discovery call between the Customer and the Consultant assigned to assist with the data conversion upload utility. During meeting/call, specifics of the task are discussed so that both parties have a full understanding.	Lead Task	Participate in discovery and make decisions
3. Superior to provide file upload template to the Customer	Provide input and answer questions if necessary	None
4. Superior and Customer will work to complete the mapping of the fields for the Superior upload template	Lead mapping for upload template	Provide input and answer questions if necessary
5. Customer reviews and approve mapping	Revise mapping as necessary	Review mapping and provide feedback
6. Complete the mapping spreadsheet and provide data from legacy system	Assist in mapping	Provide data from Legacy system in Superior required formats

7. Run the file upload utility and train the Customer staff through the process for running program	Deliver file upload utility and train Customer staff on program	Provide Customer staff to be trained on program
8. Tests results and reports any discrepancies	Supports the Customer in running utility programs.	Test program
9. Adjust file upload mapping	Support the Customer in revising the mapping template	Adjust mapping template
10. Steps 8 and 9 are repeated until sign off in step 11.	-	-
11. Customer signs off on completion	None	Sign Off

Assumptions:

- The Customer is responsible for validating all data once it is converted into Finance Enterprise
- Customer will: 1) provide Subject Matter Experts that are familiar with existing data structures in the legacy system to assist with the conversion process; 2) clean all data; and, 3) extract data from legacy system to comply with Superior file layouts.
- The Customer will provide the resources to assist with legacy data, data mapping and data validation.
- Customer is responsible for providing data from the legacy system in Superior required formats. i.e. CSV, Microsoft Excel
- The Customer will be responsible for getting the legacy data “conversion ready”, meaning it is clean (duplicates, typos, missing information, etc. have been corrected) and in a format that Superior can read for import purposes (Excel spreadsheet, for example).
- Customer will extract the data from their legacy system and populate Superior standard template format.
- Superior will import the data from the template and report any errors.

3.2. Interface Approach

Interface development is the joint responsibility of the Customer and Superion. Customer will be responsible for interface development work to/from existing legacy systems. Superion will be responsible for interface development work to/from the Finance Enterprise system and any Superion-provided products.

Finance Enterprise contains standard utilities for some modules that support numerous data import and export requirements. In order to use these standard features, data must be presented in a supported format such as, CSV or Microsoft Excel. If specific formatting needs, scope, and complexity go beyond the standard format, Superion will work with the Customer to provide design considerations and level of effort estimates for additional Customer expense.

When Superion is engaged to create interfaces using Superion standard import/ export utilities, the process flows as outlined:

Task	Superion Role	Customer Role
1. Validate the Scope – Use this SOW and the BPR/Discovery to review the scope of the data conversion requirements	Provide input on scope and advise Customer on best practices related to interfacing data	Provide input and requirements for interface including data file layout specifications and 2 existing file samples
2. Meeting or Discovery Call between the Customer and the Consultant or Developer assigned to assist with the import/export utility. During meeting / call, specifics of the task are discussed so that both parties have a full understanding.	Lead Task	Participate in discovery and make decisions
3. Superion to provide file import/export template to the Customer	Provide input and answer questions if necessary	None
4. Superion and Customer will work to complete the mapping of the fields for the Superion import/export template	Lead mapping for import/export template	Provide input and answer questions if necessary
5. Customer reviews and approves mapping	Revise mapping as necessary	Review mapping and provide feedback
6. Complete the mapping spreadsheet and, if an import, provide data from legacy system	Assist in mapping	If an import, provide data from 3 rd party system in Superion required formats

7. Run the import/export utility and train the Customer staff through the process for running program	Deliver import/export utility and train Customer staff on program	Provide Customer staff to be trained on program
8. Tests results and reports any discrepancies	Support the Customer in running utility programs	Test program
9. Adjust import/export mapping.	Support the Customer in revising the mapping template	Adjust mapping template
10. Steps 8 and 9 are repeated until sign off in step 11.	-	-
11. Customer signs off on completion	None	Sign off

Assumptions:

- The Customer is responsible for validating all data transferred into Finance Enterprise and data transferred from Finance Enterprise to another application.
- Customer will provide Subject Matter Experts that are familiar with existing data structures in the legacy system to assist with the interface process.
- After analyzing requirements, the final interface method will be selected.
- In areas where upload utilities will be used the Customer will extract the data from their 3rd party application and populate Superion standard template formats. Superion will train the Customer on using the templates and assist in automating where applicable
- Superion has standard utilities for importing data.
- Superion has the ability to export data through SQL, reports, and custom interfaces.
- The Customer resources will provide the expertise in legacy system data, data mapping, and data validation.

3.3. Reports Approach

When Superion is engaged to write reports, Superion and the Customer will use the following approach. Note that reports will be completed either by Superion consultants or by developers (referenced as Report Developer for the remainder of section 3.3)

Task	Superion Role	Customer Role
1. Create Scoping Document	Support the Customer in creating Report scope document	List all needed reports in the Report Scope Document

		See Report Scope DED in Appendix 1 DED 7.3
2. Discovery between the Customer and the Report Developer assigned to write the report. Each report is discussed, and specifics of the report are detailed so that both parties have a full understanding.	Participate in discovery and make decisions	Document specifications
3. Superion and Customer review and approve specifications	Review specifications and provide feedback as needed	Revise Specifications as necessary
4. Report Developer creates report and delivers to the Customer	Create report and deliver	Provide SME to answer questions if necessary
5. Customer Staff tests results and reports any discrepancies	Answer any questions from Customer as testing is executed	Review and test report. Provide feedback to Superion
6. Superion Report Developer adjusts report based on the Customer feedback and re-delivers.	Revise Report (if necessary)	None
7. Steps 5 and 6 are repeated until sign off in step 9.		
8. Customer signs off on completion	Provide Sign Off Documentation to Customer	Sign document

Assumptions:

- Superion standard reports may need additional configuration based on the Customer's specific Chart of Accounts and other set up.
- Customer will provide written specifications for all reports Superion has agreed to develop.

3.4. Workflow Approach

Workflow models are set and configured based on each customer's business practices. Superion works with the Customer to both create Workflow Models and to train Customer staff to create, maintain, and use Workflow.

When Superior is engaged to develop Workflow Models, Superior and the Customer will use the following approach. Note that Workflow Models will be completed either by Superior consultants or developers (referenced as Workflow Developer for the remainder of section 3.4)

Task	Superion Role	Customer Role
1. Create Scoping Document	Support Customer in creation of scoping document	Define initial Workflow and requirements. See Workflow Scope in Appendix 1, item 7.4
2. Create Workflow Flowcharts for each workflow model identified in the Scope Document	Assist with questions	Create flowcharts for each model displaying flow of data through the approval process; note any specific items to be discussed with Superior for each model
3. Discovery between the Customer and the Workflow Developer assigned to write the Workflow. Each flowchart is discussed, and specifics of the Workflow are detailed so that both parties have a full understanding.	Document workflow specifications	Participate in discovery and make decisions
4. Specifications are created by the Workflow Developer and sent to Customer	Develop specifications and delivery to Customer	Provide input and answer questions if necessary
5. The Customer reviews and signs specifications	Revise specifications as necessary	Review Specifications and provide feedback; Sign specifications
6. Superior Workflow Developer creates Workflow and delivers to the Customer	Create workflow and deliver	Provide SME to answer questions if necessary
7. Customer staff tests results and reports any discrepancies	Answer any questions from Customer as testing is executed	Test workflow
8. Superior Workflow Developer adjusts Workflow based on Customer feedback and re-delivers.	Adjust workflow as necessary	None
9. Steps 7 and 8 are repeated until sign off in step 10.		

10. Customer signs off on completion

Provide Sign Off
Documentation to
Customer

Sign Document

Assumptions:

- Superion standard workflow models will need configuration based on the Customer-specific business practices and requirements. Customer will define the approval process and requirements for each model.
- Customer will provide Workflow Flowcharts and written details for all workflow models Superion has agreed to develop.

3.5. Forms Approach

When Superion is engaged to develop Easy Laser Forms, Superion and the Customer will use the following approach.

Note that Forms will be completed either by Superion consultants or by developers (referenced as Forms Developer for the remainder of section 3.5). If a report (e.g. PDF, Superion Analytics powered by Cognos) is the desired result instead of ELF Form, see section 3.3 for the Report Approach.

Task	Superion Role	Customer Role
1. Review standard ELF Forms and select the specific forms that will be used	Provide standard ELF Forms	Select specific forms to be used
2. Create Scoping Document	Support Customer in creation of Forms Scope document (See Appendix 1, Deliverable 7.5)	Discuss changes required to standard ELF Forms. Decide if there will be any custom modifications. Make a list of all changes per form.
3. Discovery between the Customer and the Forms Developer assigned to develop the forms. Specifics of the forms are detailed so that both parties have a full understanding.	Document forms specifications	Participate in meetings and make decisions
4. Specifications are created by the Forms Developer and sent to Customer	Develop specifications and delivery to Customer	Provide input and answer questions if necessary
5. The Customer reviews and signs specifications	Revise specifications as necessary	Review specifications and provide feedback; Sign specifications

6. Superior Form Developer creates Forms and delivers to the Customer	Create forms and deliver	Provide SME to answer questions if necessary
7. Customer staff tests results and reports any discrepancies	Answer any questions from Customer as testing is executed	Test forms
8. Superior Forms Developer adjusts forms based on Customer feedback and re-delivers.	Adjust forms based on Customer feedback	None
9. Steps 7 and 8 are repeated until sign off in step 10.		
10. Customer signs off on completion	Provide Sign Off Documentation to Customer	Sign Document

Assumptions:

- Customer will use one of Superior's standard formats which includes updating organization name, bank, logo, MICR, and signature.
- If Superior standard format does not meet requirements the Customer can have a custom form created at additional expense.
- Customer will supply organization and bank information and logo as necessary
- Customer will supply Customer signature(s) for checks
- Customer will test checks with bank

3.6. Consulting and Configuration Approach

Superion Consulting and Configuration are broadly defined by the below approach.

Task	Superion Role	Customer Role
Superion staff will lead and participate in all phases of the project to make sure the Customer can effectively use Finance Enterprise	Lead and participate in all phases of the project	Participate in all phases of the project
Superion will assess via Business Process Review the Customer's business practices and make recommendations based on industry best practices, including the best practice use of Finance Enterprise. These recommendations will be used to guide the use and configuration and use of Finance Enterprise. See Section 2	Provide thorough business process review and make recommendations	Provide business requirements and describe current business processes and practices

Superion will set up and configure Finance Enterprise	Set up and configure system	Participate as necessary in set up and configuration
Superion will document and record the configuration decisions	Document and record the configuration decisions	Participate and review documented configuration decisions

Requirements and Notes:

- Staff with the appropriate skills and experience will be furnished by Superion for each Consulting Session or other review activities, whether onsite or conducted remotely.
- Customer will actively participate in all training, consulting, and configuration of Finance Enterprise.
- Customer will verify configuration and work with the consultant during the testing period. The Customer will provide feedback to the consultants regarding changes that need to be made. Customer and consultant will work collaboratively on retesting and verification.
- The Customer will supply SME's in all areas of the software and will provide information to Superion consultants on business processes, policy, and information in order to set up and configure all areas of Finance Enterprise.

3.7. Testing Approach

During each phase of services as provided under this Statement of Work, the Customer will test all components of the Software as configured, as well as business processes, the reports, data conversion, interfaces, workflows and customizations (if applicable). Superion will supply standard testing scripts to be used by both Superion and the Customer to capture testing results. Superion will assist and the Customer will lead in creating scripts specific to the Customer processes.

3.8. Training Approach and Knowledge Transfer

Superion will train both the Customer Core Functional users and End Users as part of this project.

Core Project Team Training

Superion will conduct training for the core project team.

The following areas are the types of training Superior will conduct with the Customer's core project team.

Training Descriptions	Descriptions
Module overviews	Superior will provide the Customer an overview and understanding of all Finance Enterprise modules included in this SOW.
Finance Enterprise Navigation Training	Basic navigation on the user interface in Finance Enterprise
Security Training	Superior will train the Customer on all aspects of how to set up and use the Security components in Finance Enterprise. Customer is responsible for overall Security set up and configuration after training. Security typically is setup by IT or technical staff. All security decision makers should also understand the security setup.
Workflow Training	Superior will complete training on the Finance Enterprise Workflow tool. This training is targeted at IT or technical staff. They will gain the skills to support and build models.
Superion Analytics Training	Superior will complete training on the Cognos Business Intelligence tools including Dashboards and Report development. This training is targeted at IT, technical, and key subject matter expert staff. They will gain the skills to support and build reports.
Finance Enterprise Module Configuration and Superior Configuration Testing	Superior leads the set-up of all modules and does Superior Configuration Testing.
Process Training	<p>Superior will train the core project team on all Finance Enterprise processes outlined in the Core Project Team Training Plan. Customer will immediately apply the training by entering actual work into Finance Enterprise modules (e.g. minimum one hour per day). Customer will be able complete testing and verification of Finance Enterprise based on the training provided.</p> <p>Customer will test core processes in Finance Enterprise based on the training provided. Customer is expected to enter real data into Finance Enterprise to determine if there are situations which were not addressed during the Finance Enterprise training. This is targeted testing based on customer's actual business processes. Results should be captured by customer and will be addressed by Superior.</p>

Core Team Training Sessions

Category	Session Areas
General Training	Navigation Security
Finance	Budget Journal Entry Purchase Orders Accounts Payable Cash Receipts Accounts Receivable Stores Inventory Person Entity Contract Management Grants Management Projects P-Cards Fixed Assets Band Reconciliation
Human Resources	Benefits Employee Management Professional Development Personnel Action Forms Employee Online Applicant Online Position Budgeting
Payroll	Payroll Processing Leave Tracking Timecards
Tools	Superion Analytics/Reporting Documents Online Workflow

Customer Lead End User Training

End users are defined as staff who are regular users of the Finance Enterprise application but are not part of the core project team and did not attend core project team training. End users will be attending training 14-21 days prior to going live per the phased implementation approach. Customer will lead and Superion will assist with the creation of the following deliverables for the end user training.

Task	Superion Role	Customer Role
Creation of an End User Training Plan.	Assist: Provide input on training plan	Lead: Lead creation of an end-user training plan which defines who and what Customer staff need to be trained on
Development of user guides.	Assist: Provide sample generic guides	Lead: Customer to update the guides based on Customer specific processes
Development of training materials and exercises.	Assist: Assist Customer with training material and creation of classroom exercises	Lead: Lead the creation of end-user training material and exercises
Development of training data.	Assist: Assist Customer with creation of training scenario's	Lead: Lead the creation of necessary data needed to train users
Delivery of traditional classroom training.	Assist: Assist Customer in preparation for end user training	Lead: Lead training of Customer end users

3.9. Post Go-Live Support

Post live support will be planned for and provided in the immediate weeks after the Customer goes live on Phases I and II.

Task	Superion Role	Customer Role
<p>Superion will have consultants on-site at Go-Live to ensure the Customer can effectively process all critical business requirements. Superion and the Customer will agree on timing of Go-Live and post Go-Live visits and this will be documented in the cutover plan.</p> <ul style="list-style-type: none"> • Phase 1 – <ul style="list-style-type: none"> ○ Two on-site visits by one General Ledger Consultant <ul style="list-style-type: none"> ▪ One visit at Go-Live ▪ One visit Post Go Live ○ Two on-site visits by one Financials Consultant <ul style="list-style-type: none"> ▪ One visit at Go-Live ▪ One visit Post Go Live ○ Two on-site visits by one tools Consultant (Workflow and Reporting) <ul style="list-style-type: none"> ▪ One visit at Go-Live ▪ One visit Post Go Live • Phase 2 – <ul style="list-style-type: none"> ○ Two on-site visits by one Human Resources/Payroll Consultant <ul style="list-style-type: none"> ▪ One visit at Go-Live ▪ One visit Post Go Live ○ Two on-site visits by one tools Consultant (Workflow and Reporting) <ul style="list-style-type: none"> ▪ One visit at Go-Live ▪ One visit Post Go Live 	<p>Support Customer on-site at Go-Live to make sure system performs all functional requirements</p>	<p>Run Finance Enterprise software as configured and per functional requirements</p>
<p>Superion will train and assist on all first-time events post Go-Live i.e. Yearend processing, budgets.</p>	<p>Provide training to Customer</p>	<p>Provide SME's and participate in training</p>
<p>Superion will have one payroll consultant onsite for the week the Customer runs their first 2 payroll runs to make sure the Customer understands and can process payroll.</p>	<p>Provide on-site support to Customer for a minimum of 2 payroll runs after</p>	<p>Run Finance Enterprise software as configured and per functional requirements</p>



going live on
Finance Enterprise

Requirements and Notes:

- Each Go-live onsite visit outlined consists of 2.5 days at the Customer site by Superion staff.
- Each of the post-live onsite visits outlined consists of 3.5 days at the Customers site by Superion staff.

4. Project Governance

4.1. Project Staffing

The following table provides an overview of committees and positions for Superion and the Customer. Final responsibilities and team members are identified during project planning, prior to Phase I of the implementation.

Customer

Project Sponsor

The Customer's project sponsor provides support to the project by allocating resources, providing strategic direction, communicating key issues about the project and the project's overall importance to the organization. The project sponsor will be involved in the project as needed to provide necessary support, oversight, and guidance, but will not participate in day-to-day activities. The project sponsor will empower the steering committee to make critical business decisions for the Customer.

Steering Committee

The Customer's Steering Committee will understand and support the cultural change necessary for the project and foster an appreciation of the value of an integrated ERP system throughout the organization. The Steering Committee oversees the project team and the project as a whole. Through participation in regular meetings the Steering Committee will remain updated on all project progress, project decisions, and achievement of project milestones. The Steering Committee will also provide support to the project team by communicating the importance of the project to each member's department along with other department directors. The Steering Committee is responsible for ensuring that the project has appropriate resources, providing strategic direction to the project team, and is responsible for making timely decisions on critical project or policy issues. The Steering Committee also serves as primary level of issue resolution for the project.

Project Manager

The Customer's project manager will coordinate project team members, including subject matter experts (SMEs) and the overall implementation schedule. The Customer Project Manager will be responsible for reporting to the Steering Committee and providing the majority of the Customer's change management communications and coaching. The Customer Project Manager will also be the primary point of contact for the project and will coordinate all Superion activities with the Superion Project Manager.

Project Core Functional Team Leads

Project Team members will be the core functional leads for each area in the system. The Project Team members have detailed subject matter expertise and are empowered to make appropriate business process and configuration decisions in their respective areas.

The Project Team is tasked with carrying out all project tasks described in the Statement of Work including planning, business process analysis, configuration, documentation, testing, training, and all other required Customer tasks. The Project Team will be responsible for and empowered to implement the new system in the best interests of the Customer consistent with the project goals, project vision, and direction from the Project Manager and Steering Committee.

Requirements and Notes:

- The Customer may have multiple staff providing the roles outlined above

Superion

Project Sponsor

- Provide support to Project Managers in reporting project progress to Steering Committee as necessary
- Approve and sign off on any material changes to project scope or staffing changes.

Project Manager

- Fulfill Go-Live dates
- Support the Customer Project Manager in monitoring and reporting overall implementation progress
- Monitor and report progress on Superion's responsibilities
- Immediately notify the Customer Project Manager and Project Sponsor/Steering Committee of any issue that could delay the project
- Fulfill all Superion project deliverables outlined in the SOW
- Complete Software installation as per the project schedule
- Provide Superion Staff according to the project plan
- Facilitate coordination between all Superion departments
- Monitor the work plan and schedule and make course corrections as necessary
- Serve as the point person and first escalation point for all project issues
- Prepare weekly status notes along with lead weekly project calls/ meetings
- Provide issue resolution status, tracking, and procedures

Functional Leads (Consultants, Developers, and Technical resources)

- Consultants from Superior include GL/Accounting, Budgeting, Procurement, Workflow, Reporting, Human Resources and Payroll
- Work with the Customer SMEs to design and configure the functional components of the Finance Enterprise system for optimal long-term use.
- Lead the Finance Enterprise software configuration with assistance from the Customers Functional Leads.
- Check that Software operates after configuration as per its documentation
- Assist with the resolution of issues
- Trains the Customer Core Project Team during the configuration of software
- Provides and assists with data conversion guides according to Customer specifications and this Statement of Work
- Create and deliver interface programs according to Customer specification and this Statement of Work
- Create and deliver Reports according to this Statement of Work
- Provide training on security and assist with set up
- Provide training on workflow and assist with set up according to this Statement of Work

Assumptions:

- Both Superior and the Customer will assign Project Managers with the requisite skills and leadership authority within the organization to effectively accomplish the goals and complete the scope of the services in this SOW
- Customer will participate in weekly meeting (may be conducted by phone) with Superior's project manager. The Customer's core project team in addition to their project manager will attend the meeting. The weekly meeting is intended to cover current project status, project schedule, action items from the previous meeting, discussion about critical items, review of project plan, and helpdesk cases impacting the project. Superior's Project Manager will complete and send out meeting notes after each meeting.
- Customer will make the Customer's Project Team members available for meetings, consulting and training sessions, discussions and conference calls upon request by Superior. The Customer Project Team members will respond to information requests by Superior staff not to exceed ten (10) Business Days unless agreed upon in time to minimize delays in the project.
- The Customer and Superior may consider alternative meeting options such as WebEx, Video Conferencing, Remote Desktop and Conference Calls.

4.2. Facility Requirements

Superion recommends the following facilities be available for the entire life cycle of the project.

- The Customer will provide an adequate workspace for each onsite Superion consultant, with access to the Customer Project Team. Adequate breakout and conference space will also be provided.
- When Superion is onsite, the Customer Project Team should ideally be located near the Superion project members to facilitate good communication and coordination amongst the team members.
- Adequate training space will be provided by the Customer for training throughout the project. The training room(s) will be equipped with a minimum of eight (8) fully functioning networked computers (e.g. one computer per Core Project Team member attending training plus one for the instructor), meeting at least the Customer's minimum of hardware standards.

5. Project Management

Superion's Project Work Plan will consist of the following tools and will be maintained throughout the project.

5.1. Project Schedule

Superion will create a detailed project schedule encompassing the full scope (all phases, including third party activities) of the project within 60 days after contract signing. The Customer's project manager will provide feedback on the project plan within 2 weeks.

The Project Schedule will contain:

- All project's activities and tasks
- Dates of project activities and tasks
- Specific resources assigned to project tasks
- All Milestones and Deliverables as outlined in Appendix 1
- Task dependencies

5.2. Agendas

Superion's Project Manager will provide a project schedule as part of the detailed work plan. The schedule will outline the planned Superion onsite visits for Superion staff. Detailed agendas for functional consultant visits will be provided by the Superion Project Manager at least 1 week prior to any on-site meeting. Agendas will include:

- Meeting objective
- Detailed tasks to be performed
- Recommended participants
- Detailed schedule breakdown of meeting topics
- Resources required for each meeting.

5.3. Status Meetings

Superion and the Customer will hold a weekly status meeting with the core project team members including the Superion and Customer Project Managers. Topics to include.

- Project plan
- Discuss current activities
- Action items from the last meeting
- Project Issues and Risk Register
- Milestone or Deliverable

5.4. Status Reports

Superion's project manager will prepare status reports on a Monthly basis for the duration of the project. Status reports will be used to communicate key project information to the Customer's Project Manager and Steering Committee. Reports are to include:

- Project Status
- Summary of accomplishments
- Late Overdue items
- Status of key milestones deliverables
- Project timeline
- Issues/Risks
- Planned risk mitigation strategy
- Progress towards Customer project goals / criteria of project success
- Project Budget

5.5. Consultant Trip Reports

- Superion Consultants and Trainers will provide a written trip report after each scheduled on-site visit within five (5) business days. The trip report will include the high-level topics covered, accomplishments, key decisions made, homework for the Customer, and topics to be covered in the next visit.

5.6. Issues Log

Superion and Customer will maintain a list of issues (both open and closed) that have been identified for the project. Any project risks, key decisions, issues, disputes, or late tasks shall be identified on the Issues Log.

Both Customer and Superion project managers and project team members are responsible for adding items to the Issues Log. For each identified issue, the following information will be captured:

- Issue Number
- Reported by/date
- Status (i.e. new, open, closed, pending)
- Component unit/Business Process
- Priority
- Description
- Comments
- Findings
- Recommendations

- Resolution Assignment
- Date Tested (if applicable)
- Date Closed

The Customer and Superior project managers will review the Issues Log as part of regularly scheduled project management meetings or more frequently as required. Once the issue has been assigned, the appropriate project team member(s) are responsible for completing the assigned follow-up tasks and resolving the issue by the assigned due date.

The Customer Project Manager or the Superior Project Manager may choose to escalate an issue following the issue resolution process defined in Section 6.

Before the project is closed out, any remaining entries in the Issue Log awaiting action by Superior will be addressed in a detailed Corrective Action Plan to be approved by the Customer.

5.7. Deliverable and Milestone Approval

The Customer will review, approve, and provide written sign-off for all Deliverables in Appendix 1 by following the below process:

1. Superior will submit in writing to the Customer a Deliverable completion form for each completed Deliverable.
2. The Customer will identify in writing any required changes, deficiencies, and/or additions necessary, within ten (10) business days of receipt of the form for each completed Deliverable. If Superior does not receive a signed completion form within ten (10) business days and the Customer has not requested additional review time, the Deliverable will be deemed accepted.
3. Superior will review Deliverables which are not approved and create a plan to address. When the Deliverable has been updated or the Milestone achieved a revised form will be submitted. The Customer will then review the Deliverable or Milestone and provide any additional comments on any required changes, deficiencies, and/or additions necessary within ten (10) business days of receipt of the updated completion form. This process will be repeated until the Customer grants approval and signoff on the Deliverable or Milestone.
4. Upon approval of the Deliverable or Milestone, the Customer Project Manager will sign the completion form and shall return it to Superior's Project Manager.

6. Dispute Resolution Procedures

The Customer and Superion should anticipate challenging issues to arise throughout the implementation process due to the complex magnitude of this project. In order for challenging issues to be remedied in a timely fashion, the Customer and Superion will utilize the following Dispute Resolution Procedure:

All communication regarding the project should be directed to Superion and Customer's Project Managers in order to maintain consistent communication between the parties. Scheduled weekly calls/meetings will be maintained between the Superion Project Manager and the Customer's Project Team (including the Customer's Project Manager).

All issues or concerns will be discussed actively and openly between Superion's Project Manager and the Customer's Project Manager. If issues begin to interfere with the progression of the implementation project, the Customer and/or Superion should escalate challenges to Superion management in the sequence below, as needed:

Contact	Phone	E-mail
Michele Leaf – Project Manager - Manager, Professional Services	530.879.5126	Michele.leaf@superion.com
Sharon Love- VP of Professional Services	407.304.3395	Sharon.love@superion.com
Todd Schulte - COO	407.304.3035	Todd.schulte@superion.com
Tom Amburgey—GM, Public Admin	407.304.3022	Tom.amburgey@superion.com
Kevin Lafeber – President & CCO	407.304.3102	Kevin.lefeber@superion.com

Escalation to Customer Management Team should be as follows:

Shannon Murray, County Project Manager	573-886-7231	smurray@boonecountymo.org
Julia Lutz, App Development and Support Manager	573-886-4443	jlutz@boonecountymo.org
June Pitchford, Auditor	573-886-4278	jpitchford@boonecountymo.org
Tom Darrough, Treasurer	573-886-4367	tdarrough@boonecountymo.org

7. Change Requests and Changes to this Scope of Work

The Customer and Superior may request a change to this scope of work by following the process outlined in this section.

Either party may request changes in scope. Such a request is honored by the parties only if it becomes a formal Change Order.

The change order will provide sufficient detail including the following.

- Detailed description of resources (both Customer and Superior) required to perform the change
- Specifications (if applicable)
- Implementation Plans (if applicable)
- Schedule for completion (if applicable)
- Verification and Approval criteria (if applicable)
- Impact on current milestones and payment schedule (if applicable)
- Additional milestones (if applicable)
- Impact on project goals and objectives (if applicable)
- Price (if applicable)

Either Superior or Customer management may propose a change by submittal of a Change Request to the other party. The other party has five (5) business days (or as mutually agreed upon) to determine whether it agrees to the Change Request. If both parties agree to the Change Request, the change will become a Change Order documented and signed by both parties. If agreement to pursue a Change Order does not occur in five (5) business days of the initiation of the Change Request (or as mutually agreed upon), it is assumed that the Change Request has been rejected and any remaining issues will be identified on the Issues Log and/or follow the Dispute Resolution process identified in Section 6.



8. Appendix 1

8.1. Key Document Work Products (Deliverable Expectation Documents, DED)

All key work products defined by

Lead	Primary owner of DED
Assist	Takes an active role to assist the Lead in completing the DED
Participate	Passive participation in DED i.e. available to answer questions etc. but does not take an active role
None	Does not take a role
Shared	Share responsibility of the DED

Deliverable Summary

Deliverable #	Deliverable Name	Phase	Lead
1	Project Management	Full Project	
1.1	Project Charter		Superion
1.2	Communication Plan		Customer
1.3	Risk Plan and Register		Superion
1.4	Issue Log		Shared
1.5	Budget Tracking		Shared
2	Kick Off Meeting	Project Begin	Superion
3	Business Process	1, 2	
3.1	Configuration Workbook		Customer
3.2	Business Process Review		Superion
4	Software Installation	Project Begin	
4.1	Installation		Superion
4.2	Installation Post Action Report		Superion
5	Project Work Plan / Schedule	1, 2	Superion
6	Core Project Team Training Plan	Project Begin	Superion
7	Project Scope	1, 2	
7.1	Data Conversion Scope		Superion
7.2	Interface Scope		Superion
7.3	Reporting Scope		Customer
7.4	Workflow Scope		Superion



7.5	Forms Scope		Superion
8	System Configuration	1, 2	
8.1	Setup / Configuration		Superion
8.2	Configuration Testing		Superion
9	Project Specifications	1, 2	
9.1	Data Conversion Specifications		Customer
9.2	Interface Specifications		Shared
9.3	Report Specifications		Customer
9.4	Workflow Flowchart Specifications		Shared
9.5	Forms Specifications		Superion
10	Perform Data Conversion	1, 2	Customer
11	Development Activities	1, 2	
11.1	Interface Development		Shared
11.2	Report Development		Customer
11.3	Workflow Development		Shared
11.4	Forms Development		Superion
12	Core Project Team Training	1, 2	Superion
13	Core Project Team Process Testing	1, 2	Customer
14	End User Training	1, 2	
14.1	End User Training Plan		Customer
14.2	End User Training Materials and Guides		Customer
14.3	End User Training		Customer
15	Customer Testing	1, 2	
15.1	Test Plans / Scripts		Customer
15.2	Integration/Parallel Testing		Customer
16	Go-Live Cutover Plan	1, 2	Superion
17	Go-Live / Post Live	1, 2	
17.1	Go-Live Declaration Letter		Superion
17.2	Post Live Support		Shared
18	Project Close Out	Project End	Superion



Deliverable Details

1. Project Management

Deliverable Number:	1.1
Deliverable Name: Project Charter	Phase: Full Project
Superion: Lead	Customer: Assist
Objective: Create a project charter for phase 1 and 2.	
Scope: The Project Charter is a document which outlines major goals, objectives, and policies for the project. It will be completed within 30 days of the project kick off.	
Format: Microsoft Word	
Sample Outline: Project Charter which includes the following – <ul style="list-style-type: none"> • Project objectives, goals, and constraints for the project • Project team and stakeholders • Success Criteria • Project Governance 	
Notes / Expectations:	
Customer Role: Customer will collaborate with Superion Project Manager in creation of the charter. Customer to provide objectives, stakeholders, success criteria, and work with Superion to identify risks.	
Superion Role: Lead creation of Project Charter	
Acceptance Criteria: Completed Project Charter agreed upon by Superion and Customer. Follow Deliverable and Milestone Approval process stated within section 5.	



Deliverable Number:

1.2

Deliverable Name: Communication Plan

Phase: Full Project

Superion: Lead

Customer: Assist

Objective: Create a single communication plan for phase 1 and 2 with all planned communications for the project.

Scope: Creation of written communication plan which will identify the types, frequencies, and responsible party for all project communication

Format: Microsoft Word

Sample Outline: Communication Plan which identifies

- Types of communications
- Communication Objectives
- Audience for each communication type
- Expected content for communication
- Method and frequency of communication
- Responsibility for each type of communication
- Project team meetings frequency and objectives
- Steering committee meeting frequency and objectives

Notes / Expectations:

Customer Role: Customer will collaborate with Superior Project Manager in creation of the plan. Customer to advise on methods, stakeholders, frequency, and dates for communication.

Superion Role: Provide template for Communication Plan

Acceptance Criteria: Completed Communication Plan agreed upon by Superior and Customer. Follow Deliverable and Milestone Approval process stated within section 5.



Deliverable Number:	1.3
Deliverable Name: Risk Plan and Register	Phase: Full Project
Superion: Lead	Customer: Assist
Objective: Create and maintain project risk register to be used by Superion and Customer to track risks. Will include mitigation strategies and risk owners	
Scope: Creation of initial Risk Register to be used to by the project team to actively manage any identified risks to the project.	
Format: Microsoft Excel or other agreed upon format	
Sample Outline: Risk Register to include the following: <ul style="list-style-type: none"> • Description of the risk • Impact on the project • likelihood of risk occurring • Strategies for mitigation, elimination, or acceptance of the risk • Person responsible for monitoring the status of risk 	
Notes / Expectations: Risk Register will be updated and maintained monthly throughout the project	
Customer Role: Provide risks and take an active role in managing/mitigating the risks. Add risks as necessary.	
Superion Role: Provide Risk Register Template. Actively add and mitigate risks as necessary and assist in mitigation strategies.	
Acceptance Criteria: Completed Risk Plan and Register agreed upon by Superion and Customer. Follow Deliverable and Milestone Approval process stated within section 5.	



Deliverable Number:	1.4
Deliverable Name: Issues Log	Phase: Full Project
Superion: Shared	Customer: Shared

Objective: The Issues Register is a tool to be used to by the project team to actively manage any identified issues to the project.

Scope: Create and maintain project issues register to be used by Superion and Customer to track issues.

Format: Microsoft Word or Excel

Sample Outline: Issues Log to include the following:

- Description of the Issue
- Issue priority
- Impact on the project
- Resource assigned to the Issue
- Projected delivery date of resolution and aging
- Weekly progress of issues

Notes / Expectations: Issues Log will be updated and maintained weekly throughout the project

Customer Role: Provide issues and actively manage/mitigate the issues. Add issues as necessary.

Superion Role: Provide Issue Log Template. Actively add and close issues as necessary drive the resolution of issues.

Acceptance Criteria: Completed Issues Log agreed upon by Superion and Customer. Follow Deliverable and Milestone Approval process stated within section 5.



Deliverable Number:	1.5
Deliverable Name: Budget Tracking	Phase: Full Project
Superion: Shared	Customer: Shared
Objective: Ongoing and regular evaluation of Project's Financial Status.	
Scope: Project budget will include planned versus actual expenditures based on the executed contract. Detailed tracking (i.e. of hours or expenses) will only be completed on items which are not part of milestone payments.	
Format: Microsoft Excel or other agreed upon format.	
Sample Outline: Budget should contain the following: <ul style="list-style-type: none"> • Planned Expenditures • Actual Expenditures related to project and travel expense (if applicable) • Broken down by service i.e. Project Management, Consulting etc. (if applicable) 	
Notes / Expectations: Budget to be maintained throughout project and updated monthly.	
Customer Role: Collaborate and review the budget monthly. Provide input as required.	
Superion Role: Lead the creation and ongoing update for the project budget on a monthly basis.	
Acceptance Criteria: Budget template agreed upon by Superion and Customer. Follow Deliverable and Milestone Approval process stated within section 5.	



2. Kick Off Meeting

Deliverable Number:	2
Deliverable Name: Kick Off Meeting	Phase: Project Begin
Superion: Lead	Customer: Assist

Objective: Meeting with the project team and key stakeholders which introduces the project goals, expectations, and guidelines for the project.

Scope: Superion and Customer Project Manager’s to hold an initial meeting with the project team and key stakeholders. Draft project plan and Schedule, project goals, expectations, and assumptions should be developed prior to the meeting. Kick off meeting is expected to take place 30-60 days after contract execution

Format: Meeting:

Sample Outline: Kick off meeting should include the following at minimum:

- Draft project schedule
- Key success factors
- SOW review
- Project team and expectations
- Key deliverables with dates
- Key Risks

Notes / Expectations:

Customer Role: Customer will collaborate with Superion Project Manager in planning for the kick off meeting. Customer project leader (Sponsor and Project Manager) to actively participate in the meeting and lead discussions. Customer to provide objectives, stakeholders, success criteria, and work with Superion to identify risks. Customer to present materials to their staff.

Superion Role: Lead planning and execution of the kick off meeting

Acceptance Criteria: Completed Kick off meeting for each phase agreed upon by Superion and Customer. Follow Deliverable and Milestone Approval process stated within section 5.



3. Business Process Review

Deliverable Number:	3.1
Deliverable Name: Configuration Questionnaire	Phase: 1, 2
Superion: Assist	Customer: Lead
Objective: Questionnaire intended to outline major Customer business requirements	
Scope: Superior to provide questionnaire to Customer. The questionnaire will provide Superior with a summary introduction of the key processes for the organization	
Format: Microsoft Word and Excel	
Sample Outline: Document which includes: <ul style="list-style-type: none"> • Customer Requirements • Business practices • Regulations if applicable 	
Notes / Expectations: Superior will review Configuration Questionnaire prior to the Business Process Review; Superior will discuss as needed throughout the BPR Process	
Customer Role: Complete the questionnaire and deliver to Superior two weeks prior to the Business Process Review visit. Assist Superior with any questions during the project.	
Superion Role: Provide the Configuration Questionnaire to the Customer. Assist Customer with any questions they may have. Review the Configuration Questionnaire prior to the Business Process Review visit.	
Acceptance Criteria: Completed Configuration Questionnaire documents for each process included in the phase agreed upon by Superior and Customer. Follow Deliverable and Milestone Approval process stated within section 5.	



Deliverable Number:

3.2

Deliverable Name: Business Process Review

Phase: 1, 2

Superion: Lead

Customer: Assist

Objective: Review Customer current business processes and document Customer to-be business processes.

Scope: Superior to review current “as is” processes with the Customer. Superior will provide recommendations for “to be” processes based on industry best practices and the use of Finance Enterprise functionality. The scope of processes will follow the processes identified in the Functional Requirements.

Format: Microsoft Word, Visio, Excel

Sample Outline: Document which includes:

- Customer to-be process documentation
- Customer to-be processes decisions
- Superior recommendations for Finance Enterprise configurations
- Impacts of any major changes on the Customer

Notes / Expectations: Superior will deliver a Draft report for the Customer's review and comments. The Customer will review the report and organize comments/questions. Superior will arrange one two-hour conference call to review the Customer's questions/comments. Superior will edit the DRAFT document after the conference call as needed and provide the FINAL version.

Customer Role: Provide SME's who can describe current business processes and requirements. Review recommendations and make decisions on recommendations for go forward practices and processes.

Superion Role: Provide expertise on best business practices within the use of Finance Enterprise. Interview Key Customer Staff to ensure understanding of current processes and business process need. Create report with Superior recommendations. Add/delete tasks to project plan as appropriate based on outcome of review.

Acceptance Criteria: Completed Business Review documents for each phase agreed upon by Superior and Customer. Follow Deliverable and Milestone Approval process stated within section 5.



4. Software Installation

Deliverable Number:	4.1
Deliverable Name: Installation	Phase: Project Begin
Superion: Lead	Customer: Assist
Objective: Installation of all Finance Enterprise	
Scope: Superion installer to install all components of Finance Enterprise and required third party products within Finance Enterprise.	
Format: None.	
Sample Outline: Install: <ul style="list-style-type: none"> • Finance Enterprise • Superion Analytics powered by Cognos • 3rd Party Applications (if applicable) • Issues/ Follow Up Actions 	
Notes / Expectations:	
Customer Role: Procure hardware and Install prior to Finance Enterprise install (if applicable). Provide remote access and participate in pre-install discovery call. Provide technical expertise if necessary to assist with Customer environment.	
Superion Role: Complete the install	
Acceptance Criteria: Finance Enterprise Install complete and agreed upon by Superion and Customer. Follow Deliverable and Milestone Approval process stated within section 5.	



Deliverable Number:	4.2
Deliverable Name: Installation Post Action Report	Phase: Full Project
Superion: Lead	Customer: Participate
Objective: Document which provides results and confirmation of the install	

Scope: Superion installer to document the results of the install and initial testing of Finance Enterprise

Format: Microsoft Word.

Sample Outline: Document which includes:

- Installed Software Name and Version
- Installed Modules
- Areas tested
- Test Results
- Issues/ Follow Up Actions and delivery dates

Notes / Expectations:

Customer Role: Review report

Superion Role: Complete the install and provide document which captures the results of testing post install

Acceptance Criteria: Post Install Action report complete and agreed upon by Superion and Customer. Follow Deliverable and Milestone Approval process stated within section 5.



5. Project Work Plan/ Schedule

Deliverable Number:	3
Deliverable Name: Project Work Plan/ Schedule	Phase: 1, 2
Superion: Lead	Customer: Assist

Objective: Create a project schedule with all tasks, activities, deliverables and milestones. Each phase of the project schedule will be delivered separately.

Scope: The Project Schedule is a visual representation of all summary activities, deliverables, and milestones for the project. Project Schedule for the first phase is due within 60 days after contract execution. Project Schedule for the following phases are due a minimum of 2 months prior to the start of each phase. Any changes to the plan/schedule after the initial approval and sign off will go through the change order process outlined in the SOW. Changes to the plan/schedule will be signed off by both parties after the impact of change to timeline, scope and cost has been clearly defined.

Format: The plan will be created and be maintained by the project managers in Microsoft Project but can be published to team in other agreed upon format like MS excel or pdf.

Sample Outline: Project Schedule showing –

- Implementation Milestones
- Detailed tasks/activities
- Deliverables
- Milestone and deliverable review periods
- Due dates for all milestones, tasks/activities, and deliverables
- Customer and Superion Resources assigned to each task

Notes / Expectations: Project schedule to be updated regularly after initial approval and sign off

Customer Role: Customer will collaborate with Superion Project Manager in creation of the Schedule. Customer to advise on all key blackout dates when resources are not available and to confirm availability of all needed Customer Resources throughout the Project

Superion Role: Lead creation of Project Schedule. Manage to the project schedule and update bi-weekly at minimum after creation.

Acceptance Criteria: Completed Project Schedule agreed upon by Superion and Customer. Follow Deliverable and Milestone Approval process stated within section 5.



6. Core Project Team Training Plan

Deliverable Number:	4
Deliverable Name: Core Project Team Training Plan	Phase: Project Begin
Superion: Lead	Customer: Assist
Objective: Create Training Plan for Core Project Team	
Scope: Superion will lead the creation of the Core Project Team Training Plan with the Customer’s assistance; this plan is specific to administering and using Finance Enterprise. Plan will include training on core processes, navigation, Workflow, Superion Analytics, Security, and System Administration	
Format: Microsoft Word or Excel	
Sample Outline: Plan should include the following elements:	
<ul style="list-style-type: none"> • Training Schedule and Location • Instructors for all training • Core Project Team users to be attending each type of training (e.g. Purchasing, AP, HR, Payroll) • Training Material and Guides to be created and Project Team members who will create each • Creation of scenario’s and data for training • Post Live Training for Core Project Team Users (e.g. W2, 1099, additional Consultant training if needed) 	
Notes / Expectations:	
Customer Role: Assist with creation of the Core Project Team Training Plan. Provide training rooms with 8-12 computers with Finance Enterprise installed, projector, printer and scanner. Provide # of users to be trained by process (The Customer is responsible to ensure staff is available for given training dates)	
Superion Role: Superion will lead the creation of the training plan.	
Acceptance Criteria: Training plan delivered and agreed upon by Superion and Customer. Follow Deliverable and Milestone Approval process stated within section 5.	



7. Project Scope

Deliverable Number:	7.1
Deliverable Name: Data Conversion Scope	Phase: 1, 2
Superion: Lead	Customer: Assist
Objective: Validate the scope in the SOW and document the data to be migrated from legacy systems to Finance Enterprise after initial analysis.	
Scope: Document the data to be converted with Superion's standard migration tool	
Format: Microsoft Word or Excel	
Sample Outline: Document which includes: <ul style="list-style-type: none"> • Description of data to be migrated • Historical Years • Timeline • Major milestones for data conversion • Pre-conversion activities for Customer/Superion 	
Notes / Expectations: Changes to data conversion scope could require a change order if significantly different from the Data Conversion Scope outlined in Section 2	
Customer Role: Work with Superion to validate and confirm the data conversion scope in the SOW. Provide input on requirements.	
Superion Role: Provide Scope Template. Document the decisions on the scope of the data to be migrated.	
Acceptance Criteria: Completed Conversion scope document for each phase agreed upon by Superion and Customer. Follow Deliverable and Milestone Approval process stated within section 5.	



Deliverable Number:	7.2
Deliverable Name: Interface Scope	Phase: 1, 2
Superion: Lead	Customer: Assist
Objective: Document the required interfaces by validating the Interfaces included in this SOW and any identified during the Business Process Reviews and initial analysis.	
Scope: Superion to document all interfaces required and listed in this SOW	
Format: Microsoft Word	
Sample Outline: Document which includes	
<ul style="list-style-type: none"> • Description of interface • Vendor Contact Information (if applicable) • Method (upload/download utility, Web Services etc.) • Automated or Manual • Frequency • One way or two-way • Data Requirements • Timeline of key milestones • Prerequisite tasks for Customer/Superion 	
Notes / Expectations: Changes to Interface scope could require a change order if significantly different from the Interface Scope outlined in Section 2	
Customer Role: Provide SMEs and technical resources to assist in defining the Scope for interfaces. Customer will facilitate all communication with any 3 rd party's (if necessary) where Superion is not the prime contractor under this agreement.	
Superion Role: Provide Scope Template. If there are changes, Initiate project change process to add or delete interface tasks to/from project schedule. Work with Customer to outline the options for each interface and advise on best practice for achieving the scope.	
Acceptance Criteria: Interface scope complete and agreed upon by Superion and Customer. Follow Deliverable and Milestone Approval process stated within section 5.	



Deliverable Number:	7.3
Deliverable Name: Reporting Scope	Phase: 1, 2,
Superion: Shared	Customer: Shared

Objective: Identify all necessary reports in the Report Scope Template.

Scope: Superion and the Customer will perform a gap analysis between Superion sample reports and Client report requirements.

Format: Microsoft Excel

Sample Outline:

- List of reports which includes:
 - Name of Report
 - Description report
 - Copy of existing Customer report (if applicable)
 - Priority Due Date
 - Responsibility for report development (Customer/Superion)

Notes / Expectations: Reports added to the initial scope after sign-off is considered a change in scope and will require a change order.

Customer Role: Complete Report Scope Template including identification and priority of reports. Manage priorities and report development throughout the life of the project

Superion Role: Provide Scope Template and assist the Customer with doing a gap analysis between requirements and Superion sample reports.

Acceptance Criteria: Reporting Scope complete and agreed upon by Superion and Customer. Follow Deliverable and Milestone Approval process stated within section 5.



Deliverable Number:	7.4
Deliverable Name: Workflow Scope	Phase: 1, 2,
Superion: Lead	Customer: Assist
Objective: Identify all necessary workflow models after analysis and business process reviews	

Scope: Superion and Customer will validate the workflow that is in SOW and identify any additional models.

Format: Microsoft Excel

Sample Outline:

- List of models which includes:
- Name of Model
- Brief description of intended functionality
- Priority
- Due Date
- Custom/standard workflow
- Responsibility for workflow development (Superion / Customer)

Notes / Expectations: Changes to Workflow Scope could require a change order if significantly different from the Workflow Scope outlined in the SOW.

Customer Role: Identification of models and stated business requirements.

Superion Role: Provide Scope Template; Advise Customer on best practice use of workflow within Finance Enterprise. Assist Customer with identifying workflow models necessary. Initiate project change process to add or delete workflow tasks to/from project schedule.

Acceptance Criteria: Workflow Scope complete and agreed upon by Superion and Customer. Follow Deliverable and Milestone Approval process stated within section 5.



Deliverable Number:	7.5
Deliverable Name: Forms Scope	Phase: 1, 2
Superion: Lead	Superion: Assist

Objective: Validate the scope in the SOW. Document the forms to be completed which will be used by the Customer for processing.

Scope: Superion and Customer to validate the scope in the SOW and Customer to choose the format for the forms which will be developed.

Format: Microsoft Excel

Sample Outline: Document which includes:

- Select from standard ELF Forms
- Form Type to create form (i.e. Easy Laser Forms, Superion Analytics powered by Cognos)

Notes / Expectations: Changes to Forms scope could require a change order if significantly different from the Forms Scope outlined in Section 2

Customer Role: Work with Superion to validate and confirm the Forms scope in the SOW. Initiate project change process to add or delete forms tasks to/from project schedule Provide input on requirements and select forms from samples provided.

Superion Role: Provide Scope Template and standard ONE Solution form samples; advise Customer on forms which meet Customer functional requirements.

Acceptance Criteria: Forms Scope complete and agreed upon by Superion and Customer. Follow Deliverable and Milestone Approval process stated within section 5.



8. System Configuration

Deliverable Number:	8.1
Deliverable Name: Setup / Configuration	Phase: 1, 2
Superion: Lead	Customer: Participate
Objective: Superion will setup and configure Finance Enterprise based on Customer's input from Configuration Workbook and Business Process Review Report, and Superion's recommendations.	
Scope: Superion to set and configure Finance Enterprise	
Format: None	
Sample Outline: Setup and Configuration which includes: <ul style="list-style-type: none"> • Superion to review Customer's Configuration Workbook • Superion to review Business Process Review Report 	
Notes / Expectations: Superion will setup and configure the system; Customer will provide assistance as needed	
Customer Role: Customer will provide assistance addressing Superion's questions as needed	
Superion Role: Superion to set and configure Finance Enterprise.	



Deliverable Number:	8.2
Deliverable Name: Configuration Testing	Phase: 1, 2
Superion: Lead	Customer: Participate
Objective: Superion will test the setup and configuration to ensure the configuration is correct.	
Scope: This testing will ensure that the system is configured to begin Core Project Team Training	
Format: None	
Sample Outline: Testing which includes	
<ul style="list-style-type: none"> • Superion will test each screen and entire processes which will be demonstrated during the Core Project Team Training to be certain the system is working as expected. 	
Notes / Expectations: Superion testing to take place prior to Core Project Team Training. It is expected that configuration changes will potentially occur after discussions during the Core Project Team Training.	
Customer Role: Customer will provide assistance addressing Superion’s questions as needed	
Superion Role: Superion will test the setup and configuration of Finance Enterprise	



9. Project Specifications

Deliverable Number:	9.1
Deliverable Name: Data Conversion Specifications	Phase: 1, 2
Superion: Shared	Customer: Shared
Objective: Using the Data Conversion Guide, map data from legacy system to Finance Enterprise identified in the Data Conversion Scope details	
Scope: Superion and Customer will complete the Data Conversion templates detailed requirements necessary to accomplish the data conversion scope document	
Format: Excel	
Sample Outline: Spreadsheet which includes <ul style="list-style-type: none"> • Data to be converted/migrated • Table Mapping between legacy systems and Finance Enterprise • Amount of historical data 	
Notes / Expectations: Data mappings will be modified as needed throughout the data conversion process	
Customer Role: Assist with data mapping from legacy Software to Finance Enterprise Software.	
Superion Role: Provide Data Conversion Guide. Using the data conversion guide spreadsheets, assist and train Customer on the data mapping from legacy software to Finance Enterprise software.	
Acceptance Criteria: Data Conversion specifications complete and agreed upon by Superion and Customer. Follow Deliverable and Milestone Approval process stated within section 5.	



Deliverable Number:	9.2
Deliverable Name: Interface Specifications	Phase: 1, 2
Superion: Shared	Customer: Shared
Objective: Document the detailed requirements for all interfaces identified in the Interface Scope Document	
Scope: When programmatic development is required for the interface, Superion and the Customer will document all requirements for interfaces listed in the interface scope document	
Format: Microsoft Word	
Sample Outline: Document containing all <ul style="list-style-type: none"> • Detailed requirements specifications • Design requirements • Method (upload/download utility, Web Services etc.) • Automated or Manual • Frequency • One way or two way • Data Mapping 	
Notes / Expectations: Interface specifications will be reviewed	
Customer Role: Provide SMEs and technical resources to assist in defining/documenting the interface requirements. Provide file layouts, sample files and any additional requirements documents if applicable. Customer will facilitate all communication with any 3rd parties (as necessary). Customer will review/ approve the final version of each specifications.	
Superion Role: Work with Customer to outline the options for each interface and advise on best practice for achieving the requirements.	
Acceptance Criteria: Interface specifications complete and agreed upon by Superion and Customer. Follow Deliverable and Milestone Approval process stated within section 5.	



Deliverable Number:

9.3

Deliverable Name: Report Specifications

Phase: Phase 1, 2

Superion: Assist

Customer: Lead

Objective: Document the detailed requirements for customer specific reports identified in the Report Scope Document

Scope: Customer to document requirements for reports listed in the report scope document

Format: Microsoft Word or other agreed upon format

Sample Outline: Document containing all

- Design requirements
- Data elements

Notes / Expectations:

Customer Role: Create and document the specifications or provide sample reports. Provide SMEs and technical resources to assist in defining the business requirements for reports.

Superion Role: Work with Customer to outline the options for each report and advise on best practice for achieving the requirements.

Acceptance Criteria: Reporting specifications complete and agreed upon by Superion and Customer. Follow Deliverable and Milestone Approval process stated within section 5.



Deliverable Number:

9.4

Deliverable Name: Workflow Flowchart Specifications

Phase: 1, 2

Superion: Shared

Customer: Shared

Objective: Document the detailed requirements for all Workflow models identified in the Workflow Scope Document

Scope: Customer will provide a flowchart designating the approval flow for each model and any other requirements to be considered. Superion will review each flowchart with the Customer to understand the desired outcome. Customer will modify the flowchart based on the review as needed.

Format: Microsoft Word

Sample Outline: Document containing all

- Design requirements
- Approval roles and routing
- Sample list of users who will be assigned to each approval role

Notes / Expectations: Each flowchart will clarify the approval flow prior to building the workflow model(s).

Customer Role: Provide SMEs and technical resources to create flowcharts designating the approval flow for each workflow model and any other requirements to be considered. Superion will review each flowchart with the Customer to understand the desired outcome. Customer will modify the flowchart based on the review as needed.

Superion Role: Review workflow flowcharts prepared by Customer and advise on best practice for achieving the requirements.

Acceptance Criteria: Workflow specifications complete and agreed upon by Superion and Customer. Follow Deliverable and Milestone Approval process stated within section 5.

Deliverable Number:	9.5
Deliverable Name: Forms Specifications	Phase: 1, 2
Superion: Lead	Customer: Assist
Objective: Document the detailed requirements for all forms Superion has agreed to deliver as identified in the Forms Scope Document	
Scope: Superion to document all requirements for forms listed in the forms scope document	
Format: Microsoft Word	
Sample Outline: Document containing all <ul style="list-style-type: none"> • Form with requirements (register, address, phone number) • Customer specific information (bank info, signatures etc.) 	
Notes / Expectations: Specifications will detail all changes to the standard forms;	
Customer Role: Document any changes to form formats from standard Superion forms (e.g. logo, address, MICR, possible column heading changes). Provide Customer specific information which include bank information, signatures formats, and all other requirements.	
Superion Role: Create and document the specifications. Work with Customer to outline the options for each form and advise on best practice for achieving the requirements.	
Acceptance Criteria: Forms specifications complete and agreed upon by Superion and Customer. Follow Deliverable and Milestone Approval process stated within section 5.	

10. Perform Data Conversion



Deliverable Number:	10
Deliverable Name: Perform Data Conversion	Phase: 1, 2
Superion: Shared	Customer: Shared
Objective: Conversion of data from legacy system to Finance Enterprise	
Scope: Perform data conversion outlined in the data conversion scope using Superion standard utilities.	

Format: Data Conversion Utility

Sample Outline:

- Standard Utility
- Conversion program using another technical method (i.e. SQL)
- Includes narrative instruction (if applicable)
- Includes screen shots (if applicable)

Notes / Expectations: Successfully convert legacy data to Finance Enterprise

Customer Role: Extract data from legacy systems in required formats using standard Utility. Run utilities or programs once training is completed by Superion. Perform data validation and testing on converted data.

Superion Role: Using the standard conversion utilities, Superion will work with the Customer to format and map the data in Superion templates and complete the first uploads. Once initial data is validated, Superion will support the Customer in rerunning the utility until the data conversion is complete.

Acceptance Criteria: Data Conversion complete and agreed upon by Superion and Customer. Phase 1: Finance conversion successfully imported (all records) for each of the functional areas identified in the Data Conversion Scope Document Phase 2: the first HRPY parallel is completed. Follow Deliverable and Milestone Approval process stated within section 5.

11. Development Activities

Deliverable Number:	11
Deliverable Name: Interface Development	Phase: 1, 2
Superion: Shared	Customer: Shared
Objective: Develop interfaces based on specifications detailed for each Interface	
Scope: Develop and build the interfaces listed in scope and based on specifications. Interfaces will be built based on Superion standard utilities or developed using programming and web services as determined in the specifications and SOW requirements.	
Format: Utilities, Web Services, or Custom programming	
Sample Outline:	
<ul style="list-style-type: none"> • Standard Utility • Interface program using another technical method (i.e. Web Services or Custom Program) • Includes narrative instruction (if applicable) • Includes screen shots (if applicable) • Testing 	
Notes / Expectations:	
<p>Customer Role: Provide expertise with 3rd party application data and data mapping. Extract 3rd party data if applicable. Lead data validation and testing. If Web Services are available from 3rd party, Customer is responsible for developing the calls to and from Superion's application. Perform Interface data validation and testing.</p>	
<p>Superion Role: Create interfaces based on the Interface Scope and developed based on Interface Specifications. If an interface is to be created using standard utilities, Superion will work with the Customer to format and map the data in Superion templates and complete the first uploads. Once initial data is validated, Superion will support the Customer in rerunning the utility. If an interfaces requires a custom program to be created, Superion development will create the program, deliver to the Customer, and run the program. Once initial data is validated, Superion will train the Customer on running the program for future use and will support the Customer (i.e. update the program as required based on specifications) until final signoff.</p>	
<p>Acceptance Criteria: Interfaces created/developed, validated, and tested as agreed upon by Superion and Customer. Follow Deliverable and Milestone Approval process stated within section 5.</p>	

Deliverable Number:	11.2
Deliverable Name: Report Development	Phase: 1, 2
Superion: Shared	Customer: Shared
Objective: Create reports outlined in the SOW and Reporting Scope Document	
Scope: Superion and the Customer to create reports identified in the SOW and Reporting Scope Document.	
Format: Superion Analytics powered by Cognos	
Sample Outline:	
<ul style="list-style-type: none"> • Create new or update Superion sample reports • Validate format and mapping • Validate data 	
Notes / Expectations: Expectation is that the Customer will create some reports after training, so they are able to create and maintain reports in the future. Reports will be prioritized in the Reporting Scope Document. Some reports may be developed after go-live based on priority, need and timing	
Customer Role: Create reports assigned in the Reporting Scope Document and develop based on Report Specifications. Validate, test, and sign off on reports created by Customer and Superion.	
Superion Role: If Superion has included hours in the contract to develop reports, Superion will develop reports assigned in the Reporting Scope Document by priority and support the Customer report writers as they develop reports. Superion will only develop reports up to the contracted hours and amount. Superion will support the testing of reports and update reports based on testing results until final sign off.	
Acceptance Criteria: Reports delivered, validated/tested and agreed upon by Superion and Customer. Follow Deliverable and Milestone Approval process stated within section 5.	

Deliverable Number:	11.3
Deliverable Name: Workflow Development	Phase: 1, 2
Superion: Shared	Customer: Shared
Objective: Create Workflow models outlined in the SOW and Workflow Scope	
Scope: Superion and the Customer to create models identified in the SOW and Workflow Scope Document	

Format: Superion Workflow tool

Sample Outline:

- Develop Workflow Models
- Provide business requirements and approval routing
- Test and Validate models

Notes / Expectations: Customer will create some workflow models after workflow training, so they are able to create and maintain models in the future.

Customer Role: Create models assigned in the Workflow Scope Document by priority and develop based on Workflow Flowchart Specifications. Validate and test models created by Customer and Superion.

Superion Role: Create models assigned in the Workflow Scope Document by priority and support the Customer as they develop models. Support the testing of Workflow and update models based on testing results until Customer approves functionality.

Acceptance Criteria: Workflow delivered, validated, tested as agreed upon by Superion and Customer. Follow Deliverable and Milestone Approval process stated within section 5.

Deliverable Number:	11.4
Deliverable Name: Forms Development	Phase: 1, 2
Superion: Lead	Customer: Assist
Objective: Create forms outlined in the SOW and Forms Scope Document	
Scope: Superion and the Customer to create forms identified in the SOW and Forms Scope Document	

Format: Easy Laser Forms (ELF) or Superion Analytics

Sample Outline:

- Choose Forms and provide business requirements (bank routing, signatures, terms and conditions etc.) if applicable
- Develop Forms
- Test and Validate forms

Notes / Expectations: Superion to create all ELF forms as the technology is not available for customers. If Superion Analytics is to be used for a form then Deliverable 11.2 should be followed.

Customer Role: Support and answer questions from Superion as forms are being developed based on specifications in the Forms Scope Document. Validate and test forms created by Customer and Superion.

Superion Role: Create forms assigned in the Forms Scope Document. Support the testing of Forms and update forms based on testing results until final sign off.

Acceptance Criteria: Forms delivered, validated, tested as agreed upon by Superion and Customer. Follow Deliverable and Milestone Approval process stated within section 5.

12. Core Project Team Training

Deliverable Number:	12
Deliverable Name: Core Project Team Training	Phase: 1, 2
Superion: Lead	Customer: Assist
<p>Objective: Approach will be to Train the Trainer; Superion will train the Core Project Team on all Finance Enterprise processes outlined in the Core Project Team Training Plan; Customer will then be able to train end-users on the software. In addition, after the initial training is completed the customer will be able complete testing and final functional verification of the Finance Enterprise software.</p>	
<p>Scope: Superion to conduct classroom training for the Customer for each process identified in the training plan including security, Workflow development, Dashboard creation, and Superion Analytics.</p>	
<p>Format: Classroom Training</p>	
<p>Sample Outline:</p> <ul style="list-style-type: none"> • Classroom Training • Guides (if applicable) 	
<p>Notes / Expectations: Customer staff will attend training based on the Core Project Training Plan. Staff assigned to modify/create end user documentation will also attend the trainings. Completion of this training will allow the Customer to complete testing and final verification of Finance Enterprise.</p>	
<p>Customer Role: Provide classroom space and staff for training. Actively participate in training in order to use the system for practicing, testing and Go-Live.</p>	
<p>Superion Role: Superion to conduct training as outlined in the training plan.</p>	
<p>Acceptance Criteria: Training delivered as agreed upon by Superion and Customer. Follow Deliverable and Milestone Approval process stated within section 5.</p>	

13. Core Project Team Process Testing

Deliverable Number:	13
Deliverable Name: Core Project Team Process Testing	Phase: 1, 2
Superion: Assist	Customer: Lead
<p>Objective: Superion will train the core project team on all Finance Enterprise processes outlined in the Core Project Team Training Plan; Customer will immediately apply the training by entering actual work into Finance Enterprise modules (e.g. minimum one hour per day). Customer will be able complete testing and verification of Finance Enterprise based on the training provided.</p> <p>Customer will use the core processes and run tests in Finance Enterprise based on the training provided. Entering actual daily Customer data into Finance Enterprise will help the Customer determine if there are situations that occur at the Customer site and were not addressed during the Finance Enterprise training. This is targeted testing based on the actual business processes. Testing should result in questions and feedback from the Customer to be addressed by Superion during the next visit.</p> <p>Scope: Customer to conduct testing for each component unit and process identified in the training plan and training including security, Workflow development, Dashboard creation, and Superion Analytics powered by Cognos.</p> <p>Format: None</p>	
<p>Sample Outline: Testing which includes</p> <ul style="list-style-type: none"> • Customer to complete Process testing for the full application of their daily operation. Modules will be tested using scenario-based testing. • Results will be captured and tracked • Feedback of process testing will be communicated to Superion 	
<p>Notes / Expectations: Process testing to take place at least one week after Customer Core Project Team Training has been trained. Entering actual daily Customer data into Finance Enterprise will help the Customer determine if there are situations that occur at the Customer site and were not addressed during the Finance Enterprise training.</p>	
<p>Customer Role: Customer to define scenario's to be tested and to actively lead in all areas of testing. Customer responsible for confirming all final results and signing off.</p>	
<p>Superion Role: Superion to support Customer during testing.</p>	
<p>Acceptance Criteria: Finance Enterprise testing completed and agreed upon by Superion and Customer. Follow Deliverable and Milestone Approval process stated within section 5.</p>	

14. End User Training

Deliverable Number:	15.1
Deliverable Name: End User Training Plan	Phase: 1, 2
Superion: Assist	Customer: Lead
Objective: Create Training Plan for End Users	
Scope: Customer to lead the creation of a plan for training End Users. This training is specific to using Finance Enterprise. Plan will include training on core Finance Enterprise business processes the users will use in day to day operations specific to their role in the organization.	
Format: Microsoft Word or Excel	

Sample Outline: Plan should include the following elements:

- Identify processes for which the end users will receive training (e.g. Purchasing, AP, Timecard Entry)
- Identify type of training that will be used for each process (e.g. classroom training, video, documentation, open lab)
- Number of End users to be trained
- Instructors for all training
- Training Agendas, Materials and Guides to be created/modified and Project Team member responsible for each process.
- Creation of scenario's and data for training
- Training Schedule and Location
- Internal Customer communication to staff and scheduling internal classroom

Notes / Expectations: Classroom will not have more than 12 attendees in any training

Customer Role: Customer will lead the creation of the training plan. Provide training rooms with 8-12 computers with Finance Enterprise installed, projector, printer and scanner. Provide # of end user to be trained by process (The Customer is responsible to ensure staff is available for given training dates)

Superion Role: Assist with developing the End User Training Plan.

Acceptance Criteria: Training plan delivered and agreed upon by Superion and Customer. Follow Deliverable and Milestone Approval process stated within section 5.

Deliverable Number:	14.2
Deliverable Name: End User Training Material and Guides	Phase: 1, 2
Superion: Assist	Customer: Lead
Objective: Create end user guides for Customer training classes.	

Scope: Superior to provide sample user guides. Guides to be modified by Customer staff to reflect decisions made during implementation if needed; the guides will be used for end user training and after as references.

Format: Microsoft Word

Sample Outline: Template word document which includes

- Agendas for each training (include 30 minutes to answer “parking lot” questions that came up during training by management/expert in topic)
- User guides outlining Finance Enterprise processes
- Includes narrative instruction
- Includes screen shots
- Create Video content (if this is method of training)

Notes / Expectations:

Customer Role: Develop agendas for each training. Create new or modify the sample User Guides for Modules to reflect the Customer's decisions/processes.

Superion Role: Provide sample Agendas and User Guides for Modules with all the content specified above in the Sample Outline.

Acceptance Criteria: User guide delivered and agreed upon by Superior and Customer. Follow Deliverable and Milestone Approval process stated within section 5.

Deliverable Number:	14.3
Deliverable Name: End User Training	Phase: 1, 2
Superion: Assist	Customer: Lead
Objective: Train end users prior to going live on Finance Enterprise	
Scope: Customer to train end users, 14-21 days before Go-Live according to the training plan. End users are Customer staff who need to use Finance Enterprise but are not part of the core project team.	
Format: Classroom Training or another format designated by customer	
Sample Outline: End User Training to include: <ul style="list-style-type: none"> • Classroom training over the course of a two-week period depending on processes. • Training in classroom setting (if applicable) • Training to include instruction and hands on practice • Customer management/expert available 30 minutes during training to answer policy/other questions that have been adding to a "parking lot list during training 	
Notes / Expectations:	
Customer Role: Customer will conduct the end user training.	
Superion Role: Provide support to training staff conducting end user training and sit in the training.	
Acceptance Criteria: End user training completed and agreed upon by Superion and Customer. Follow Deliverable and Milestone Approval process stated within section 5.	

15. Customer Testing

Deliverable Number:	15.1
Deliverable Name: Test Plans/Scripts	Phase: 1, 2
Superion: Assist	Customer: Lead
Objective: Develop test plans and scripts to be used to track testing results	
Scope: Create a testing plan outlining how testing is to be achieved for each phase. The plan should include at a high level the types of testing, who is responsible for testing, and how the results will be captured. Test scripts will be developed to guide the testing process	
Format: Microsoft Word/Excel	
Sample Outline: Test plan and Scripts to include: <ul style="list-style-type: none"> • Types of testing and the schedule • Who is responsible for testing • How results will be captured • Testing scripts that contain different processes per module 	
Notes / Expectations:	
Customer Role: Lead the development of the plan and modifications of test scripts. Define the test plan including who will testing for each area from the Customer. Lead the modification of test scripts to Customer specific processes.	
Superion Role: Provide generic test plan scripts. Advise the Customer on typical testing processes.	
Acceptance Criteria: Test plan and testing scripts completed and agreed upon by Superior and Customer. Follow Deliverable and Milestone Approval process stated within section 5.	

Deliverable Number:	15.2
Deliverable Name: Integration/Parallel Testing	Phase: 1, 2
Superion: Assist	Customer: Lead
Objective: Test Finance Enterprise application	
Scope: Integration and Parallel testing of Finance Enterprise based on configuration, requirements, and Customer business processes.	
Format: Finance Enterprise Testing	

Sample Outline: Testing which includes

- Customer to complete Integration testing for the full application. Finance modules will be tested using scenario-based testing (e.g. enter a day's work for a particular process). Full parallel testing will take place for payroll modules (e.g. compare Finance Enterprise payroll results with customer's legacy software).
- Results will be captured and tracked

Notes / Expectations: Integration and parallel testing to take place after Customer Core Project Team has been trained on Finance Enterprise identified in the Core Project Team Training Plan.

Customer Role: Customer to define scenario's to be tested and to actively lead in all areas of testing. Customer responsible for confirming all final results and signing off. Customer to take the lead on a minimum of 2 parallel payroll tests.

Superion Role: Superion to support Customer during testing including the parallel payroll tests.

Acceptance Criteria: Finance Enterprise testing completed and agreed upon by Superion and Customer. Follow Deliverable and Milestone Approval process stated within section 5.

16. Go-Live Cutover Plan

Deliverable Number:	17
Deliverable Name: Go-Live Cutover Plan	Phase: 1, 2
Superion: Lead	Customer: Assist
Objective: Create a cutover plan for each phase which details all tasks and activities which must be completed prior to and during cutover from the legacy applications to Finance Enterprise.	
Scope: The Cutover Plan details all tasks and activities which must be completed prior to cutting over and going live on Finance Enterprise for the phase.	
Format: Microsoft Excel or Project	
Sample Outline: Cutover Plan showing –	
<ul style="list-style-type: none"> • Detailed tasks/activities • Dates • Resources • Task Pre-requisites • Includes communication plan to stakeholders • Plan for resolution of critical issues 	
Notes / Expectations: Cutover Plan will be reviewed by Project Managers/Project Team weekly to determine status of activities during the 3 months prior to Go-Live. The plan will be updated as needed after each review.	
Customer Role: Customer will collaborate with Superior Project Manager in creation of the plan. Customer to advise and execute the communication portion to stakeholders as defined in the plan	
Superion Role: Lead creation of Cutover Plan. Monitor progress/status of activities to go-live. Update the plan as needed.	
Acceptance Criteria: Completed Cutover Plan complete and agreed upon by Superior and Customer. Follow Deliverable and Milestone Approval process stated in Section 5.7	

17. Go-Live / Post Live

Deliverable Number:	18.1
Deliverable Name: Go-Live Declaration Letter	Phase: 1, 2
Superion: Lead	Customer: Assist
Objective: Document which identifies that the Customer is live or capable of going live on Finance Enterprise.	
Scope: Finance Enterprise meets all requirements per Phase. Customer has processed or is capable of processing on Finance Enterprise, where Finance Enterprise is the official book of record.	
Format: Microsoft Word	
Sample Outline: Letter which states that the Customer is able to use Finance Enterprise Financials as its official book of record. There will be a separate letter for Phase 1 and 2.	
Notes / Expectations: Customer has processed or is capable of processing on Finance Enterprise, where Finance Enterprise is the official book of record.	
Customer Role: Validate system readiness. Sign Go-Live Declaration Letter	
Superion Role: Provide Go-Live Declaration Letter to Customer 10 days prior to Go-Live on each phase.	
Acceptance Criteria: System validation is completed, and system meets functional requirements and the Customer is capable of going live. Follow Deliverable and Milestone Approval process stated within section 5.	

Deliverable Number:	17.2
Deliverable Name: Post Live Support	Phase: 1, 2
Superion: Shared	Customer: Shared
Objective: Superior to support the Customer during the Go-Live and in the initial 45 days post live. Customer will have on-going support from Superior's Customer Support during Post Live as well as once the implementation has been completed.	
Scope: Superior will provide support to the Customer after achieving the Go-Live. Superior will assist with additional training, issue resolution, and refining system set up as necessary. This includes all major areas in scope including Reports, Workflow, Development and Interfaces.	
Format: None	
Sample Outline: Superior to provide the following services during Go-Live/ post live	
<ul style="list-style-type: none"> • Support for users • Issue Resolution • Support for all areas of the Finance Enterprise application 	
Notes / Expectations: Superior support will consist of Consultant (up to 30 days after go-live) and Customer Support (on-going support) assistance.	
Customer Role: Customer to use Finance Enterprise in a "live" environment and work with Superior to resolve any issues that arise.	
Superion Role: Superior to provide support as outlined in the cutover plan. Superior will have staff on site during the actual Go-Live and post live as outlined in the plan.	
Acceptance Criteria: System validation is completed, and the Customer has gone live and is using Finance Enterprise as their official book of record. Follow Deliverable and Milestone Approval process stated within section 5.	

18. Project Close Out

Deliverable Number:	19
Deliverable Name: Project Close Out	Phase: Project End
Superion: Lead	Customer: Assist
Objective: Document summarizing the Project and indicates that the project is complete.	
Scope\ Expectations: A draft report of the Project will be delivered to Customer; Superion and Customer will agree on Final Report; Customer will sign Final Report. A Project Closure Report will be completed by Superion and Customer prior to the completion of Project. This should be no later than 60 days after Phase 2 Go-Live	
Format: Microsoft Word	
Sample Outline: Document including <ul style="list-style-type: none"> • Project Summary • Project Team And Staffing • Project Schedule • Project Implementation • Project Costs • Transition to Operations • Superion Follow-up • Recommendations 	
Notes / Expectations: A Project Closure Report will be completed by Superion and Customer prior to the completion of Project. This should be no later than 60 days after Phase 2 Go-Live	
Customer Role: Customer will review Draft Report from Superion and provide comment; Superion and Customer will agree on Final Report; Customer will sign Final Report	
Superion Role: Superion will deliver a draft report to Customer; Customer to provide feedback on Draft Report; Superion will provide Customer with Final Report	
Acceptance Criteria: Project closeout complete and agreed upon by Superion and Customer. Follow Deliverable and Milestone Approval process stated within section 5.	

9. Appendix 2

9.1. CAFR Constructor

Superior will assist the Customer in producing the following schedules, which shall conform with the standards and guidance of the Governmental Accounting Standards Board (GASB). Superior confirms that the CAFR Constructor will be capable of producing the reports listed in the Financial Section of Customer's 2017 CAFR report, viewable at this link: <https://www.showmeboone.com/auditor/financial-reports/>

Superior consultants will assist with the development of at least two (2) mutually agreed upon sections of the Customer's CAFR during the training as proof of concept, and additional sections may be covered within the provided 128 hours of training. Superior will coordinate with Customer for additional training hours if needed, and Customer acknowledges that the cost of additional hours will not be included in the final quoted price for the project. For the purposes of this appendix, a section will be defined as one of the line items in Boone County's 2017 CAFR listed in the Table of Contents under "Basic Financial Statements" or "Required Supplementary Information". The Customer will then be responsible for generating the remaining sections of the CAFR with Superior providing technical support. Superior will train the Customer's staff on adding the narrative sections and the Customer is wholly responsible for the content of the narrative sections.

Notes on Content and Services by Section:

Part I – Introductory Section

1. Cover page, table of contents and general layout
 - a. Superior (SPS) will provide training for:
 - i. Generating the table of contents
 - ii. Applying general formatting in the document
2. Introductory section
 - a. SPS will provide training for:
 - i. Setting up and maintaining items within this section
3. Report of the independent auditor
 - a. SPS will provide training for:
 - i. Setting up and maintaining items within this section
4. Management's discussion and analysis (MD&A)
 - a. Layout and content for the cover will be provided by the Customer, preferably in Microsoft Word or Adobe PDF format
 - b. SPS will provide training for:
 - i. Setting up and maintaining items within this section
 - ii. NOTE: Much of the content in the MD&A relies heavily on information in other portions of the document; it is highly advised to complete the remainder of the document before completing the MD&A

Part II – Financial Section

5. Government-wide financial statements

- a. SPS will provide training for the use of variables to integrate these balances into the various documents of the CAFR.
 - b. SPS will review proper setup of background parts in general ledger keys and objects to allow for correct aggregations in the statements
 - c. The Customer will assist SPS in identifying the setup of background parts in general ledger keys and objects to allow for correct aggregation in the statements
 - d. SPS, using the provided information, will produce the following statements:
 - i. Government-wide state of net position
 - ii. Government-wide statement of activities
6. Governmental fund financial statements
- a. SPS will provide training for the use of variables to integrate these balances into the various documents of the CAFR.
 - b. SPS will review proper setup of background parts in general ledger keys and objects to allow for correct aggregations in the statements
 - c. The Customer will assist SPS in identifying the setup of background parts in general ledger keys and objects to allow for correct aggregation in the statements
 - d. SPS, using the provided information, will produce the following statements:
 - i. Balance sheet – governmental funds
 - ii. Statement of revenues, expenditures, and changes in fund balance governmental funds
 - iii. Statement of cash flows (may require additional Customer involvement)
 - iv. Statement of fiduciary net position
 - v. Statement of revenues, expenditures, and changes in fund balance – budget to actual – General Fund and major special revenue funds
7. Proprietary fund financial statements
- a. SPS will provide training for the use of variables to integrate these balances into the various documents of the CAFR.
 - b. SPS will review proper setup of background parts in general ledger keys and objects to allow for correct aggregations in the statements
 - c. The Customer will assist SPS in identifying the setup of background parts in general ledger keys and objects to allow for correct aggregation in the statements
 - d. SPS, using the provided information, will produce the following statements:
 - i. Statement of fund net position/ balance sheet – proprietary funds.
 - ii. Statement of revenues, expenditures, and changes in fund balance/ equity – proprietary funds.
 - iii. Statement of cash flows – proprietary funds.
8. Fiduciary fund financial statements
- a. SPS will provide training for the use of variables to integrate these balances into the various documents of the CAFR.
 - b. SPS will review proper setup of background parts in general ledger keys and objects to allow for correct aggregations in the statements
 - c. The Customer will assist SPS in identifying the setup of background parts in general ledger keys and objects to allow for correct aggregation in the statements
 - d. SPS, using the provided information, will produce the following statements:
 - i. Statement of fiduciary net position
 - ii. Statement of changes in fiduciary net position
9. Notes to the Financial statements

- a. SPS will provide training and assistance to complete up to 2 notes. The Customer will be responsible for adding any additional notes.

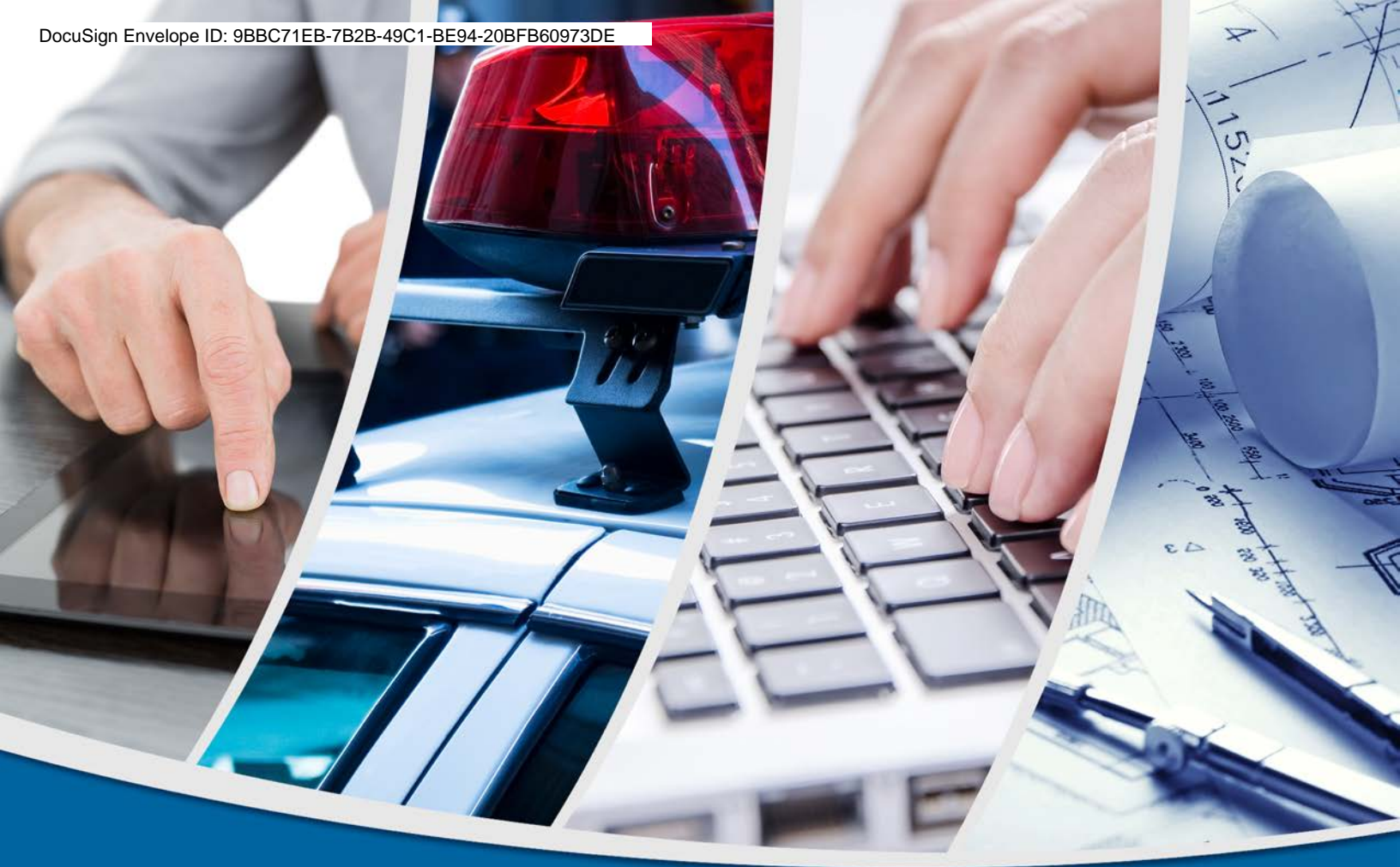
10. Summary of significant accounting policies (SSAP)
11. Note disclosure (other than the SSAP and pension-related disclosures)
12. Pension and other postemployment benefit related note disclosures
13. Required supplementary information (RSI)
14. Combining and individual fund information and other supplementary information

Part III - Statistical section

The Statistical section often has data that is either historical in nature or uses data outside of Superior Finance. The existing workbook(s) would be incorporated into CAFR Constructor and would print with the main document. If the outside data source is available to CAFR Constructor, the process can be automated.

Assumptions:

- a) Layout and content will be provided by the Customer for all sections
- b) CAFR creation requires data sources to be pulled into CDM through use of Cognos BI, Click Drag, and Drill (CDD), or ODBC connections. Superior will make recommendations as to how to best extract data into CDM and the Customer is responsible for doing the data extraction and creating the data sources to produce the CAFR.
- c) Superior is responsible for training the Customer on the tools necessary to product the CAFR.
- d) Customer is responsible for producing the data and creating the narrative component for their CAFR.
- e) Customer is responsible for validating both the data and narrative components of the CAFR. Superior will support the Customer in this effort.



SUNGARD® PUBLIC SECTOR
ENVISION THE FUTURE HAPPENING TODAY

Copy
Technical Proposal
ERP System Selection Project 03-13APR17

for

Boone County, MO

April 13, 2017 by 1:00 p.m. (CST)

1000 Business Center Drive
Lake Mary, FL 32746
800-727-8088
www.sungardps.com

Bruce Duncomb
Sr. Account Executive
bruce.duncomb@sungardps.com
952-237-7328



SunGard Public Sector Inc • www.sungardps.com • 800-727-8088 main

April 11, 2017

Ms. Melinda Bobbitt, CPPO, CPPB
Director of Purchasing
Boone County
613 E. Ash Street
Columbia, MO 65201

Re: ERP System Selection Project 03-13APR17

Dear Ms. Bobbitt and Members of the Selection Committee:

SunGard Public Sector (SunGard) is pleased to provide Boone County with this proposal for an Enterprise Resource Planning (ERP) System and Implementation Services. We analyzed your goals and RFP requirements to provide a comprehensive plan. This plan ensures the County's success, by including:

- Integrated suite of ERP applications exclusively for the public sector that is developed, implemented, and supported by SunGard
- Business Process Review (BPR) with best practices consulting and reengineering of the chart of accounts
- Blended Project Management to include onsite and remote services
- Extensive workflow configuration to support your unique business practices
- SunGard Public Sector Analytics (SunGard Analytics) for report development and reliable, transparent information access
- Enhanced training with optional end-user training
- Post-Go Live Project Management, training, and support

Based on 35 years of local government experience, we developed a comprehensive implementation plan combined to meet your goals. We continue to build on our experience with long-term commitments to the future of our products and customers. Thank you for the opportunity to participate in this important process. We look forward to providing an onsite demonstration.

Sincerely,

A handwritten signature in black ink, appearing to read "Bruce Duncomb". The signature is fluid and cursive.

Bruce Duncomb
Senior Account Executive
952-237-7328
bruce.duncomb@sungardps.com

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Non-Disclosure Statement

The terms and conditions contained in this proposal will automatically expire 180 days from the date of the proposal, unless renewed, extended or terminated earlier by written notice from Ramundsen Public Sector, LLC, as successors in interest to SunGard Public Sector LLC (hereinafter referred to as "SunGard"). Unless otherwise stated; taxes that may be applicable are not reflected and will need to be paid by the client.

Any modification pricing provided in this proposal is an estimate only. Detailed analysis of your specific requirements is needed prior to providing exact pricing.

If applicable, the prices for hardware and system software products and services are subject to change and are submitted for your information only. The terms and policies of the hardware vendor govern any portion of this proposal related to hardware and system software products and services.

If applicable, the prices and information on any third-party products and services are subject to change and are submitted for your information only. The terms and policies of any third-party vendor govern all portions of this proposal related to those products and services.

This proposal is protected by copyright law and contains proprietary information and confidential trade secrets belonging to SunGard. This proposal is furnished and accepted on the express condition that portions of it shall not be duplicated or disclosed, in whole or in part, except to your staff and agents when necessary for evaluation purposes, without prior written consent of SunGard. Those confidential portions include, but are not limited to, pricing and client lists. All such proprietary information is clearly marked for your convenience. Any portions of this proposal that are not marked proprietary or confidential shall be available for public disclosure.

CONFIDENTIAL AND PROPRIETARY

©2017 All Rights Reserved.

March 9, 2017

7.2 Proposal Signature Form

The undersigned, as authorized Vendor, declares that he/she has carefully examined all the items of the Specifications and Instructions herein that he/she fully understands and accepts the requirements of the same, and he/she agrees to furnish the specified items and will accept, in full payment therefore, the amount specified below. The Vendor will identify below its business entity as individual, DBA, partnership, corporation (foreign or domestic), and will indicate the official capacity of person(s) executing this proposal.

Proposals shall include installation services, and the successful Vendor shall obtain all required permits and pay fees required.

State payment terms:

State term proposal is held firm for:

State warranty on equipment:

State maximum time required for shipping, F.O.B. Columbia, Missouri:

PROPOSAL: ERP System Selection Project 03-13APR17

Two million forty-five thousand dollars

\$2,045,000

(Total price written in words)

(Total One-Time Cost – as noted on the Proposal Pricing Forms – Proposal Summary tab)

Vendor Name: Ramundsen Public Sector, LLC

Date: 4/7/2017

Address: 1000 Business Center Drive
Lake Mary, FL 32746

Telephone: 800-727-8088

Signature: *Robert Valvano*

Email: Robert Valvano – Chief Financial Officer
bob.valvano@sungardps.com

(Person executing response and official capacity)

(Names of principal officers:
designate official capacity)
Kevin Lafeber, President and Chief Commercial
Officer

Robert Valvano, Chief Financial Officer

Tom Amburgey, Vice President and General
Manger – Public Administration

(If partnership or assumed name,
indicate name of owners)

CERTIFICATE OF SECRETARY

THE UNDERSIGNED, Adrian R. Alonso, Vice President and Secretary of **RAMUNDSEN PUBLIC SECTOR, LLC**, a limited liability company organized and existing under the laws of the State of Delaware (the "Company"), does hereby certify that the following individuals are each an authorized signatory on behalf of the Company effective as of February 1, 2017, and that by virtue of such position is authorized to enter into, negotiate, execute and deliver any and all contracts, amendments, bids, proposals, instruments, documents and other agreements between the Company and its customers or in support of a contract with a customer, in the name of, and on behalf of, the Company.

Kevin Lafeber
Robert Valvano
Tom Amburgey

IN WITNESS WHEREOF, the undersigned has caused this Certificate of Secretary to be duly executed this 13th day of March, 2017.



Adrian R. Alonso, Vice President and Secretary

STATE OF TEXAS
COUNTY OF TRAVIS

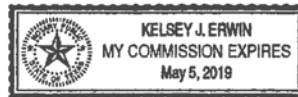
Sworn and subscribed to before me, Kelsey J. Erwin, a notary public in the State of Texas, on this 13TH day of March, 2017, by Adrian R. Alonso, who is personally known to me.



Notary Public

My Commission Expires: May 5, 2019

SEAL:



Section 1. Executive Summary

SunGard Public Sector (SunGard) is pleased to provide Boone County (County) with this proposal for an Enterprise Resource Planning (ERP) software solution. Based on our discussions and review of the RFP, SunGard is confident our proposed solution is well suited to improve business processes and meet the County's functional and service requirements, while minimizing the risk associated with projects of this scope. We understand the County seeks a long-term and scalable solution that integrates, replaces, and complements other processes and systems currently in use. It is understood that as we progress through the discovery process, our proposal may evolve by mutual consent.

SunGard's Unique Approach for Boone County

Our experience with ERP projects provides the County with a strong foundation for success today and well into the future. This proposal provides the following benefits:

- Unifies all departments into an efficient and cost effective enterprise
- Includes agreement to a milestone-based contract with defined deliverables
- Promotes change and improved County business processes
- Provides improved procurement management with an end-to-end electronic procurement solution
- Includes the ability to use advanced analytics for decision making and organizing data into useful information that supports an open government strategy
- Reduces technology risks through low – impact software and upgrade releases that minimize or eliminate re-licensing due to advances in technology
- Provides a single point of contact responsible for ensuring the County's success well after Go Live
- Reduces financial risks through robust system checks and balances coupled with response and performance guarantees
- Training plan built to ensure successful transition to the new ONESolution platform

Services

SunGard offers a coordinated blend of services to deliver a successful implementation. The proposed implementation plan is a turnkey approach that uses our own staff—not third-party integrators.

We know this project is important, highly visible, and must succeed. The following full suite services are designed to help ease the transition to the new system:

- Process evaluation and optimization
- Blended onsite/remote Project Management
- Integrated Change Management to assist with user acceptance throughout the implementation
- Custom report and workflow development
- Engineering and development services
- Post-Go Live support

Why SunGard Public Sector?

Government is our *only* business and we understand your challenges—flat or shrinking budgets, competing agendas, and ever-increasing standards of service. SunGard proposes a solution to help you meet these challenges and improve your ability to serve and respond to your community. SunGard will collaborate with the County and empower your organization through improved decision-making capabilities leveraging our tightly integrated, industry leading financial solution. ONESolution is a whole-enterprise, single-vendor solution that helps eliminate paper, decreases costs, and improves efficiencies.

SunGard's unique, public sector specific, fully-integrated system provides all authorized users seamless access to information across multiple departments. ONESolution's Service-Oriented Architecture (SOA) protects the County's investment in best-of-breed and ancillary solutions by integrating them into the core SunGard ERP functions.

We understand that it is not easy for agencies to know exactly what they want or need on day one and recognize that one size does not fit all. The proposed solution for the County is flexible and can adjust on-the-fly to ensure the success of the project.

We will assist with parallel testing prior to Go Live, be there when you Go Live, and provide post-Go Live training to ensure a smooth transition to the new system. Our solution includes the tools your end users need to assist with user acceptance, such as role-based dashboards, custom reports, and workflows. This level of service differentiates us and emphasizes our goal for the County to become a **premier flagship client**.

SunGard's goal is to have empowered, knowledgeable and enthusiastic customers. SunGard offers multiple channels for training during the implementation and after Go Live. Our customers benefit from one of several regional user conferences as well as our annual International conference. We also offer on demand and virtual learning opportunities to help clients refresh their knowledge and refine their skills.

We take pride in providing our clients the latest in proven technologies, provide ongoing product updates, enhancements, and upgrades without requiring additional license fees. This methodology significantly reduces your economic and technology risk.

SunGard's public sector specific solutions will help the County avoid costly and complex custom development often required in projects of this scope. Our solution was built over the past 35 years using industry, client, and software best practices that minimize risks associated with implementation, costs, and operational fit.

We recognize that this project is a significant investment for the County. We are confident our solution is more reliable, secure, and less expensive to operate than many other comparable systems. Our proposal assures the ultimate outcome – **a more efficient and informed Boone County**.

On behalf of SunGard, thank you for the opportunity to participate in your evaluation process. We are available for interviews during the selection process and look forward to the prospect of providing an onsite demonstration. Please contact Bruce Duncomb, Senior Account Executive, at 407-304-3279 or bruce.duncomb@sungardps.com.

Section 2. Company Background

SunGard provides software and information technology solutions designed to meet the specialized needs of city and county governments, public safety and justice agencies, and nonprofit organizations. Our goal is to partner with agencies to improve quality of life by helping the people who serve, protect, and sustain their communities.

1. The company's background including a brief description (e.g., past history, present status, future plans, company size, etc.) and organization charts.

Response: SunGard is a privately-held, independently operated company under the ownership of Vista Equity Partners, a leading investment firm focused on software and technology-enabled businesses.

SunGard brings 35 years of public sector experience to each project. Our staff has real-world experience with a deep understanding of proven industry best practices. When agencies choose SunGard to deliver software and implementation solutions, they are selecting a partner trusted by more than 1,600 organizations impacting nearly 175 million residents in North America. SunGard sets itself apart by focusing solely on the public sector, implementing our own products, and supporting our own software. We do not use outside implementation firms or offshore service centers.

The proposed ONESolution suites are SunGard's comprehensive product line, delivering the critical software functions you need with a simple and efficient common user interface. This unified, enterprise-wide solution set delivers leading-edge functionality, usability, and value to your organization. ONESolution helps departments across the organization exchange data and information, and assists users move intuitively between applications with a consistent, role-based user experience.

Our vision for ONESolution is to maintain a view on leading transformative technologies—mobile, cloud, big data, social—while delivering enhancements and functionality that help our customers constantly improve service to their constituents. We want to help our customers to envision the future happening today, evolving our products to meet the leading edge of technology and always enhance usability.

SunGard Public Sector At-A-Glance

SunGard Headquarters:

SunGard Public Sector
1000 Business Center Drive
Lake Mary, FL 32746

Number of Employees: 821

Year of Incorporation: 1981

Proposed Solution:

ONESolution Financials and
ONESolution Human
Resources/Payroll

Authorized Contact:

Bruce Duncomb
Senior Account Executive
bruce.duncomb@sungardps.com
952-237-7328

www.sungardps.com

ONESolution™

SunGard is committed to customer success, and we constantly look for new ways to help government work more efficiently. Our management and employees provide the leadership and innovation that sets industry standards, provides unparalleled customer support, and keeps pace with the latest technology standards – all while sustaining best business practices.

Our goal is to develop a technology partnership with the County as we do each of our clients. This partnership is based on integrity, as well as our commitment to the finest quality and service. Our record of three decades of continuous growth, success, and stability in the industry is proof that SunGard continues to evolve with some of the latest technologies without forcing our customers into expensive re-conversion alternatives.

Table 2.1.1 Organizational Structure

The following table represents SunGard’s current executive structure:

Kevin Lafeber	President and Chief Commercial Officer
Robert Valvano	Chief Financial Officer
Todd Schulte	Chief Operating Officer
Tom Amburgey	Vice President and General Manager – Public Administration

2. Audited financial information for the past TWO (2) completed fiscal years that includes income statements, balance sheets, and statement of cash flows.

Response: As a privately held portfolio company of Vista Equity Partners, SunGard does not disclose financial information.

3. Privately-held companies wishing to maintain confidential financial information must provide information detailing the company’s long-term stability. Please provide a current Dunn & Bradstreet report (D&B) as part of the Vendor proposal response.

Response: Ramundsen's DUNS number is 08-063-0657. In support of our long term financial stability, also please refer to our Moody's Investor Services and Standard & Poor's credit ratings of B3 and B, respectively. Copies of each rating agency's publications can be found on the accompanying CD with the electronic copy of the technical proposal and County files.

4. If the Vendor is proposing to use subcontractors on this project, please provide a response to the Company Background Form for each subcontractor, Vendor relationship with that subcontractor and the specific services and/or products that the subcontractor will be providing on the project. A complete list of subcontractors is required. The County has the right to approve all sub-contractors of the Vendor at any time.

Response: SunGard has the resources to offer a total solution. Our services include consulting, configuration, training, project management, data conversion, report development, workflow development, and auditing. We do not use outside subcontractors or offshore service centers.

The following pages contain SunGard’s completed Company Background form.

7.5 Company Background Form

Vendor name:	SunGard Public Sector
Software brand name:	ONESolution
Software version proposed (years in production):	ONESolution has been in production since 2010. The proposed version is 17.
Is Vendor prime contractor:	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>

1.	<p>What are the key differentiators of your company and its proposed solution?</p> <p>SunGard focuses solely on the public sector. We implement and support our own software. We do not use outside sub-contractors, implementation firms, or offshore service centers. We believe a well-developed strategy is critical to a project's success. We are confident our implementation strategy is the most comprehensive in the industry. The stages of our process provide the greatest opportunity for reducing risk and ensuring your success.</p> <p>Our trainers are experienced at configuring the applications based on your business processes. ONESolution comes pre-configured with more than 80 percent of the base configuration complete. Training is more efficient and meaningful when you use data configured to meet the needs of your professionals.</p> <p>Excellent support is another reason many organizations buy from and stay with SunGard. This is evidenced by the fact that of our 1,631 clients, 1,198 have been with us for 10 years or more, 962 have been with us for 15 years or more, and 537 have been with us for 20 years or more. This experience provides us with implementation and support methodologies that are superior to our competition</p> <p>ONESolution is a completely integrated ERP solution that offers essential functionality, is less expensive to own, and easy to maintain. Our proposed solution provides functionality out of the box with little or no modification.</p> <p>The proposed business intelligence tools, SunGard Public Sector Analytics (SunGard Analytics) and CAFR Constructor, give the County the opportunity to gain insight, drive better results, and improve transparency. These tools provide enterprise financial planning, budgeting, forecasting, and analysis. You can rapidly analyze data, model requirements, and collaborate on plans, budgets, and forecasts to uncover options and optimize performance.</p>
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2.	What awards has your company or proposed solution obtained that are relevant to this project?
	<p>SunGard is a certified Silver Microsoft Software Developer and individual employees hold the following certifications:</p> <ul style="list-style-type: none"> • Microsoft Certified Solutions Expert (MCSE) • Microsoft Certified Professional (MCPS) • Microsoft Certified Professional in System Integration (MCPSI) • Project Management Professional (PMP) • Project Management Institute and Information Technology Information C for Service Delivery Processes (ITIL Foundations) <p>The Center for Digital Government and the Digital Communities selected the top-ranked cities in the 2016 Digital Cities Survey. These cities improved transparency with open government initiatives and access to County services via mobile applications, eliminated waste, enhanced service levels, reduced costs, and improved services. More than 40 SunGard clients received this award.</p> <p>In both 2014 and 2015, SunGard’s corporate headquarters in Lake Mary, Florida was awarded the top ranking Corporate Champion distinction in the Orlando Sentinel’s “Top 100 Companies for Working Families.” This was the seventh consecutive year that SunGard had placed in the Top 10 and our second year ranked first for companies with less than 499 employees. In 2013, SunGard received the “Cutting Edge Award,” for its benefits and employee programs. Judged by an independent panel of local human resources experts, the annual awards recognize Central Florida companies that make family a top priority in the workplace through exceptional employee benefits and work/ life balance programs. SunGard is proud to emphasize our continuous learning, highly competitive health and wellness benefits, and our strong community involvement.</p>
3.	What documentation is available from an independent source that positively promotes either the company or products the Vendor is offering?
	SunGard was included in a recent Gartner Group report, “Market Insights: State and Local Government IT Market Primer, US 2015”, as a solutions provider.
4.	What strategic alliances have you made to further strengthen your product and services?
	<p>SunGard has strategic alliances that complement our current solution set. We recruit and support high-quality third-party solution providers that provide value-added, complementary functionality to our core product lines and foster our customer’s success.</p> <p>The following third-party applications are included in this proposal:</p> <ul style="list-style-type: none"> • BMI Systems Group – AssetTrak (Fixed Assets Bar Coding) • ExecuTime Software – Time & Attendance • OpenGov

5.	How do you guarantee the services provided by your company?		
	All SunGard products are warranted for 12 months after delivery of the licensed programs.		
6.	What are your near-term and long-term goals, and the strategies to reach these goals?		
	<p>For the near term, SunGard plans to add functionality to our products to meet our customers' needs.</p> <p>Our long-term vision is for SunGard products to continue to evolve to meet our clients changing business requirements and to incorporate changes in technology that provide increased efficiency and lower operating costs.</p> <p>Our strategy to accomplish these goals is a continued investment in development that is driven by client voting, industry direction, and industry standards.</p>		
7.	What is your niche in the marketplace and your preferred customer size?		
	SunGard focuses on mid-sized local government, utilities, transits, not-for-profit agencies, state and federal government entities. Our target market for counties is 100,000 to 1,000,000 in population.		
8.	Please describe the level of research and development investment you make in your products (i.e. – annual budget, head count, etc.).		
	<p>SunGard understands the importance of investing in research and development, which is why 35 percent of our full-time employees are devoted to product development.</p> <p>As a privately held portfolio company of Vista Equity Partners, SunGard does not disclose financial information.</p>		
9.	Please describe your commitment to providing solutions for the public sector marketplace.		
	SunGard has served the public sector since 1981. The public sector is our only business. Our record of three decades of service is proof that we provide our clients ongoing support for many years to come.		
10.	How many fully operational customer installations of the version proposed in this RFP, currently in production, has the Vendor completed?		
		Missouri	Nationally
	Local government	1	130
	Other public sector	1	57
	Other non-public sector	1	13
	Overall:	3*	200*
	*Customers are using earlier versions of ONESolution.		

11. How many fully operational customer installations, in total, has the Vendor completed?											
		Missouri	Nationally								
	Local government	19	1535								
	Other public sector	1	75								
	Other non-public sector	1	29								
	Overall:	21	1639								
12. How many current system implementations of your solution are <i>in-process</i> within both the State of Missouri and the region of the Country that includes the State of Missouri?											
	<table border="1"> <thead> <tr> <th colspan="2">Current in-process Implementations</th> </tr> </thead> <tbody> <tr> <td>State of Missouri</td> <td>1</td> </tr> <tr> <td>Region</td> <td>9</td> </tr> <tr> <td>Total:</td> <td>10</td> </tr> </tbody> </table>			Current in-process Implementations		State of Missouri	1	Region	9	Total:	10
Current in-process Implementations											
State of Missouri	1										
Region	9										
Total:	10										
13. Please state the year your company started in the business of selling the proposed solution to local governments:											
	1981.										
14. Where is the Vendor's closest support facility/sales office to Columbia, Missouri?											
	Lake Mary, FL.										
15. Where is the Vendor's company headquarters?											
	Lake Mary, FL.										
16. Please list the Vendor's sales in the previous three years:											
		Year	Sales								
		2016	See below								
		2015									
		2014									
	As a privately held portfolio company of Vista Equity Partners, SunGard does not disclose financial information.										

17. How many total employees does the Vendor have in each of the following categories:			
	Area	Number	
	Sales/Marketing	86	
	Management/Administration	58	
	Help Desk Staff	367	
	Development Staff	278	
	Other	32	
	Total:	821	
18. What is the Vendor's hourly rate for additional implementation assistance beyond that which is included in the Vendor bid by skill set?			
	Rates for Additional Implementation Assistance		
	Skill Set	Hourly Rate	
	Consulting	\$200/ hr.	
	Training	\$160/ hr.	
	Conversion	\$200/ hr.	
	Development	\$200/ hr.	
	Computer Services	\$160/ hr.	
	Project Manager	\$200/ hr. onsite \$160/ hr. remote	
19. Please indicate two separate potential visits of four consecutive days each in which the Vendor will commit to being available for an onsite demonstration and your preference.			
	Demonstration Date Options		
	Option	Visit #1	Visit #2
	Week of June 5	X	
	Week of June 12		X
	Week of June 19	No	No
20. What would be the Vendor's preferred comparably sized, site visit location?			
SunGard's preferred site visit location is the City of Kettering, OH.			

21.	Is there any outstanding litigation against your company?
	<p>Like any business of similar size and age, SunGard has been involved in certain disputes from time to time in the ordinary course of business. For various reasons, including the existence of confidentiality obligations and related concerns, SunGard does not, as a policy, disclose the specifics of any particular dispute. However, SunGard has no dispute or legal action currently outstanding that, in our opinion, would materially impact our financial position or our ability to fulfill any of our present or anticipated contractual obligations.</p>

Section 3. Application Software

The Power of ONE

The proposed ONESolution Financials and Human Resources/Payroll (HY/PY) suite are part of SunGard's comprehensive product line for local government, delivering the critical software functions you need with a simple and efficient common user interface. This unified, enterprise-wide solution set delivers leading-edge functionality, usability, and value to public sector organizations. Finance directors, budget supervisors, utility and public works directors, and public safety and justice executives and managers can collaborate and share information using ONESolution. And citizens and staff can rely on a consolidated ePortal that provides information and services when and where they need them.

The following contain a general description of ONESolution and how it will meet the requirements of the RFP.

1. Describe your overall proposed technology solution.

Response: The proposed ONESolution helps departments across the organization exchange data and information, and assists users in moving intuitively between applications with a consistent, role-based user experience. Written in Microsoft .NET and using Service-Oriented Architecture (SOA), ONESolution employs a responsive cross-browser user interface. Local governments can easily adopt one suite or the full enterprise-wide solution, thanks to the flexible, open-standards interfaces in individual ONESolution product suites.

2. Describe the product direction for the company, including time frames.

Response: SunGard products will continue to evolve to meet our customers' changing business requirements and incorporate changes in technology that provide increases in efficiency and lower operating costs. SunGard plans to develop new products to meet the challenges of today's economy to ensure investment protection. Application and data interoperability with third-party software and multiple operating systems running concurrently are key elements to blending varied software and hardware solutions. This provides customers with the proper mix to satisfy their information technology needs.

Product development during the next 24 months is scheduled to include additional functionality for ONESolution Financials and HR/PY.

3. Describe unique aspects of the Vendor's solution in the marketplace.

Response: SunGard sets itself apart by focusing solely on the public sector. Our product offerings include solutions for public administration, public safety and justice, not-for-profit agencies, state government, and the federal government.

We provide Enterprise Resource Planning (ERP) applications that have been serving this unique market since 1981. With regard to technology, we are proud of the fact that we have carried our initial clients across multiple technology platforms while improving their application's capabilities along the way.

In today's ERP market, every viable vendor and implementer has developed an effective implementation methodology. Project Management, milestones, specification, scope, resource allocation, user acceptance, timelines, risk management, and change management are the parts and pieces that everyone is trying to manage. What sets SunGard's Implementation Services apart is that the people implementing the software work for the same company that develops, sells, and services the software and they implement only ONESolution. These two attributes give our Implementation group a depth of knowledge that sets us apart.

4. Describe components of the solution that are industry standards versus being proprietary to the Vendor.

Response: The components of the proposed solution are:

Industry Standard

Development Language – Microsoft .NET

User Interface – ONESolution employs a responsive cross-browser user interface.

Proprietary

ONESolution applications

ONESolution ad hoc report writer

Proposed Solution

Based on the County's requirements, we propose the following ONESolution and third-party software applications:

ONESolution Financials

- General Ledger
- Job/Project Accounting Ledger
- Project Allocation
- Budgeting
- Accounts Payable
- Bank Reconciliation
- Purchasing
- PunchOut
- Bid and Quote Management
- Stores Inventory (Warehouse)
- Fixed Assets
- Accounts Receivable
- Grants Management
- Contract Management
- Easy Laser Forms
- Documents Online

ONESolution Human Resources/Payroll

- Human Resources
- Payroll
- Position Budgeting
- Employee Online
- Applicant Online
- Professional Development
- Personnel Actions

ONESolution Foundation

- Cash Receipts
- Desktop
- Workflow

ONESolution Core

- SunGard Public Sector Analytics (SunGard Analytics)

Additional ONESolution Modules

- CAFR Constructor
- Advanced Reporting

ONESolution eGovernment

- Click2Gov Accounts Receivable
- Click2Gov Vendor Management

Third-Party Applications

- BMI – Fixed Assets (Bar Coding)
- ExecuTime
- OpenGov – (Optional Application)

The following pages contain detailed descriptions of the proposed applications.

ONESolution Financials

General Ledger

ONESolution General Ledger is the heart of ONESolution Finance and Human Resources system. Every subsidiary application can be represented in detail or in summary in this application. The General Ledger is used to generate many financial and management reports and inquiries and is typically the primary area where budgets are created.

Benefits

- Flexible account structure permits agencies to design the account and project structure. The structures can be up to 72 digits and the Object is 8 digits, with up to 80 organizational dimensions, as well as multiple ledger structures.
- Complies with GAAP, GAAFR, GASB, and FASB
- Monitor all budget alerts and approval tasks from a single desktop
- Performs all facets of disbursement processing, including customized check stub layout, check printing, report creation, and bank statement reconciliation either online or electronically
- Supports cash, budgetary, modified accrual, and full accrual basis of accounting
- Maintains control of account balances reflecting revenue, expenditure, and encumbrance activity totals from subsidiary ledgers
- Provides standard reports and immediate online inquiries exist to any data in the system, with all access and content controlled by security

Features

- Define grant and project accounting periods separate from fiscal year
- Post to past, current, and future periods/years with appropriate security
- Restructure ledger with simple changes (merge funds) to complex (new structural part)
- Track costs by program, project, activity, and/or task across department and fund lines
- Support unlimited number of funds
- Capability to upload chart of accounts via spreadsheets
- Updates are online and interactive
- Perform cash management accounting at any user-defined level
- Fully integrated with the Job/Project Ledger, eliminating duplicate data entry
- Complete contract and grant accounting application
- Includes comprehensive budget preparation and modeling application

Journal Entries and Automatic Functions

- Define approval process with Workflow
- Automatically redistribute and/or allocate costs due to changes in organizational structure
- Track all inter-fund entries and transfers
- Load journal entries via spreadsheet
- Post in summary or detail from any application

- Access recurrent journal entry application (single and multi-ledger)
- Calculate inter-departmental charge back
- Automated year-end closing without loss of detail

Reporting

Reporting includes standard and ad hoc reports as well as immediate online inquiry to data in the system. Security-protected reports can be run at the user's networked computer.

- Financial and statistical reporting
- User-defined format, totaling, sorting, and selection for reports
- Reports to screen, printer, spreadsheet, or graph
- Reports and online inquiry provide prior, current, and future fiscal year reporting, combined multi-fiscal year reports, and inception-to-date reports with user-defined periods
- Roll-up and drill-down functionality are available
- Email or save reports in Documents Online for future use
- Drill from one report to another, as far down as transactional data or scanned images of source
- Supports statistical functions such as mean, median, mode, variance and standard deviation
- Perform mail merge and form letters

Job/Project Accounting Ledger

ONESolution Job/Project Accounting Ledger is a separate, yet integrated function of the General Ledger application. General Ledger and Job/Project Accounting Ledger transactions can be keyed simultaneously; thus, the two ledgers are fully integrated, never out of balance, and transactions need only be entered once. With a separate client-defined General Ledger and Job/Project Accounting Ledger account structure, the required organizational hierarchy for both the General Ledger and Job/Project Accounting Ledger can be effectively modeled. Job/Project can cross all General Ledger structural boundaries such as fund and function.

Features

- Flexible chart of accounts, defined independently from the General Ledger application
- Complete integration with the General Ledger and other applications at the transaction level, accounts in both applications remain in balance at all times
- Multiple fiscal year information is fully supported
- Budgets can be prepared on an annual, quarterly, and/or monthly basis at line item or summary levels; easy-to-use scenarios allow users to define and apply various what if scenarios to future and current year budgets; statistical budgeting is fully supported
- Inquiry function allows users to access information interactively and extract it using multiple selection criteria values; project information, balance and budget figures, and/or transactions, which originated from other applications can also be viewed using our Account Summary Inquiry feature

- Journal entry application allows users to create a set of journal entries to distribute after all error checking and balancing has occurred; transaction entries require the General Ledger account; job/project account is optional
- Closing entries may be generated automatically; users may specify a subset of the chart of accounts to be closed, allowing specific job or project activity to be left open
- Chart of accounts can be updated interactively or from a spreadsheet
- Month-end automatic postings through Recurring Calculations allows user to define entries such as materials handling charges, indirect labor costs, or construction overhead fees
- Fail-safe audit trail of all transactions posted to the General Ledger and Job Ledger, with the ability to store two reference codes and two dates with each transaction posted
- Large selection of management reports in the General Ledger can be used for the Job/Project Accounting Ledger
- Detailed Project and Grant information can be tracked in the Project Ledger while summarizing the data in the General Ledger
- Ten distinct Project Ledgers can be used for different purposes as defined by the organization
- CFDA numbers as part of the chart of account structure
- Supplemental chart of account elements can be optional or required fields

Project Allocation

ONESolution Project Allocation provides expense allocation rules that are established at the time of project setup and drive posting to the Job/Project Ledger from all applications. Data entry from Accounts Payable, Accounts Receivable, Cash Receipts, Purchasing, Payroll, and other core applications requires only the project number reference to complete all account postings and secondary allocation transactions.

Features

- Establish allocation rules that calculate based on a budget ratio or a fixed percentage and can be prioritized by funding source, phase or other user-defined criteria
- Recognize funding limits by funding source and discontinue allocation to those sources when the limit reaches the maximum
- Calculate and distribute interdepartmental charge backs and allow for establishment of cost pools. Cost pools can be allocated by fixed percentage or by calculated ratios from user-defined cost drivers
- Establish step-down calculations and variance accounting in the Job/Project Ledger that are supported by Project Allocation
- Input project description, administrative text and other information pertinent to the project with the use of freeform text
- Establish distribution percentages for projects that are self-contained but benefit multiple activities, allowing project costs to be aggregated independently but distributed for reporting purposes
- Supports multi-year budgeting

- Roll project budgets into the Job/Project Ledger through an automated routine that allows unlimited budget adjustments prior to finalization and update of the Job/Project Ledger
- Define matching funds for projects to automatically create matching transactions
- Use multiple funds and types of accounts, such as general funds, bond proceeds, matching funds and more

Budgeting

ONESolution Budgeting is a collection of flexible tools designed to help you create and analyze current and future year budgets. When developing budgets, current or prior-year budget and/or actual information is available for manipulation and set up of what if scenarios. The application can also define individually budgeted items (equipment purchases, travel requirements, etc.) within a given General Ledger or Job Ledger account.

Budget Preparation and Modeling Benefits

- Define up to 25 named versions of a budget for each year
- Support annual, quarterly, monthly, and multi-year budgets
- Use allocation controls at any user-defined levels
- Interactive budget checks are made at user-defined levels
- Run what if scenarios using complete budget modeling application
- Interface with Position Budgeting, Project Allocation and Grant Management
- Budget, expend and control at different levels
- Create trend analysis and straight-line projections from current and prior year actuals
- Enter financial and statistical measures (gallons, hours, units)
- Track and report all budget changes
- Download or upload to or from PC-based software
- Use specialized balanced budget transfer and adjustment screens

Budget Item Detail Benefits

- Provides departments the ability to enter detailed budget justification
- Support annual or monthly budgeting within user-named budget versions at any defined level within the chart of accounts
- Define multiple year entries concurrently
- Updates to the General Ledger application occur on a user-directed basis
- Maintain a chronological log of all Budgeting entries and/or changes
- Use separate screens for travel, equipment, and miscellaneous items
- User-defined copy/purge utility

Reporting

Reporting includes standard and ad hoc reports as well as immediate online inquiry to data in the system. Security-protected reports can be run at the user's networked computer.

- Financial and statistical reporting
- User-defined format, totaling, sorting, and selection for reports
- Reports to screen, printer, spreadsheet, or graph
- Reports and online inquiry provide prior, current, and future fiscal year reporting, combined multi-fiscal year reports, and inception-to-date reports with user-defined periods
- Roll-up and drill-down functionality are available
- Email or save reports in Documents Online for future use
- Drill from one report to another, as far down as transactional data or scanned images of source
- Supports statistical functions such as mean, median, mode, variance and standard deviation
- Perform mail merge and form letters

Accounts Payable

ONESolution Accounts Payable is a powerful and integrated tool for managing vendor payments. Robust integration to the Purchasing, General Ledger, Accounts Receivable and Fixed Assets reduces data entry.

Features

- Perform duplicate invoice checking
- Allow separate checks for same vendor
- Includes NIGP commodity codes
- Route entries for electronic approvals
- Support recurring payments
- Provide for three-way matching with user-defined tolerances
- Use EFT, ePayables processing, system generated or manual checks
- Generate positive pay files

Vendor Management

- Support the use of temporary vendors and one time vendors
- Provides detailed purchase requisition and order inquiry
- Support multiple vendor addresses, phone numbers and e-mail addresses
- Support 1099-MISC forms, including electronic filing and laser form printing
- Share vendor tables across applications to reduce duplication and maintenance

Check Processing

- Select invoices for payment by due date, vendor, invoice number, or other criteria
- User-defined check formatting, including MICR and secure signature capabilities

Reporting

Reporting includes standard and ad hoc reports as well as immediate online inquiry to data in the system. Security-protected reports can be run at the user's networked computer.

- Financial and statistical reporting
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- Supports statistical functions such as mean, median, mode, variance and standard deviation
- Perform mail merge and form letters

Bank Reconciliation

ONESolution Bank Reconciliation is a central repository of disbursement and deposit information generated by other applications. With Bank Reconciliation, you can track and report all disbursements issued and deposits received in ONESolution.

Features

- Performs automatic check and deposit reconciliation
- Integrated with the Accounts Payable, Payroll, and Cash Receipts applications
- Supports an unlimited number of bank accounts
- Import electronic bank statements for reconciliation purposes
- Records separate dates for all events in the life of a check, such as issue, cancellation, reversal and appraisal

Reporting

Reporting includes standard and ad hoc reports as well as immediate online inquiry to data in the system. Security-protected reports can be run at the user's networked computer.

- Financial and statistical reporting
- User-defined format, totaling, sorting, and selection for reports
- Reports to screen, printer, spreadsheet, or graph
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- Roll-up and drill-down functionality are available
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- Drill from one report to another, as far down as transactional data or scanned images of source
- Supports statistical functions such as mean, median, mode, variance, and standard deviation
- Perform mail merge and form letters

Purchasing

ONESolution Purchasing is designed for use by centralized or decentralized purchasing operations that enter requisitions online with online approval. The application prints purchase orders and provides the ability to track the life of each individual item that is printed on purchase orders, including any changes as a result of a change order. The Purchasing application also includes an optional, automatic interface to the Encumbrance, Accounts Payable, Fixed Assets, and Stores Inventory applications.

Benefits

- Change the vendor originally assigned to a purchase requisition.
- Enter unlimited descriptive information for each item on a purchase request.
- Design and print Purchase Orders in user-defined formats.
- Join multiple purchase requests into a single purchase order to maximize quantity discounts.
- Join multiple items on a purchase request or on multiple purchase requests into a single item on the printed purchase order.
- Encumber funds automatically if desired.
- Specifically associate discount, charges, tax, and duty with an item.
- Establish multiple levels of electronic approval.
- Purchasing application logs changes to critical fields when changed after the Purchase Order is printed.
- Goods received can be assigned a tag number and automatically entered into the Fixed Assets application.
- Accounts Payable entries can be generated by entering the purchase order, invoice number, and the invoice date. All other information is taken from the receiving information entered in the Purchasing application.

Reporting

Reporting includes standard and ad hoc reports as well as immediate online inquiry to data in the system. Security-protected reports can be run at the user's networked computer.

- Financial and statistical reporting
- User-defined format, totaling, sorting, and selection for reports
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- Drill from one report to another, as far down as transactional data or scanned images of source documents
- Supports statistical functions such as mean, median, mode, variance and standard deviation
- Perform mail merge and form letters

PunchOut

PunchOut seamlessly integrates suppliers' websites with the ONESolution Purchasing application. PunchOut uses cXML, the industry standard accepted for integration of software applications and vendor shopping carts. Our cXML solution enables ONESolution to leverage this protocol with any vendor that supports the standard.

PunchOut can help streamline the purchasing process by allowing your organization to shop directly on a vendor's web catalog, using negotiated pricing and catalogs. When a user checks out from the website, PunchOut imports their shopping cart as a requisition, where it is pre-encumbered and can follow customer-defined standard workflow approval routing. When the purchase order is finalized in ONESolution, it is electronically transmitted to the vendor to initiate the order.

Benefits

- PunchOut uses cXML, the most widely adopted B2B protocol available.
- cXML allows Buyers and Suppliers to do business over the internet.
- Link directly to PunchOut vendors from the ONESolution dashboard.
- Vendors are responsible for PunchOut catalog maintenance; therefore, eliminating the labor intensive process of product verification.
- PunchOut offers an additional cost benefit over other punchout offerings: Organizations can avoid hiring a third party to implement the PunchOut connection. ONESolution has a single setup screen which simplifies the implementation, enabling your staff to configure new vendors for use with PunchOut.
- PunchOut can trigger a workflow process to route the purchase request for approvals, budget checks, or any other ONESolution task.
- As part of the creation of the purchase request, items are pre-encumbered.
- When the purchase order is printed, a workflow model initiates the purchase order with the suppliers.
- cXML defines a framework of Purchasing Data Sets.
- cXML defines particular types of actions like PunchOut or OrderRequest.

Features

- Many vendors already support PunchOut technology, and have developed PunchOut catalogs designed specifically for the PunchOut process. When a vendor authorizes an organization to use their PunchOut catalog, the catalog items listed on the website can be customized to the organization and offered at a discounted price.
- Each PunchOut vendor is configured in ONESolution using existing or new data entry screens.
- When the user goes through the checkout of the supplier webpage, PunchOut drafts a purchase request in ONESolution Purchasing, populated with information such as product descriptions, prices, and quantities.

Bid and Quote Management

ONESolution Bid and Quote Management provides the ability to record and track verbal and written quotes, as well as formal bids. The overall goal of this application is to provide complete information from the original request to the purchase order, and ultimately through completion of all purchases.

Features

- Enter phone quotes in real-time
- Automatically create purchase orders
- Develop formal bid cycles with their associated tasks required
- Track vendor performance
- Track activity related to the bid through the award and beyond
- Update existing purchase requisition items, either individually or all items associated with a request number
- Update a single purchase request, or join multiple purchase requests into a single purchase order
- Set up multiple tasks, used in conjunction with creating any number of bid cycles
- Each bid is associated with a unique cycle ID, specifying the number of days required to complete the entire bid process
- Directly update the price of individual items on a purchase request. Copy existing purchase requests into new purchase request numbers
- Select multiple vendors based upon multiple product codes, multiple commodity codes, and multiple vendor association values
- Integrates with Purchasing, Encumbrances, General Ledger, Job Ledger and Person/Entity database

Reporting

The Bid and Quote Management application includes standard reports and immediate online inquiry to any data in the application. Security-protected reports can be run at the user's networked computer or through the internet from supported web browsers. Some of the standard reports available include:

- Bid Document, including detailed report
- Items Requiring a Bid
- Bid Items to Select for Bid
- Items Requiring a Quote
- Detailed Quote Report
- Person/Entity Report
- Purchasing Information
- All Vendors by Product Code
- Report of Vendors Selected For Bid
- General Bid Information
- Formal Bid Log Report
- Bid Expiration Report
- Detailed Task Report
- Detailed Cycle Report
- Cycle Completion Report
- Vendor Bid Total

Stores Inventory (Warehouse)

ONESolution Stores Inventory is designed to account for products purchased by an organization that are being held in inventory. Stores Inventory accounts for the products from the time they are received until they are distributed. To accomplish this task, Stores Inventory is separated into three major functions: receiving, inventory control, and order processing. Stores Inventory includes optional automatic interfaces to the Purchasing, Accounts Receivable, and General Ledger applications.

Features

- Calculate safety stock and reorder points based on multiple criteria
- Maintain all events in the life of a product
- Automatically calculate and update last order date, last order quantity, last unit price, etc.
- Review online customer information including contact person, discount terms, and price calculations
- Generate pick tickets with items ordered as they will be found in the warehouse
- Use extensive online inquiry to access product, vendor, customer, inventory, warehouse, and transaction information
- Use multiple types of pricing calculations using various system generated variables such as carrying cost, warehouse overhead, ordering cost, or any of the inventory costing methods
- Supports FIFO, LIFO, and average cost inventory costing methods
- Supports multiple warehouses and multiple locations within each warehouse
- Supports last and next physical counts and cycle counts by class per warehouse
- Interfaces to Accounts Receivable to support billing for items ordered by outside entities
- Print packing slips for orders as they are processed

Reporting

Reporting includes standard and ad hoc reports as well as immediate online inquiry to data in the system. Security-protected reports can be run at the user's networked computer.

- Financial and statistical reporting
- User-defined format, totaling, sorting, and selection for reports
- Reports to screen, printer, spreadsheet, or graph
- Reports and online inquiry provide prior, current, and future fiscal year reporting, combined multi-fiscal year reports, and inception-to-date reports with user-defined periods
- Roll-up and drill-down functionality are available
- Email or save reports in Documents Online for future use
- Drill from one report to another, as far down as transactional data or scanned images of source
- Supports statistical functions such as mean, median, mode, variance and standard deviation
- Perform mail merge and form letters

Fixed Assets

ONESolution Fixed Assets is designed to help you monitor and report on all capitalized and non-capitalized fixed assets. Specifically, Fixed Assets allows you to keep track of the asset and related asset information from the time of acquisition until it is purged from the Fixed Assets database. In addition to monitoring the asset, Fixed Assets also performs a number of depreciation calculations and makes all required depreciation entries to the General Ledger.

Features

- Interactively handles all asset information updates
- Maintains a chronology of the asset's location by employee, room, building, or lot
- Calculates depreciation using straight line methodology
- Defers depreciation until the next full year for acquisitions in the present year to avoid partial year complexities
- Provides ability to define General Ledger integration for depreciation at the time of system installation
- Special codes and descriptions for any asset enable user-defined groupings of asset information

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Accounts Receivable

ONESolution Accounts Receivable is designed to manage a wide variety of customers and charges. Powerful features include classification of customers, classification of charges, streamlined cashiering, and easy access to payment status or history.

Features

- Access, amend, or add customer information on the fly
- Track units, quantity, product code, discounts, sales and use tax and other charges
- Provides a complete audit trail of all entries

- Predefine and apply payment plans to customer accounts as appropriate
- Set up different billing periods for different classes of customers
- Accommodates multiple invoice and statement forms and late notices

Application Integration

- Posts to the General Ledger in summary or detail
- Interfaces to Accounts Receivable for activities, such as travel advances
- Supports automated clearing house (ACH) payments
- Interfaces with Cash Receipts

Reporting

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Grants Management

ONESolution Grants Management tracks projects from initial proposal to closing. Grants Management can be divided into the grant life cycles such as: the proposal, award, budgeting and cost sharing projections, sponsor billing, memo and reporting needs and grant closure. Grant information tracked in Grants Management relates General Ledger/Job Ledger accounting and is connected through an account linkage subsequent to the grant award.

Grant tracking includes unlimited pre-award budget versions, matching requirements tracking, compliance tracking, contact management tracking, report dates with automatic notification via workflow and grant closure tracking. Sub-recipient agreements, written amendments, various types of correspondence, specific grant terms and comments can also be tracked.

Supporting documentation, as well as standard and custom reports created using the ONESolution report writer can be linked and attached to a project. Additional types of Grant activity can be created through robust user-defined functions.

Benefits

- Track and report flow through grant activity
- Automatically validate to the chart of accounts
- Interface to the General Ledger for annual and multi-year budget entry
- Post entries to the General Ledger and Accounts Receivable applications for a fail-safe audit trail
- Capture internal and external funding, as well as all associated grant/fund source information
- Define and track individual multi-year grants
- Apply multiple grant proposals to multiple projects
- Project can be funded by multiple grants from different sources or a single grant can fund multiple Job/Project Ledgers
- Mapping of grant/project activity back to General Ledger control accounts; allows for transaction activity to be classified and reported from a financial, state, GASB, GAAFR, GAAP and FASB classification framework
- Associate funding to both single and multiple projects down to the individual line item; including the ability to transfer funds among any authorized or eligible projects
- Track grant amendment information
- Trace funding mixes and expenses for the purpose of invoicing the granting agency for reimbursement
- Associate unique reporting attributes to the grant and project accounts

Features

- Create grant (or funding source)/project relationships with the Job/Project Ledger application so the end user can focus on the accounting view most pertinent to their job function
- Associate unique reporting attributes to the project and grant accounts, allowing the organization to define a grant and project structure to uniquely satisfy grant and project reporting and accounting needs
- Integrated to other applications, reporting and tools throughout the software
- Reporting and budget checking from inception to date allow grant and project managers to easily view life-to-date activity for their grant or project activity
- Use begin and end dates for grants and projects to allow your organization to manage the grant/project life, regardless of fiscal year or years that the activity exists in as a grant or project
- Use Job/Project Ledger accounting to track and report the status of grant/project funds through commitments, pre-encumbrances and encumbrances automatically created by purchasing and other expenditures

Reporting

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Contract Management

ONESolution Contract Management provides the ability to record multiple contracts within a master contract. Users can specify multiple year contracts, one-time or recurring contracts, multiple levels of required approvals and multiple vendor contracts within a master contract. The application also supports the creation of purchasing and encumbrance entries. The tasks and cycle of the scope of work are maintained as well. Reviews of anticipated expenses versus actual expenses and documentation related to the contractor's credentials are maintained. Contract Management integrates with the General Ledger and Job/Project Ledger application databases where actual expenses and encumbered details are maintained.

Features

- Integration with core ONESolution Finance applications, including General Ledger and Purchasing
- Create multiple encumbrances using the Purchasing interface
- Create multiple vendor contracts within a master contract
- Create contracts for single or multiple years
- Require unlimited levels of approval for each screen/record
- Define tasks with a default number of days required
- Complete task, cycle, compliance and amendment/change order tracking
- Include multiple retention types for all payments against contracts
- Track contractor and subcontractor demographic, compliance, and performance data
- Include the use of Product codes
- Provide contract entry copy capabilities
- Create and approve contract amendments for detailed change order tracking
- Calculate and track contract completion percentage
- Create user-defined workflows to allow for reminder notices of upcoming expiring contracts

- Manage contract maximums and not-to-exceed amounts in the system
- Track subcontractor payments when the subcontractor is not paid in ONESolution Accounts Payable
- Define goals for Disadvantaged Business Enterprise (DBE) participation

Easy Laser Forms

ONESolution Easy Laser Forms (ELF) is designed to be just that: easy to install, easy to use, and easy to support. ELF allows you to print standard and custom forms, checks, purchase orders, invoices, personnel forms and virtually any type of business document. ELF forms allow for the incorporation of illustrated designs, such as organization seals. ELF is a pure software solution - no hardware requirements, such as a printer board or font cartridge, are necessary. Electronic signature and built-in MICR are supported. ELF is designed to make printing forms easy.

Features

- Use multiple ONESolution printers
- Print forms to local or network accessible printer
- Use signature logic for payroll and accounts payable checks, EFTs, and purchase orders
- Define fonts and signatures
- Built-in MICR font and support for 3-of-9 bar coding
- Print multi-sided forms (limited to 120 lines per form)
- Embedded security is included for image encryption and password requirements
- Provides full audit trail capabilities through ONESolution
- Use standard forms as provided or custom developed forms to meet your needs
- Print jobs simultaneously on a series of designated printers to increase efficiency

Documents Online

ONESolution Documents Online increases productivity by helping you to archive and retrieve documents, images and reports electronically within ONESolution. You can scan documents such as invoices or resumes and attach them to files in ONESolution. Retrieve relevant images for a quick visual reference from the active ONESolution application, without requiring a search for files in storage facilities.

Features

- Launches automatically when an image view is selected
- Open more than one instance of the image viewer
- Capture active documents from Microsoft Word, Microsoft Excel, Adobe Acrobat and other applications, and attach these documents to the database
- Direct access to linked images is available from the base ONESolution screens

Scanner Workstation Requirements

In addition to a scanner, the following items are recommended for workstations used to view or process a large volume of documents or images:

- Windows 7 SP1 Professional or Win 8.1 Professional
- Multi-core 64 bit CPU at 2GHz+
- 16GB RAM
- 50GB Free Space
- 1Gb Network w/Internet Access
- Office 2007+
- .NET 4.5.1

*Subject to Microsoft's ongoing support and can be amended on each release

ONESolution Human Resources/Payroll

Human Resources

ONESolution Human Resources is a comprehensive and intuitive employee resource management system that tracks and manages an employee from application through separation.

Features

- Tracks employee demographics
- Tracks personal information, such as leave including use of the Family and Medical Leave Act (FMLA)
- Tracks employee education, skills, licenses and certifications, issued equipment and miscellaneous tracking
- Provides comprehensive position control capabilities
- Offers effective date capabilities for many setup tables and employee assignments
- Supports multiple position assignments per employee while producing one payroll check
- Supports mid-period hiring, terminations or position/salary changes
- Automates labor distribution to the General Ledger and Job/Project Ledger applications
- Provides key automation for COLA increases, step increases, benefits updates, position changes and more
- Maintains up-to-the-minute payroll deduction and benefit information
- Automates workflow for approval and notifications
- Supports document attachments on Human Resources records
- Allows saving emails or reports in Documents Online for future use
- Offers drill-down reporting
- Provides validations and warnings based on business rules
- Includes complete audit trail
- Provides full integration with the Payroll, Personnel Actions, Position Budgeting, Employee Online and Professional Development applications

Benefit Administration

- Provides the ability to define plans, coverage and various rate calculations for benefits
- Supports the creation and assignment of benefit packages
- Supports various benefit types including medical plans, retirement and pension plans
- Supports flexible benefits and cafeteria plans
- Includes full tracking of Cobra benefits
- Provides tuition reimbursement programs
- Tracks family and dependent information
- Supports effective dating to post-date transactions for processing at a later time

Performance

- Tracks all past and future employee evaluations and results
- Provides workflow reminder emails and letters to supervisors, evaluators and employees
- Maintains history of all grievance and disciplinary actions

Compliance

- Maintains records for workers compensation incidents including OSHA required data
- Calculates FLSA requirements and overtime rates
- Meets many federal and state reporting requirements

Applicant Tracking

- Maintains all applicant demographic and personal information
- Automatically creates an employee record for hired employees without duplicate data entry.
- Generates employment offers and contracts with custom reporting
- Integrates with Applicant Online to automatically for online job posting

Utility Features

- Update salary tables using global selection criteria
- Create new pay assignments and perform step increases using global selection criteria
- Allow global updated benefit rates and the global application of changes to affected employees
- Modify employee wage distributions globally

Payroll

ONESolution Payroll is a comprehensive application designed for the complex environments often found within the public sector. Such organizations often deal with a multitude of bargaining groups which require differing accruals, benefit packages, special tax deferrals and retirement programs. The Payroll application has the ability to set up comprehensive rules and calculations to automate sophisticated calculations for a simple, repeatable payroll process.

Features

- Use built-in calculations for deductions, contributions and earnings for standard calculations
- Provides custom calculations for any deduction, contribution, and earnings code with completely user-definable business rules
- Limit the maximum amount of any deduction or benefit
- Automate contribution or benefit rate updates
- Define leave accrual methods which may vary by employee group
- Automate arrears tracking incorporating client business rules
- Supports flexible spending accounts (FSA) for medical and dependent care
- Smooth tax fluctuations using the cumulative wage method or flat taxing
- Updated federal and state tax tables are provided by SunGard annually

- Supports daily, weekly and pay period time card entry, either by exception, positive entry or both
- Enter overtime hours and rates through timecards, or derive based on user-defined rules
- Complies with Fair Labor Standards Act (FLSA) including 9/80 flexible schedules
- Supports multiple versions of user-defined salary and rate tables
- Supports mid-period hiring, terminations or position/salary changes
- Process trial payroll to verify results before distribution
- Automatic, flexible labor distribution to the General Ledger and Job/Project Ledger
- Supports multiple General Ledger distributions per position/paycheck
- Processes direct deposit information and data transmission
- Supports direct deposit to multiple bank accounts
- Supports multiple checking accounts and automatic bank tape reconciliation
- Fully integrated with ONESolution's Human Resources, General Ledger, Accounts Payable, and Accounts Receivable applications

Time Card Online

- Enter time remotely from the web with full security
- Provides easy, intuitive to use time entry designed for employee and small department access
- Fully integrated with Workflow approvals and Payroll
- Ability to show employee leave balances and block or warn based on exceeding available balance
- Support for daily, weekly and pay period time card entry by exception, positive entry or both
- Ability to show employee schedule hours
- Automatically calculate employee default paid hours and display for salaried employees
- Configurable detail panels by employee groups show relevant fields for entry including, general ledger, project, grant, activity, work order number, reason codes and ring-in and ring-out time
- Ability for employee to specify break times to record for reporting

Reporting

Reporting includes standard and ad hoc reports as well as immediate online inquiry to data in the system. Security-protected reports can be run at the user's networked computer.

- Financial and statistical reporting
- User-defined format, totaling, sorting, and selection for reports
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- Perform mail merge and form letters

Position Budgeting

ONESolution Position Budgeting provides the ability to forecast salary, benefits and other employer paid contributions based on what-if scenarios created by the organization. Data is automatically imported to Position Budgeting from the Human Resources and Payroll applications to provide a working area for manipulation on different scenarios. Forecast data can be changed at the individual employee level or by automated processing with mass updates using selection criteria. Positions, benefits, salary tables and more can be created and updated within Position Budgeting. Once the organization decides upon one or more models to adopt, the budget is automatically sent to the General Ledger Budget.

Features

- Create a baseline budget from current HR and Payroll data. HR and Payroll data remains unchanged and Position Budgeting provides a working area for data manipulation
- Create unlimited models or what-if scenarios for comparison and reporting
- Assign salaries and benefits to multiple General Ledger accounts within a single position assignment
- Maintain salary step increases, increase/decrease amounts, increase/decrease benefits and more
- Maintain salaries as annual, monthly, bi-weekly, or hourly figures
- Define benefits as a percentage of salary or a straight-dollar amount
- Define benefits for regular and overtime pay
- Includes date-sensitive assignments. For example, next year's structure may be reorganized without affecting the current year
- Budget unfilled/vacant positions
- Integrated with General Ledger to automatically create budgets
- Maintains Human Resources information for reporting purposes

Employee Online

ONESolution Employee Online is the web-based employee self-service portal for access to personal information, pay stubs, what-if calculator, W-2 forms, open enrollment and more. Employees have 24/7 convenient access to view many meaningful aspects of their employment while also updating the key information the organization allows. By automating many of the processes that Human Resources departments normally handle, you can save time, money, and the environment with Employee Online.

Features

- View and update address, emergency contacts, family and dependents
- View check stubs and direct deposit advice online
- View and print W-2 forms online
- Manage direct deposit accounts to multiple banks including percent, amount and net calculations

- Provides online open enrollment for various benefit categories
- Allows for benefit updates outside of open enrollment for qualifying events
- Provide links to benefit providers and other benefit related documentation
- Modify deferred compensation pre-tax deductions such as 457 and 401K savings plans
- View and update federal and state tax-filing status
- Provides what-if calculator for employee to model their gross, pre-tax deductions, filing status, exemptions, and post-tax deductions for net effect on earnings and pay
- View all leave time accrued and used over the user-defined time frame
- View the status of current positions and prior positions with the organization
- View employee education, skills, training, licenses, certifications, course history and tuition reimbursement
- Review contact information from an employee directory such as phone numbers and email addresses for all employees
- Administrator ability to impersonate user for organizational help and support
- View transactions first for auditing and control then send them to Human Resources to update employee records automatically
- Flexible set up and options to allow for client specific configurations

Applicant Online

ONESolution Applicant Online is a web-based application that enables job applicants to search, review, and apply for available openings. Back-office components allow for review and processing of applications without redundant data entry. When used with the Human Resources application, Applicant Online streamlines the hiring process, reduces data entry, and assures maximum recruiting exposure.

Features

- Post job openings to the internet for 24/7 recruiting outreach
- Automatically score applicant information based on user-defined weighting factors
- Identify top candidates based on user-defined application weights and aggregate scores
- Assign stages to applications such as incomplete, submitted, in review and completed
- View applicant summary reports by open position
- Define and perform workflow operations, such as notifying applicants of new positions, emailing notification of forgotten login passwords
- Permit applicants to perform keyword searches on available positions and view position details
- Allow applicants to create a profile and specify desired notifications for future position openings
- Provide applicants the ability to attach relevant documents to a job application
- Permit applicants to apply for multiple job openings
- Applicant details automatically transfer to next job application to save applicant time
- Permit applicants to edit application until it is submitted
- Allow applicants to review the status of their application at any time

Professional Development

ONESolution Professional Development enables organizations to create and manage staff education programs through the internet. End users enjoy round-the-clock access to registration, class schedules, and a personal record of completed coursework while saving time on administration.

Features

- Includes web portal for participants and instructor access
- View class schedules online
- Register for courses, manage existing courses, manage waitlists and track history
- Drop existing classes or register for new classes
- View list of classes previously attended and print certificates
- Create and manage courses from the web portal
- Manage attendance tracking and assign grades
- Send notification to all registered users by email
- Ability to define course information and associated class data
- Ability to upload attachments such as course syllabus
- Defines term of courses offered within calendar or fiscal year
- Create class/presenter evaluation questionnaire to collect feedback
- Automate pre-requisite checking
- Automate the waitlist process
- Defines facilities and training locations
- Send email notifications with standard and custom workflows
- Provides sample reports such as: attendance rosters, transcripts, registration reports and more

Personnel Actions

ONESolution Personnel Actions allows management and administrators to make requests for personnel changes online. The electronic workflow process routes the request through the user-defined approval hierarchy and business processes. Once the request is fully approved, the option to automatically update the various areas of the Human Resources application is available to save time and eliminate manual processing for your organization.

Features

- Creates decentralized personnel action requests
- Offers intuitive and easy to use interface for end users
- Tracks audit trail history of personnel changes
- Create user-defined approval hierarchy and business processing with Workflow
- Add supporting document attachments
- Request employee salary changes quickly
- Add supplemental payments for an employee
- Update the employee status including full-time equivalent (FTE) and employee type

- Define an employee separation with supporting document attachments
- Change position, salary, status, supplemental pay and labor distributions all on one easy to use screen
- Create new employee requests within the system including position, salary and supplemental payments
- Update the employee master file, pay assignments and miscellaneous Contribution, Deduction and Hour codes
- Create user-defined Reason codes that allow an unlimited number of form uses
- Provide validation to allow only one open request per employee per screen
- Display a warning on Position Control for position changes
- Include salary validations for step scale and minimum/maximum ranges
- Provide salary validation override by Reason code

ONESolution Foundation

Cash Receipts

Get rapid, accurate control over all payment and deposit transactions with ONESolution Cash Receipts. Simply enter transactions using a terminal, printer, and cash drawer combination or a cash register point-of-sale device that interfaces directly with the central processor. Cash Receipts accepts payments for all ONESolution Finance applications. When payments are posted, Cash Receipts distributes the payment information to the appropriate software application or directly to the General Ledger.

Features

- Offers touchscreen capabilities for receipt entry.
- Use multiple user-defined receipt formats.
- Scan credit cards directly from the receipt terminal.
- Reprint receipts.
- Apply cash receipts on a hierarchical basis, such as penalties, utilities, then miscellaneous fees, with the ability for the cashier to override.
- Print receipts for an invoice issued by another application. Search that application by customer name to determine the account number.
- Maintain a user-definable table of revenue codes to facilitate uniform data entry and classify transactions for posting.
- Provides an automated interface to the General Ledger application for set updates.
- Record revenue posting by source and fund.
- Post and reconcile cash payments for all types of revenue.
- Process short or overpayments.
- Print a receipt for counter payments or update records without a receipt in the case of mail payments.
- Process multiple payment methods, such as cash, check, credit card and online payments.
- Use centralized receipting function to search other databases for outstanding balances
- Issue refunds as accounts payable transactions through the General Ledger application.
- Track registers by user and register number. Transactions sets are identified by the register information.

Integration

- Load lockbox payments for banks or other outside payment sources.
- Integrates to ONESolution Finance for posting to the General Ledger application. The ability to interface with third-party general ledger applications is also available.

Reporting

Provides sample reconciliation reports, including a detailed receipt listing, receipt summary by revenue code, and receipt summary by account to provide totals to assist in balancing.

Desktop

The ONESolution Desktop interface empowers you by providing a centralized location from which to make informed decisions. With the Desktop, you have the ability to customize page content, including up-to-the-minute report data, workflow-driven task lists, and user-defined links for quick access to any of the areas in ONESolution or other external websites where you work frequently. Financial reports can be pulled from real-time, integrated data within ONESolution and presented in graph, chart, or numerical format, as you define them. In addition, the Desktop displays a priority list of rule-based workflow tasks requiring your action or approval. It acts as a centralized navigation portal to all of the tasks that you perform throughout the day by allowing the assignment of links, indexed by process for logical access from the Desktop. The Desktop comes standard with ONESolution software at no additional cost.

Features

- The Desktop can be configured to any level of the enterprise: department, workgroup or individual user.
- Users can immediately access frequently used areas of the system via user-defined tabs.
- The Desktop provides ONESolution users with an in basket for workflow items that require attention. This takes advantage of the powerful workflow functionality that is integrated into all applications of ONESolution.
- The Desktop provides a single access point for all enterprise wide applications, including ONESolution and non-ONESolution enterprise applications, web content, reports, graphs, and workflow.
- The Desktop incorporates the extensive security of ONESolution. Users are permitted access to enterprise data and granted other capabilities based on each users individual security level as defined by management.

Workflow

Workflow allows you to model and automate various business processes within your organization by defining rule-based activities via a graphical interface. These models can be triggered by a variety of events, including table updates, scheduled time intervals, and process executions. These events can result in a range of activities, from task list items assignments, email notifications and responses, table updates, reports, document processing, data mining, and additional processing being performed automatically by the model.

Workflow models can be attached to any data entry screen or business process within your organization, including purchase requisitions, budget transfer requests, personnel action forms, building projects, and business reviews. Workflow streamlines the approval process and eliminates the requisition paper trail along with the removal of manual routing steps. With Workflow, you can submit requests online, route the information electronically, and track the results of your requests. Workflow helps you streamline and manage your business processes. Additionally, through

scheduled Workflow models, you can schedule processes, reports and activities to run at optimum times, and view the output when it is convenient for you.

Features

- Automate business processes by modeling the process
- Use a variety of events to trigger the model including scheduled and table events
- Customize expiration handling, security, activity conditions, task list assignments and formatting
- Automate reporting and document handling for optimum times
- Use version control for dynamic on-the-fly refinements

ONESolution Core

SunGard Public Sector Analytics

Local governments need ways to streamline their data to effectively manage and report results. SunGard Analytics provides a platform with interactive dashboards, scorecards and a user-friendly format that helps to produce relevant reports. It also engages people across departments to create, collaborate, and deploy information in an instant. This web-based, complete solution provides components for the full reporting lifecycle including enterprise-wide reports that can be authored once and consumed anywhere, even on mobile devices.

Features and Benefits

Collaborative Reporting – As a comprehensive reporting solution, SunGard Analytics removes the limitations on report development normally found with other products. Native reporting reduces IT bottlenecks and allows for a more timely distribution of information. Give report users and authors the opportunity to respond quickly and effectively and allow employees to retrieve information on their own.

Collaborative reporting features help:

- Create and modify reports with flexible zone-based layouts that automatically adjust to fit different elements and objects
- Author and work with all report types and expand the base of potential users for each report
- Create and deploy a single report that can be executed across multiple languages and output formats such as HTML, Adobe® PDF and Excel®
- Build report templates that include standard report objects, queries and layouts

Report Annotations – Business users and report authors can create and save notes on HTML reports that other users can then reference, making it much easier for users to share information and capture their thoughts.

Web-based Deployment – SunGard Analytics is a web-based solution that allows you to work at optimal business speed and ensures access to critical information at any time. Users can easily access, administer, and distribute their data from anywhere, providing continuous availability.

Disclosure Management – Automate the process of combining operational business intelligence and performance management data through narrative analysis. Reduce risk by embedding controls, security, data validation, and robust audit trail reporting to ensure checks and validations are complete at the end of each reporting period.

Self-service Reporting – Collaborative reporting means anyone in the organization can create reports quickly, to ensure the timely distribution of information, and wise decision making at every level. Analytics reporting allows you to share information faster with the ability to re-use queries and report objects created by others. Share the responsibility for report creation with everyone in your organization, and reduce the reporting workload for IT.

Self-service reporting capabilities allow you to:

- Build ad hoc reports on multiple, heterogeneous data sources*
- Distribute reports widely, with the right content distributed to the right recipient by executing a single report
- Create personal alerts based on custom data conditions to control when and how you receive critical information
- Schedule simultaneous or sequential batch reporting jobs for multiple output formats, destinations and views
- Distribute reports on-demand or on schedules that are based on time, calendar, events or an external trigger
- Choose viewing preferences for the reporting interface, language and other geographic sensitivities such as time, currency, and data formats
- Save, schedule and burst briefing book reports as a single item
- Author multi-page, multi-layout reports directly from Microsoft Excel
- Add annotations to saved reports for internal communication

Wide range of drag-and-drop report elements and layout options* including:

- Out-of-the-box, customizable report objects: lists, cross-tabs, gauges, maps, prompt controls, calculations, HTML objects, images and other chart types
- Embedded linkable objects in authored reports
- Discrete control over presentation and query layers
- Conditional, data-driven formatting and layout
- Tabbed portlet pages to view multi-style, multi-page reports in one briefing book report
- Data lineage to map report items back to database
- Customized page orientation and pagination

Author once, Publish Anywhere – Building reports can be done without concern for end use; no need for special versions whether it's going to be read on a mobile device or converted to PDF.

As information is communicated to different audiences and for different users, format and presentation of the content must change to ensure effective communication and information delivery. With SunGard Analytics, you can:

- Integrate security with Active Directory or LDAP
- Create multi-page, multi-query reports
- Deliver reports by email or portals
- Deliver reports to mobile devices*
- Integrate with Microsoft PowerPoint, Word and Excel
- Create output in Excel, PDF, XML, HTML, and CSV
- Access a multi-lingual user interface

*Additional services may be required

Additional ONESolution Modules

CAFR Constructor

Dramatically decrease the effort required to produce your consolidated annual financial report (CAFR) with SunGard's CAFR Constructor. This product is powered by Cognos Disclosure Management (CDM) and tightly integrated with the ONESolution Finance database. CAFR Constructor uses your data and standard templates to build much of the content. The following information is included in the report:

- Cover page and table of contents
- Introductory section
- Report of the independent auditor
- Management's discussion and analysis (MD&A)
- Government-wide financial statements
- Governmental fund financial statements
- Proprietary fund financial statements
- Fiduciary fund financial statements
- Notes to the financial statements
- Summary of significant accounting policies (SSAP)
- Note disclosure
- Pension and other postemployment benefit related note disclosures
- Required supplementary information (RSI)
- Combing and individual fund information and other supplementary information
- Statistical section
- Other considerations

Benefits

- Automates much of the report's creation
- Reduces the cost of production
- Increases accuracy

Advanced Reporting

ONESolution Advanced Reporting, powered by IBM Cognos TM1, provides enterprise financial planning, budgeting, forecasting, and analysis. It radically transforms the entire planning cycle from target setting and budget rollout all the way to reporting, analysis, and forecasting. Rapidly analyze data, model requirements and collaborate on plans, budgets and forecasts to uncover options and optimize performance.

Features

- Powerful analysis – Create and analyze sophisticated budgeting models and forecasts
- Flexible modeling – Develop and deploy complex planning models with a guided environment
- Collaboration with many users – Include input from across the organization including commentary and documents

ONESolution eGovernment

Click2Gov Accounts Receivable

Now citizens can pay their accounts receivable bills quickly, easily, and conveniently by credit card, signature debit card or electronic check using the Click2Gov Accounts Receivable application. Citizens can search for a specific bill, view the details of that item and pay all or part of it online.

Benefits

- Improves receivables by allowing citizens to pay their accounts receivables and loans over the Internet — 24 hours a day, 7 days a week.
- Citizens can locate their account, view the details, make payments, and perform account inquiry and history reviews.
- Improves efficiency by reducing the time customer service representatives spend responding to telephone and walk-in inquiries.

Features

- User profile support – Though not required, for citizens that will be managing accounts on a recurring basis, the system supports linked accounts. Citizens can locate, review, and pay non-linked accounts improving ease of use.
- Payment acceptance – Accept a variety of payment types to include credit cards, signature debit cards, and electronic checks.
- Convenient – System is available 24 hours a day, 7 days a week. Citizens can make payments at any time from any internet-connected computer, increasing customer satisfaction.
- Payment Details – Ability to access outstanding balance information and payment history.

Requirements

- Click2Gov Accounts Receivable requires ONESolution Accounts Receivable.
- A payment processing solution is required to process online payments.

Click2Gov Vendor Management

ONESolution Click2Gov Vendor Management empowers vendors with on-demand access to critical information such as, potential vendor registration, invoices and payments online.

Benefits

- Improves service by giving your customers online access to their account information at their convenience — 24 hours a day, 7 days a week.
- Reduces the number of account inquiry calls from vendors.
- Improves efficiency by reducing the time your customer service representatives spend responding to telephone and walk-in inquiries.

Features

- Vendor Security – Provide a secure environment for vendors to register and maintain their business information.
- Account Review – Empower existing vendors with self-service tools that allow them to review account history, view/submit invoices, payments received, and payments being processed.

Requirements

Click2Gov Vendor Management requires ONEsolution Purchasing and Stores Inventory.

Third-Party Applications

5. For third party products proposed that are integrated with the Vendor's solution provide the following for each product:

a. Reason that this product is a third-party product versus being part of the software Vendor's solution,

Response: SunGard seeks third-party alliances that complement our current solution set. We select partners who have a core competency in the product area where we recognize a need, understand, and have worked with our core market (small to mid-size government), have an excellent development staff, are seeking a long-term relationship, and place high value on customer service. SunGard partners must also have a proven track record and financial stability.

To complete the solution for Boone County, SunGard proposes the following third-party applications.

BMI AssetTrak – Fixed Assets

BMI's AssetTrak fixed asset scanning and reconciliation system is designed to interface with SunGard's Fixed Asset module and portable barcode and RFID scanners. Inventory functions are automated and extremely efficient with the use of barcode and RFID scanning technologies. The AssetTrak system includes a program on a mobile scanner and a stand-alone desktop application. Our system compares an export of your fixed asset records against a physical scanned file from the Barcode/RFID scanner. AssetTrak program on the mobile device allows you to re-tag and clean up current asset records "on the fly." Collected data can be reviewed and edited prior to reconciling, exporting, uploading and posting into your Fixed Asset module.

ExecuTime – Workforce Management Time & Attendance Solution

Time and Attendance, powered by ExecuTime (third party), is a browser-based, all-inclusive time and attendance solution that compliments ONESolution payroll and allows organizations to electronically collect and track accurate workforce data, streamlining the payroll process. With ExecuTime Software, employee time keeping is fast and efficient. No more manual calculation of employee time sheets or time cards, and no time-clock maintenance or hand-written timesheets to decipher. Automatically generate accurate, professional timesheets for both hourly and salaried personnel and create on-demand time & attendance reports for managing your staff.

Features:

- Electronic clock in/out
- Work order, project, and job number tracking
- Employee benefits tracking

- Scheduling calendar
- Web-based interface
- A “Who’s Here” inquiry screen
- Benefit hours inquiry and management
- Integrates with Interactive Voice Response (IVR) technology
- Supports a range of collection devices: electronic time clocks, biometric, web-browser, text messaging, and more
- Automated attendance calculation

OpenGov – (Optional Application)

SunGard Open Government powered by OpenGov

SunGard’s Open Government is our transparency offering integrating our foundational SunGard Analytics offerings with OpenGov Cloud offerings. This suite of applications is delivered as a secure turnkey cloud services that can be easily deployed and scaled to support Open Data programs.

OpenGov OpenData

OpenGov handles the logistics so you can focus on strategic goals. A simple subscription ensures fast time to value, easy access to powerful technology, and deep insights. Now you can connect financial information and budgets with non-financial data to gain a complete picture of government performance.

- Rapidly run reports on budget-to-actuals, capital improvement projects, and revenue breakdowns.
- Add geographic context and insights with maps.
- Save time and immediately answer questions with intuitive, drill-down reports accessible to managers not trained to operate complex financial systems.
- Give elected officials context with data on financial and performance outcomes.

b. Extent to which this third-party product is integrated with the Vendor’s solution.

Response: Importing and exporting of data from the proposed third-party applications is accomplished with SunGard’s file import feature. Rather than pass information from system to system, files are picked up and received from the other systems. This allows SunGard's applications to interface easily with non-SunGard applications. Web services also provide data transfer operations.

The following is SunGard's response to the County's interest in exploring additional software functionality not documented in the functional requirements.

Module	Availability		
	Functionality is available as an ERP module in the Vendor's software	Partial functionality is available through other ERP modules in the Vendor's software	Functionality is not available through Vendor's software
Community Development (Permitting, Code Enforcement, Inspections, Planning & Zoning)	Yes, SunGard's TRAKiT Land Management Software provides these functionalities.		

Section 4. Technical Infrastructure

SunGard reviewed the County’s current network and computing environment described in the RFP and does not see any conflicts between your existing technical infrastructure and the proposed solution.

The following pages include descriptions of the recommended hardware for the ONESolution County-hosted option.

- a. Describe the proposed computer hardware and storage environment to support the system. In the event that there are multiple computer systems available, list all options. Indicate which is the preferred hardware platform and why. List the conditions in which the preferred hardware platform would change. A hardware configuration, which takes into account the size of the County, application modules, database size, and anticipated growth, must be provided.

Response: All considerations including the size of the application mix, database size, and anticipated growth are taken into account to provide an optimal running system. The County is required to provide the necessary premise-based networking and internet access to support this infrastructure.

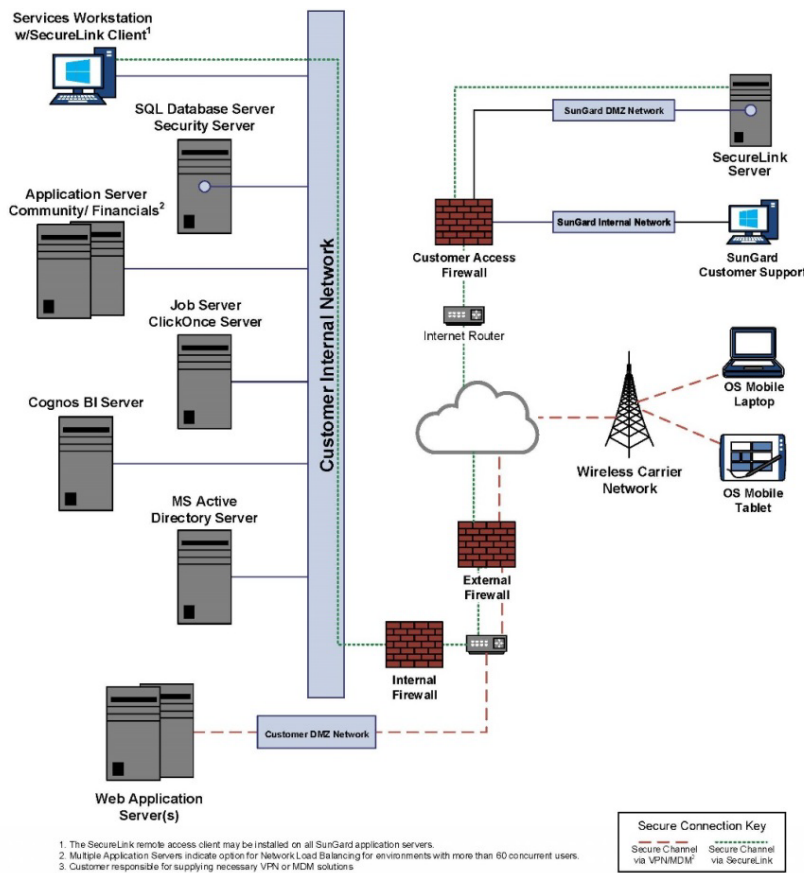


Figure 4.1.1 Recommended Network

- b. What system architecture do you propose? Describe the number and type of: application servers, database server(s), and development and test environments. Describe your proposal's technical architecture (preferably using a PowerPoint or Visio diagram). This should show components such as the database server, applications server, reporting server, test/training server, firewall(s), web server(s), web browser, minimum workstation requirements, remote access, wireless connectivity, network connectivity to LANs and WAN, etc. Describe any potential use of virtual server technologies (e.g. Microsoft Virtual Server, VMware) and application accelerators and note what Vendors you partner with or recommend and/or support.**

Response: The ONESolution suite is deployed in an N-tier architecture using a responsive cross-browser user interface. The components of the N-tier architecture consist of the client tier, middle tier, and database tier. The client tier represents the workstations where data entry is performed, the middle tier represents the Application Servers where the business logic/functions are performed, and the database tier represents the server where database operations are performed.

Table 4.1.1 Recommended Hardware Specifications

SQL Database Server Requirements

COMPONENT	REQUIREMENT
Operating System	SQL Server Standard or Enterprise Version 16.2 and earlier: 2008 R2, 2012, 2014 Version 17.1 and later: 2012, 2014
Processor	4 Intel Xeon cores
Memory	24GB of RAM, 16GB dedicated
Network	1Gb or faster
Storage	500GB – 2TB (varies based on products installed)

Application, Job, and Analytics Servers Requirements

COMPONENT	REQUIREMENT
Operating System	Windows 2012 or 2012 R2 (Windows 2008 R2 SP1 for versions 16.2 and earlier)
Processor	Four Intel® Xeon® cores
Memory	Single suite - 8GB RAM; Multiple suites – 12GB RAM
Network	1Gb or faster
Storage	70GB
Other Software	.NET 4.5.1 PowerShell 4.0

Analytics Server Requirements

COMPONENT	REQUIREMENT
Operating System	Version 10.2.3: SQL Server 2008 R2, 2012, 2014 Version 11.0.5: SQL Server 2012, 2014, 2016 Windows 2008 R2 SP1 or Windows 2012 R2 [for CAFR Connector: Windows 2008 R2, 2012, 2016 SQL Server 2008 R2, 2012, 2014]
Processor	Four Intel® Xeon® cores, 2.4GHz+
Memory	16GB RAM
Network	1Gb or faster
Storage	70GB
Other Software	.NET 4.5.1 PowerShell 4.0

Mobile and Click2Gov Applications Servers Requirements

COMPONENT	REQUIREMENT
Processor	Two Intel® Xeon® cores
Memory	4-16GB RAM
Network	1Gb or faster
Storage	70GB

Supported System Software Options

COMPONENT	REQUIREMENT
Virtualization Software	VMware vSphere 4.1 or higher Microsoft Hyper-V
Web Services Software	Microsoft IIS
Data Backup	Symantec Backup Exec or similar solution
Malware/Anti-Virus	Symantec Endpoint Protection or similar solution

ONESolution Client Workstation Requirements

COMPONENT	REQUIREMENT
Operating System	Windows 7 SP1 or 8.1 Professional; Windows 10
Processor	Multi-core 32 or 64 bit with 2GHz or faster
Memory	4GB or higher, at least 1.5GB free
Network	1Gb or faster with internet access
Storage	20GB
Software	Microsoft Office 2007/2010/2013 Internet Explorer 11 .NET 4.5.1

Virtual Server Configuration Guidelines

SunGard supports the Public Administration applications in virtual environments using either VMware vSphere or Microsoft Hyper-V. There are two deployment options that SunGard recommends:

- Distributed servers using centralized storage
- Isolated servers using local storage

The first option requires a high performance SAN solution configured with SAS or fiber channel hard drives and allows for expandability and redundancy. The second option requires a large amount of internal SAS hard drives but is a good option for smaller, cost-conscious customers.

While Microsoft SQL Server can be virtualized, SunGard recommends that this software be deployed in a physical environment for performance and stability reasons. This is especially true for large environments with 100 concurrent users or more.

General Notes and Hardware Requirements

1. All LAN connections, both server and workstation, should be 1 Gb/sec or faster and in a switched environment. Any WAN connections should be evaluated with regard to concurrent usage and latency. Please contact a SunGard Solutions Architect to discuss any WAN implementations.
2. SunGard recommends creating a separate partition (i.e. d:\ drive) to install the SunGard applications.
3. Hard drives hosting the SunGard applications and the requisite databases should be based on SAS or Fiber Channel technology. SunGard does not recommend the use of SATA drives with production infrastructures due to the low I/O performance inherent to SATA technology.

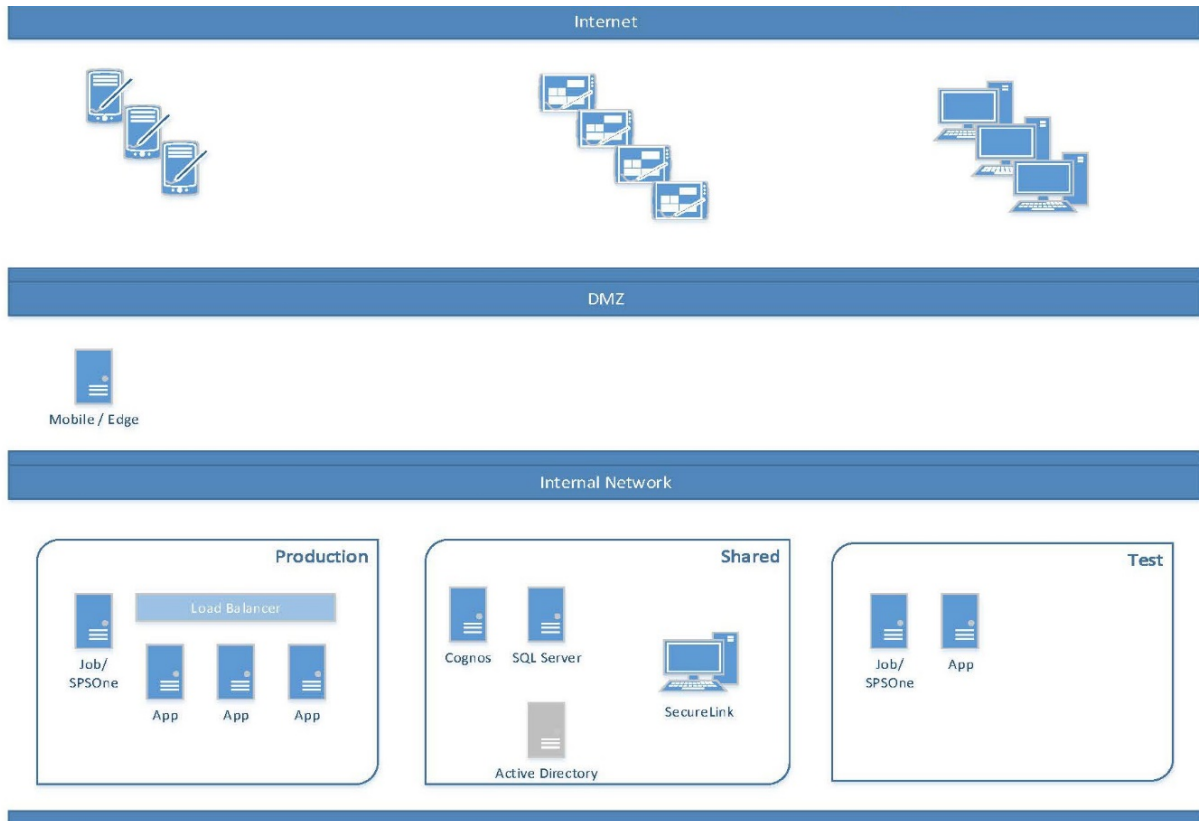
4. The storage subsystem will vary in size and design relative to customer's size, the applications being installed and any data to be converted. A SunGard Solutions Architect will work with the customer's IT staff to determine the final drive layout and RAID groups necessary to support our applications.
5. An Application server is configured for up to 140 concurrent users. An additional Application server is required for each additional 140 users. For clients that want load balancing between two or more Application Servers, a hardware load balancer such as F5 is recommended.
6. Microsoft SQL Server is the only database software supported with the SunGard Applications. Due to the Microsoft licensing requirements, SQL must be licensed on a per core basis in order to be compliant with our application model. ONESolution requires a named instance.
7. The ONESolution client is only supported on workstations running the business class versions of Windows. The Home or RT versions of Windows are not supported.
8. The specifications in this document are for physical servers or virtual machines dedicated to the SunGard applications. SunGard does not recommend installing anything other than the supported system software on servers/VMs running our applications.
9. The specifications listed in this document are recommendations based on average customer experiences and load testing. Tuning of hardware and software may require additional hardware resources for best performance in your specific environment.

c. Describe your proposed information architecture/model (preferably using a PowerPoint or Visio diagram). This should depict data models, taxonomy, data elements, coding structures, a process for standardizing on a particular coding structure, data definitions (employees, Vendors, invoices, etc.)

Response: A diagram of the proposed architecture is provided below. The advantages to using this architecture are numerous:

- State-of-the-art user-based design offers intelligent workflow for all key user roles.
- ONESolution’s Windows .NET/SOA technology provides the familiarity and flexibility of a Windows interface.
- ONESolution is a complete enterprise-wide solution with the interoperability to integrate with other third-party applications.
- The solution offers configurable workflows allowing customization based on individual agency needs.

Figure 4.1.2 Proposed Architecture



7.6 Technical Requirements Form

1.	Identify the communication protocols and networking requirements that are required for implementation and operation of the proposed system. In the event that there are multiple communication systems and/or protocols available, list all options. Take into account the County's current WAN and remote computing requirements and indicate what changes are required or recommended.
	<p>The ONESolution suites operate over a traditional IP-based switched network.</p> <p>Based on the information in section 1.4 of the RFP, the County's existing network environment is suitable for all of our applications.</p>
2.	What database are you proposing?
	SunGard proposes Microsoft SQL Server.
3.	Does your proposal contain or envision the use of a data warehouse? If yes, describe your data warehousing capabilities and architecture.
	Use of a data warehouse for reporting and business intelligence processes is in the discovery/planning stage. While we currently report directly from the live transactional database, we envision the use of data warehousing to provide summarization of transactional data that maximizes reporting/analytical performance.
4.	Describe the system administration tools that are used to manage the application including any data archival tools, data backup and recovery tools, tools for managing application updates, online help management tools, etc.
	<p>Configuration tools in the applications allow System Administrators to customize workflows, turn on unique triggers, change tables, add user-defined custom fields, and more without programming knowledge or reliance on IT.</p> <p>Context-sensitive online help is deployed with every release and loaded with the applications.</p> <p>The ONESolution applications use Microsoft ClickOnce technology to manage client-side deployment/updates. The capabilities of the Microsoft SQL server provide enterprise-level data backup support for archiving of data and transaction logs while all products are operational.</p>
5.	Describe the network management systems that either your system uses, interoperates/integrates with, or you recommend. Please specify.
	Standard Microsoft Active Directory (AD) and SQL tools are widely used, as are products from Solarwinds. We recommend a detailed discussion with a SunGard Solution Architect to discuss your needs and recommend a solution that optimizes the proposed products. The Solution Architect also takes into consideration any future planned growth or known infrastructure changes.

6.	Describe what, if any, footprint (e.g. local software artifacts such as DLLs) exists on the user's desktop.
	The ONESolution suites deploy a smart client using Microsoft's ClickOnce technology. A few selected users need the Workflow Designer or Admin Console/SPSONE MMC loaded on their workstation. The majority of users only need the .NET Framework and Microsoft Office, version 2007 or newer, installed.
7.	Describe the minimum hardware, software, storage, memory, operating system and other requirements for desktop computers to access the application such that the County can determine the extent to which existing computers must be upgraded or replaced.
	Please refer to the workstation requirements in Section 4 – Technical Infrastructure, Table 4.1.1 – Recommended Hardware Specifications.
8.	Please describe the physical and technical preferences for a user acceptance testing (UAT) environment?
	SunGard sets up a training or test environment during implementation to be used during application training classes. Prior to Go Live, the training data is cleared and prepared for live data entry. SunGard assists with set up scripts and help execute user verification testing (UVT).
9.	Describe the systems recommended backup and recovery process?
	<p>In the premise-based environment, SunGard's technical team works with your staff to identify and define the steps that need to be taken in the event of a disaster. The County is responsible for customizing and finalizing the disaster plan as necessary.</p> <p>SunGard's Horizon Cloud Services solution is backed up according to a predefined schedule including full system backups and differential database backups. Backups are transferred daily to a secure, offsite storage facility. Environmental controls differ slightly in each location, but include fire suppression systems, moisture control, redundant cooling systems, ups systems, and diesel generators. SunGard maintains current versions of the database, operating system, and third-party utilities on the disaster recovery servers.</p>
10.	Describe the method used to refresh data in the DEV, TEST and TRAINING environment from LIVE.
	The process of updating DEV or TEST is to back up the database from production and restore it into the DEV or TEST environment, this is a manual process. The security and authentication module has utilities to export and import users and security roles which makes updating that module from the software in DEV or TEST possible. The associated database is separate from the financial data.

11.	Describe the process restore individual records from a system backup?
	The standard method used to recover data is to restore a database backup and reprocess anything that needs to be reprocessed. Depending on what needs to be recovered, another approach is to restore the backup into a separate database and find the record or records to copy from one instance to the other using SQL.
12.	Describe all printer languages supported and any known exceptions?
	Printer Command Language (PCL) and PostScript are the supported printer languages.
System Performance	
13.	System response time must not impede the ability for departmental staff to perform their required job functions using the system. Will your system be available 99.5% of the time, except for planned downtime?
	Response times vary based on the selected deployment methodology, such as premise or hosted. A typical user will experience reasonable response times.
14.	Can you guarantee a 3-second maximum response time?
	The 3-second maximum does not apply to all reports or background processes, such as non-interactive processes, as these vary greatly. We are in the process of performing benchmark testing based on the hardware/network/infrastructure of one of our larger clients.
15.	What are your guarantees on system performance?
	<p>System performance meets the following minimum standards:</p> <ul style="list-style-type: none"> • Average response time of five seconds or less to open a screen for all key processes. • Average response time of three seconds or less to save a transaction on the system for all key processes. • Workflow transactions for all key processes moving to the next approver on average within two minutes. • Average response time of two minutes or less for running all transactional type reports pertaining to key processes. For example, printing a journal entry batch proof listing, and printing a purchase order. Large or complex reports, such as total year budget to actual and/or other statistical reports may exceed the average. • Average system processing run time of three hours or less for all payroll related jobs, including producing the direct deposit file, check printing file and check stub file. The client is responsible for the application, operation, and management of its information technology environment, including: <ul style="list-style-type: none"> ▪ Purchasing, licensing, and maintaining hardware and software ▪ Following appropriate operating procedures ▪ Following appropriate protective measures to safeguard the software and data from unauthorized duplication, modification, destruction, or disclosure ▪ Following adequate backup contingency plans ▪ Employing qualified personnel to obtain the desired results

Security	
16.	Describe the identification and authorization capabilities of your proposed solution for users.
	SPS ONE is a role-based security system that allows you to authorize different screen options and navigations by user role. Additionally, you can define database level security for each role including read, insert, update, and delete permissions for individual tables/views. The County can apply row-level security to any column value in that table/view.
17.	Describe how your system interoperates with Active Directory.
	The proposed solution passes credentials to Active Directory (AD) for authorization. Once AD authorizes access, the application security is enforced.
18.	Describe the security audit capabilities of your proposed solution.
	<p>Database-level auditing tracks:</p> <ul style="list-style-type: none"> • Table modified • ID of person who made the change • Date and time of change <p>The point-in-time history database system tracks all changes. A history table with a timestamp includes all changes per row. This allows you to view a side-by-side comparison of a record from one point in time to another.</p> <p>Comprehensive reporting further supports audit controls. The ad hoc reporting tools allow cross-application reporting and cross-application drill down analysis to provide immediate supporting data for higher or lower level reports.</p>
19.	What functions does your proposed system have to protect the privacy of information designated "private" (e.g. personally identifiable, SSN, credit card, ACH, HIPAA, etc.) that it processes or stores?
	Security allows for privileged and non-privileged access to private data.
20.	What will you do to address vulnerabilities in your product discovered subsequent to us deploying your code? In what time interval will they be fixed (Critical & non-critical)? At what cost to the County?
	SunGard provides commercially reasonable updates to ensure software availability after loading critical security patches. Customers with a current maintenance agreement receive updates and patches at no cost.
21.	What is your process for notifying the customer and fixing bugs once they have been identified?
	SunGard publishes notification of service packs, builds, and fixes on our support website. We also include all standard fixes with the next release of the software. The County can receive updates automatically through our auto-load schedule, if you prefer.

Section 5. Vendor Hosted Option

SunGard offers hosted solutions for customers who prefer to have their system hardware and software managed for them. Our data center security includes PCI-DSS Certification and SunGard Data corporate audits.

- 1. Please describe your vendor hosted model, including: hosting, integration, help desk, provisioning and desktop management capabilities, deployment model (dedicated servers, shared environment, etc.), impact to the County's network and bandwidth, and any partners that may be involved in service delivery.**

Response: Our proposal includes an option for SunGard's Horizon Cloud Services solution. With Horizon Cloud Services, you get the benefits of a reliable, integrated, enterprise system without the high cost of a complex IT infrastructure. SunGard Information Systems Specialists run and maintain your SunGard applications in a safe, secure environment. This arrangement is immediately beneficial to customers, freeing them from:

- Purchasing expensive hardware and third-party software
- Training IT staff
- Staff turnover
- Hardware and third-party software maintenance
- Software upgrade management
- Hardware obsolescence
- Management or purchase of software licenses

Horizon Cloud Services means no surprises to your budget. Following a one-time startup charge, a fixed monthly access fee covers everything, with no annual maintenance fees and no additional charges for upgrades and updates. The monthly fee is based on the applications accessed and the number of users.

Our Horizon Cloud Services proposal includes the following products and services:

- Hardware, software, and maintenance
- Third-party software and maintenance (relational database, ODBC drivers, compilers, etc.)
- Operating system and database administration
- Software updates (applied by SunGard)
- Hardware operating system and database upgrades
- Alternate connectivity in the event of disaster on customer's local network
- Cloud Services router at the customer's facility and SunGard's facility

Connectivity to SunGard's data center is provided through a secure Virtual Private Network (VPN) using an internet, frame-relay line, or point-to-point T-1 connection.

SunGard has provided hosting services to our customers since 1994. We do not outsource our Horizon Cloud Services. Professionally trained system and database administrators manage the hardware and the database at SunGard's Data Center.

2. Please describe your proposed service level agreement, including any tiered levels of service, response times, and standard metrics.

Response: SunGard's scheduled hours of availability for the hosted systems are 24 hours per day Monday –Saturday. The system is reserved for maintenance on Sundays from 12 a.m. – 5 p.m., County local time. System maintenance and upgrades will be performed outside of the County's standard business hours whenever possible. Emergency situations will be handled on a case-by-case basis in such a manner as to provide the least possible disruption to overall system operations and availability without negatively affecting system stability and integrity. Guaranteed service levels can be negotiated in the contract terms.

3. Please describe your support model, including: cost structure for support calls.

Response: SunGard's Horizon Cloud Services Support hours for Production systems are 24/7/365. Non-Production environments are monitored for availability 24/7/365, and Horizon Cloud Service Support hours are 5 a.m. to 5 p.m. County local time, Monday through Friday, with the exception of corporate holidays. After-hours non-production support assistance is available with advance notice and coordination through the Horizon Cloud Service Desk. SunGard responsibilities defined herein will be performed at our location. Horizon Cloud support fees are included in the monthly access fee.

4. Please describe your data center and storage facilities, including: locations, staffing, physical security, environmental controls (including redundant power), redundancy/load balancing capabilities, data backups and disaster recovery capabilities.

Response: SunGard data centers are located in Lake Mary, FL; Chico, CA; San Diego, CA, Voorhees, NJ; and Atlanta, GA. Access to the data centers is restricted by various security measures such as card key systems and/or security staff, permitting access only for those employees who are responsible for maintaining SunGard hardware environments. New employee access requests are subject to a documented approval process. Employee access is removed upon employee termination. Security cameras are strategically placed within the data centers and are configured to record and store images when motion is detected. An alarm system is installed and monitored by a third-party security company. Visitors to the SunGard data center are logged into a visitor log and escorted to their destination. In the case of the Voorhees data center, only prior authorized individuals are allowed in. SunGard's Cloud Services systems are backed up according to a predefined schedule including full system backups and differential database backups. Backups are transferred daily to a secure, offsite storage facility. Environmental controls differ slightly in each location, but include fire suppression systems, moisture control, redundant cooling systems, UPS systems and diesel generators.

5. Please describe your logical security, including: firewall security, authentication controls, and data encryption capabilities.

Response: Individual firewalls are configured for customer access to SunGard via a T1 line or encrypted VPN over the internet. Non-routable sub-nets configured separately for each

customer prevent communication between client sub-networks. Access from internet-based addresses is restricted through the use of firewalls. End users, County support staff, and SunGard support staff authenticate via unique user IDs and passwords. Data encryption is employed within the database and application software where designed by the application software. Access to the servers for administration purposes requires 2-factor authentication.

6. Please describe your change management, upgrade, and patch management policies & practices.

Response: System-level changes are subject to review and approval processes. Changes directly affecting the County environment are scheduled and coordinated with County staff. Operating system updates are installed in non-production environments for testing by SunGard staff, verified for operability, and then applied to production environments by SunGard staff. Application updates may be initiated only by authorized client personnel. Software updates are first applied to the County's test accounts. Software updates to production are subject to County review, testing, and approval. Backups are taken prior to implementation of patches and/or updates. Systems may be restored if an update fails or does not meet the County's expectations.

7. Describe your systems administration/management capabilities including: monitoring of performance measures, intrusion detection, and error resolution.

Response: Systems are monitored for events and metrics within the database file systems, operating systems, CPU, memory, disk, and application services. Backups are monitored daily for successful completion and errors are addressed when necessary. Intrusion detection systems are used to monitor potential threats to the Horizon Cloud Services environment. Ticketing systems are used to log issues from inception to resolution and include communication logs, troubleshooting activity, and resolution details. System logs are centrally monitored and used for audit and troubleshooting purposes.

8. Describe how you will help the County move to a new operation at the end of the contract term or if the contract is terminated, including the process for notifying of termination

Response: The County must notify SunGard in writing of its intent to terminate according to the procedures outlined in the contract. Should the County choose to end its contract for Horizon Cloud Services hosting services but continue using the SunGard software, migration services are available for fees at SunGard's then-current professional services rates. Should the County choose to end its contract for Horizon Cloud Services hosting in order to migrate to another software package, SunGard shall provide the County with a copy of your database to facilitate data migration and will continue offering Horizon Cloud Services hosting services until the migration is complete and the County is live on the new package. The County may also elect to retain Horizon Cloud Services hosting service for historical reporting purposes even after the migration to a new software package is complete.

9. Please provide a copy of your most recent SSAE 16 Type II audit.

Response: Please refer to Section 13 – Independent Service Auditor's Opinion Letter – SSAE 16 Type II audit.

7.7 Vendor Hosting Form

1.	Will your company host the solution or will this be managed by a third party?
	SunGard's professionally trained system and database administrators manage the hardware and the database at our data center.
2.	Where are the data center and storage facilities?
	SunGard data centers are located in Lake Mary, FL; Chico, CA; San Diego, CA, Voorhees, NJ; and Atlanta, GA.
3.	Please provide the total number of clients and corresponding number of end-users of hosted solutions currently supported by your proposed solution.
	SunGard currently has 175 hosted solutions with approximately 7,500 end users.
4.	Does the system interface support a browser interface with or without the help of additional components?
	The ONESolution suite is accessed through its client. You can also access the applications via a Citrix XenApp deployment. In this case, access to ONESolution is through a web browser using the requisite Citrix plug-ins.
5.	How are hosted software applications deployed for use by numerous customers (dedicated servers for each hosted customer, or is a single set of applications utilized for all customers)?
	The ONESolution suites use dedicated servers for each hosted customer.
6.	What system/application availability and response time will your proposed system meet? What are the County's responsibilities to ensure this level of performance?
	Our systems are highly redundant and available. Response times can vary due to multiple factors. The County is primarily responsible for the local network, workstation performance, and reliability, as well as proper end-user training and use of the applications. SunGard is willing to negotiate guarantees of response and performance as part of the contract.
7.	How do you track monthly usage for subscription-based services?
	Not applicable.
8.	How much notification will you give the County in advance of any scheduled downtime?
	SunGard's scheduled hours of availability for the hosted computer systems are 24 hours per day Monday-Saturday. We schedule maintenance on Sundays from 12 a.m. - 5 p.m., customer local time. System maintenance and upgrades take place outside of each customer's standard business hours whenever possible. We handle emergencies on a case-by-case basis in such a manner as to provide the least possible disruption to overall system operations and availability without negatively affecting system stability and integrity.

9.	Where would local support be located for a client in Columbia, Missouri?
	Staff in our Lake Mary, FL and Carlsbad, CA offices support the Horizon Cloud Services.
10.	Are support calls included in annual maintenance fees, or charged on a per call basis? If on a per-call basis, please specify rates and billing method
	Support calls are included with annual maintenance.
11.	Please describe the minimum commitment term (in years) for a vendor-hosted option and note the term assumed for determining the proposed costs.
	While we hope to have all clients for life, the minimum commitment term for the vendor-hosted option is five years.

Section 6. Implementation Plan

SunGard's proven implementation methodology includes best-in-class processes built specifically for the design, development, deployment, and support of public sector applications and services. With hundreds of successful implementations using the proposed applications, we are ready to deliver a well-planned and well-executed project for the County.

Our pragmatic and client-friendly project management style evolved from years of implementing small and large public sector software projects in a variety of organizational environments. We set clear and concise deliverables for every step of the process, and adapt our project management procedures to your needs.

We stand on our record of products that work reliably and are fully implemented on time using a best practices approach. SunGard consultants and trainers have extensive experience executing ONESolution and configuring the system to take advantage of its inherent efficiencies.

SunGard's implementation methodology uses industry-leading standards of the Project Management Institute Body of Knowledge (www.pmi.org). Our Project Managers (PM) and staff are trained and certified in these renowned practices. Our team's professional experience, combined with public sector and application expertise, makes SunGard the ideal solution to meet your current and future technology needs.

Our consultative implementation of ONESolution is an organized approach to getting you live quickly and efficiently. Implementation methodology training is provided early so team members understand the detailed mechanisms used during implementation. Deliverables, such as a comprehensive project plan, guide the implementation.

SunGard is a recognized leader in developing and supporting enterprise-wide integrated software solutions for local government, with three decades of continuous growth, success, and stability in the industry. We look forward to providing your agency with ongoing support and product enhancements for many years to come.

6.1 General Implementation Approach

SunGard adapts the Project Management Institute's (PMI) best practices for each of our projects. PMI guidelines provide structured methods of planning, executing, and controlling all phases of the project, while communicating and managing risk throughout.

Our implementation approach consists of five phases, each featuring critical service delivery events and other elements that ensure consistent, predictable results:

1. **Initiating** internal knowledge transfer, due diligence, such as contract review with the County.
2. **Planning** required tasks and associated timelines; key milestones during this phase include presentation and review of the project plan and development of a Communication Plan.
3. **Executing** the active phase of implementation including core services related to installation, configuration, data conversion, training, testing, and controlling all aspects of the project.

4. **Transitioning** the project to Go Live including verifying completion of all project deliverables and conducting advanced training.
5. **Closing** and verifying that deliverables are met and the transition to Product Support and the Client Success Executive (CSE) is complete.

1. **Describe how you transition from the sales cycle to the implementation phase of the project.**

Response: During contract negotiations, SunGard and the County develop a Scope of Work (SOW). During this process, SunGard assigns a PM who reviews and provides input on the SOW, which allows the SunGard PM to get an early jump on understanding County requirements prior to actual contract execution. Once the contract is signed, the SunGard PM becomes the primary point of contact for the County. The SunGard PM establishes many of the initial project deliverables and tools, which are used by SunGard and the County to effectively manage the project. These tools include industry standard project communication plan, risk and management plan, resource calendar/plan, and maintenance of the overall project schedule.

Before meeting with you, our PM meets internally with the SunGard sales and demo team, and any other staff who have had a part in the pre-contract process. They review the contract, RFP, and all relevant material to assist in helping the PM understand the requirements and goals for the implementation. The review and analysis provide the SunGard team with valuable information regarding the installation/functional requirements, goals, and timelines to ensure a successful implementation. At the conclusion of the internal review, the SunGard sales team conducts a phone call to introduce the SunGard operations team including the SunGard PM, key Professional Services managers, and the SunGard Executive Sponsor assigned to the project.

At the successful conclusion of the contract review, the handoff from sales to the SunGard PM leads to an onsite kick off meeting. The project kick off brings together the County steering committee and core project team providing them with an opportunity to start the project-planning phase and kick off the project with the SunGard implementation team. The project kick off allows the County leadership to communicate with all stakeholders their vision and goals for the implementation. SunGard and the County start all project planning activities at this time.

Additionally, the owners of each functional role meet with key SunGard personnel and discuss the scope of work and effort required over the coming months. For example, members from SunGard's technology services meets with the County's IT department to discuss the servers, workstations, mobile devices, storage, and other infrastructure requirements.

2. Describe key differentiators of the approach as it relates to implementing a solution on time, within budget and with the ability to meet the needs of a diverse client like the County.

Response: SunGard's methodology is a differentiator for us. We provide the following services to deliver a solution that is on time, within budget, and meets the needs of the County:

- Blended onsite and remote Project Management services
- Post-Go Live onsite support
- Right-on-time training
- Role-based dashboards
- Customized reports and workflows
- CAFR/Budget Book delivered

SunGard understands implementing a new solution is a significant undertaking for the County. We have an integrated change management approach to assist the County with analyzing and managing this change. We develop a strategy and plan specific to the County, which targets necessary training, and other change management techniques to help all stakeholders make the move to ONESolution effectively.

One of our biggest differentiators is our right-on-time approach to training your core staff. We believe the right approach to an effective implementation is to use our expertise in the public sector to take the heavy lifting of configuration and design off the County. SunGard consultants work with you to re-design your processes and make recommendations based on industry best practices. Based on our recommendations and your requirements, we configure the system. We use an iterative process to configure and set up the solution and then show you what we have done. This allows the County to sign off on the setup and configuration prior to any real training taking place. Once the system is configured, workflow models are in place, and the applications are unit tested, SunGard focuses our efforts on training core staff on the ONESolution applications.

Our PMP-certified PM and SunGard consultants deliver an on-time and on-budget project. We help you test prior to Go Live, we're onsite during Go Live, and provide two weeks of post-Go Live onsite support. We deliver role-based dashboards, customized reports and workflows, and a CAFR.

3. Describe how you conclude on a preferred implementation phasing of software modules. What is your recommended approach for this implementation?

Response: SunGard's implementation methodology is flexible and designed to efficiently migrate the County to ONESolution. Our methodology allows the County to master the core functionality of ONESolution during the initial implementation and layer additional features after Go Live, if necessary.

SunGard's phased implementation approach maximizes the benefits of the proposed product suites. ONESolution Financials and HR/PY can be implemented concurrently. Typically, we

begin with the Financials system 3 to 6 months before initiating HR/PY. This method enables HR/PY to Go Live 3 to 6 months after Financials. A complete Financials and HR/PY implementation is typically 15 to 18 months.

All implementations begin with project planning, business process reviews, discovery, set up, and conversion of initial configuration and pilot departments. The configuration and data conversion from the legacy system is completed within 5 to 7 months and the system is fully tested. SunGard runs a proof of concept with a small subset of employee data to demonstrate ONESolution functions. This includes verifying payroll data on the subset; once verified, full data conversion is conducted. SunGard consultants train staff and assist in running full, parallel payrolls to verify system accuracy. Once Go Live is achieved, SunGard staff remains onsite for at least your first two payroll runs.

Training occurs throughout the project, with the most important training taking place prior to customer staff testing the software. After Go Live, in addition to ongoing support and refresher training, we prepare you for fiscal and calendar year-end activities.

Launching the proposed enterprise solution takes approximately 18 months including mock, Go Live and post-Go Live services. We know the timing of deployment is critical. Our team helps you consider factors such as amount of data to be converted, interface requirements, and your agency's other commitments. The inherent flexibility of the proposed solution allows you to decide what time frame is best. We work with you to determine the most logical deployment strategy.

Advantages and Risks

Dividing the implementation into phases minimizes the number of interface points between the legacy system and ONESolution, while allowing sufficient focus on all areas. It is also less taxing and less disruptive to your staff and day-to-day operations.

Two hallmarks of SunGard's Professional Services team are collaboration and ongoing interaction to identify risk. Based on our experience, the following list of lessons learned helps avoid/reduce risk:

- Avoid temptation to make the new system look and function like the legacy system. Embrace the opportunity to evaluate key business processes and take advantage of best business practices. Your implementation team should support new ideas.
- Ensure strong executive sponsorship and public support before the project begins. Clear backing from the top helps the entire organization recognize the project's importance.
- Approach this as a business process project that requires technology support, rather than vice versa. Staff with business process expertise should drive the project.
- Assign respected and enthusiastic members of your staff to project management and core team roles.
- Create consistent lines of communication for all stakeholders (from upper management to end users) and regularly communicate project progress.

- Where possible, back fill job duties of implementation staff. When implementation responsibilities are added to existing job duties, the implementation team may be less successful.
- Do not overlook or postpone testing until the end of the implementation. It is critical to validate setup and processes throughout the implementation.
- Be aware that glitches occur throughout any large implementation, and create a plan and team to adapt as needed.
- Communicate and celebrate project milestones.
- Clearly define all project members' roles and responsibilities and clearly outline decision-making processes.
- Remember SunGard is your partner and shares your goals for implementation: to efficiently and effectively transition your organization to ONESolution.

4. Describe your approach towards running parallel systems for a period of time.

Response: We run parallel systems for a period of three to five months as we perform testing to validate the software is operating as expected. We do this for all major subsystems of the software. Payroll is especially critical. We start testing of payroll by using one or two department subsets. We assist in making sure those subsets tie accurately back to the legacy payroll before moving onto the full payroll parallel testing. We advise our customers to run at least three full parallels of payroll before going live on ONESolution. The process/parallel test validates that all integration items function as designed and depicted in business scripts that represent real-life examples of daily processes. Each process is taken from beginning to end using samples already processed in the legacy system. The results are compared and the process/procedure documentation is changed as needed. SunGard consultants will support the County in this endeavor to make sure the software is accurately achieving the results expected.

Sample Implementation Plan

An undertaking of this magnitude requires product-specific expertise and the resources to deliver a total system. SunGard partners with you to determine the best possible phasing approach.

The sample timeline on the following pages include the steps associated with implementing the proposed ONESolution applications. Upon further discovery and definition of the project scope, typically during the contract phase of the evaluation process, a project plan with real dates is proposed.

ID	Task Name	Duration
1	Sample Project Plan	0 days
2	Project Initiation/Project Management (Full Project - All Phases)	1 day
3	Contract Signed	1 day
4	SunGard Project Manager is assigned	1 day
5	SunGard Sales Handoff to Sungard Professional Services	30 days
9	Preliminary Planning	40 days
12	Welcome Packet	1 day
15	Internal Project Team Kickoff (Full Project - All Phases)	6 days
17	Meeting Set Up	32 days
19	1.1 Project Charter (Full Project - All Phases)	23 days
24	Deliverable 1.1 Sign Off - Project Charter (Full Project - All Phases)	0 days
25	Project Documentation (Full Project - All Phases)	247 days
26	1.2 Communication Plan (Sample Provided; customer completes for Kickoff Meetings)	171 days
27	1.3 Risk Plan and Register (Sample Provided; customer completes for Kickoff Meetings)	217 days
28	1.4 Issues Log (Sample Provided)	183 days
29	1.5 Budget Tracker (Sample Provided)	10 days
30	1.6 Change Management Plan (if included in SOW otherwise remove task)	15 days
31	2.0 Business Process Review - Phase 1 and Phase 2	1 day
32	2.0.1 Phase 1	1 day
33	2.1.1 Complete Configuration Workbook	1 day
38	Deliverable 2.1.1 Sign Off - Configuration Workbook - Phase 1	1 day
39	2.2.1 Conduct Business Process Review	1 day
49	Deliverable 2.2.1 Sign Off - Business Process Review Report - Phase 1	1 day
50	2.0.2 Phase 2	1 day
51	2.1.2 Complete Configuration Workbook	1 day
56	Deliverable 2.1.2 Sign Off - Configuration Workbook - Phase 2	1 day
57	2.2.2 Conduct Business Process Review	1 day
58	Business Process Review Onsite Visit - HRPY	1 day
59	Write Business Process Review Report	1 day
60	Deliver DRAFT Business Process Review Report	1 day
61	Customer Reviews DRAFT Report and makes list of Questions/Comments in page number order	1 day
62	One DL Session (Customer, GL Consultant, CF Consultant) to discuss Report	1 day
63	Modify Draft Report per Discussion and Deliver Final Version to Customer	1 day

ID	Task Name	Duration
64	SunGard Provide Deliverable Sign Off	1 day
65	Customer Reviews and Signs Deliverable	1 day
66	Deliverable 2.2.2 Sign Off - Business Process Review Report - Phase 2	1 day
67	3.0 Project Planning / Calendar - Phase 1 and Phase 2	265 days
68	3.0.1 Phase 1	246 days
69	Project Plan Draft	221 days
70	Project Plan Review and Comment	15 days
71	Project Plan Update and Set Baseline	15 days
72	SunGard Provide Deliverable Sign Off	1 day
73	Customer Reviews and Signs Deliverable	10 days
74	Deliverable 3.0.1 Sign Off - Project Plan / Calendar - Phase 1	0 days
75	3.0.2 Phase 2	1 day
81	Deliverable 3.0.2 Sign Off - Project Plan / Calendar - Phase 2	1 day
82	4.0 Core Team Training Plan (Full Project - All Phases)	7 days
88	Deliverable 4.0 Sign Off - Core Team Training Plan (Full Project - All Phases)	1 day
89	Project Management and Control (Ongoing throughout Project)	316 days
99	5.0 Project Kickoff Meeting	1 day
100	Prepare Project Kickoff Material	1 day
105	Conduct Project Kickoff Meeting	1 day
106	Deliverable 5.0 Sign Off - Kickoff Meeting (Full Project- All Phases)	1 day
107	Customer Support	45 days
108	Customer Connect Portal (Helpdesk)	45 days
111	Customer Connect Community Site	45 days
114	Project Installation	485 days
115	6.0 ONE Solution Installation and Design	373 days
116	Meeting with Customer to discuss System Environments and Approach	1 day
117	6.1.1 Install Pre-PROD Environment (will become Production)	5 days
118	Hardware System Build	1 day
120	Software Installation	5 days
126	Deliverable 6.1.1 Sign Off - Pre-PROD Environment Install Ready for Testing	1 day
127	6.2.1 Installation Post Action Report Pre-PROD	240 days
131	Deliverable 6.2.1 Sign Off - Pre-PROD Environment Ready	0 days
132	Installation Customer Workstations	147 days
137	6.1.2 Install Test Environment	339 days
138	Hardware System Build	1 day
140	Software Installation	39 days

ID	Task Name	Duration
146	Deliverable 6.1.2 Sign Off - TEST Environment Install Ready for Testing	1 day
147	6.2.2 Installation Post Action Report	34 days
152	Deliverable 6.2.2 Sign Off - Test Environment Ready	0 days
153	Phase 1	541 days
154	Project Design	437 days
155	7.0 Project Scope Documents	1 day
156	7.1 Conversion Scope	1 day
164	Deliverable 7.1.1 Sign Off - Conversion Scope - Phase 1	1 day
165	7.2 Interface Scope	1 day
173	Deliverable 7.2.1 Sign Off - Interface Scope - Phase 1	1 day
174	7.3 Report Scope	1 day
181	Deliverable 7.3.1 Sign Off - Report Scope - Phase 1	1 day
182	7.4 Workflow Scope	1 day
188	Deliverable 7.4.1 Sign Off - Workflow Scope - Phase 1	1 day
189	7.5 Form Scope	1 day
195	Deliverable 7.5.1 Sign Off - Form Scope - Phase 1	1 day
196	8.0 System Configuration	420 days
197	8.1.1 Setup/Configuration	420 days
198	Configure/Setup GL Components	325 days
206	Configure/Setup Core Financial Components	420 days
218	SunGard Provide Deliverable Sign Off	1 day
219	Customer Reviews and Signs Deliverable	1 day
220	Deliverable 8.1.1 Sign Off -Setup/Configuration - Phase 1	1 day
221	8.2.1 Configuration Testing	1 day
244	Deliverable 8.2.1 Sign Off - Configuration Testing - Phase 1	1 day
245	9.0 Project Specifications	437 days
246	9.1 Conversion Specifications	437 days
259	Deliverable 9.1.1 Sign Off - Conversion Specifications - Phase 1	1 day
260	9.2 Interface Specifications	259 days
277	Deliverable 9.2.1 Sign Off - Interface Specifications - Phase 1	0 days
278	9.3 Report Specifications (Required for Reports to be Developed by SunGard)	96 days
287	Deliverable 9.3.1 Sign Off - Report Specifications - Phase 1	0 days
288	9.4 Workflow Specifications	344 days
300	Deliverable 9.4.1 Sign Off - Workflow Specification - Phase 1	0 days
301	9.5 Form Specifications	27 days
313	Deliverable 9.5.1 Sign Off - Form Specifications - Phase 1	0 days

ID	Task Name	Duration
314	Build Deliverables	400 days
315	10.0 Perform Data Conversion	400 days
328	Deliverable 10.0.1 Sign Off - Perform Data Conversions - Phase 1	1 day
329	11.0 Development Activities	395 days
330	11.1.1 Develop Interfaces	135 days
353	Deliverable 11.1.1 Sign Off - Develop Interfaces - Phase 1	1 day
354	11.2.1 Develop Reports	371 days
355	Report is created and delivered to the Customer	370 days
358	Report List	1 day
362	SunGard Provide Deliverable Sign Off	1 day
363	Customer Reviews and Signs Deliverable	1 day
364	Deliverable 11.2.1 Sign Off - Develop Reports - Phase 1	1 day
365	11.3.1 Develop Workflows	395 days
366	SunGard Workflow Developer creates Workflow and delivers to the Customer	79 days
370	Workflow List	85 days
375	SunGard Provide Deliverable Sign Off	1 day
376	Customer Reviews and Signs Deliverable	1 day
377	Deliverable 11.3.1 Sign Off - Develop Workflows - Phase 1	1 day
378	11.4.1 Develop Forms	68 days
379	SunGard Form Developer creates Forms and delivers to the Customer	40 days
380	Forms List	1 day
385	SunGard Provide Deliverable Sign Off	1 day
386	Customer Reviews and Signs Deliverable	1 day
387	Deliverable 11.4.1 Sign Off - Develop Forms - Phase 1	1 day
388	Training	540 days
389	12.0 Core Project Team Training (See Welcome Packet for Agendas)	540 days
390	System Admin Training	1 day
394	General Ledger/Core Finance Training	540 days
417	Tools Training	180 days
423	SunGard Provide Deliverable Sign Off	1 day
424	Customer Reviews and Signs Deliverable	1 day
425	Deliverable 12.0.1 Sign Off - Core Project Team Training - Phase 1	1 day
426	13.0 Core Project Team Process Testing (Customer and SunGard Consultant complete during Training 12.0 - General Ledger/Core Finance Training)	436 days
427	Test GL	1 day
435	Test Core Activities	436 days
447	Conversion Testing	1 day

ID	Task Name	Duration
452	Interface Testing	1 day
455	Report Testing	1 day
459	Workflow Testing	1 day
463	Form Testing	1 day
468	SunGard Provide Deliverable Sign Off	1 day
469	Customer Reviews and Signs Deliverable	1 day
470	Deliverable 13.0.1 Sign Off - Core Prooject Team Process Testing - Phase 1	1 day
471	14.0 Customer Configuration Decisions Document	1 day
481	Deliverable 14.0.1 Sign Off - Customer Configuration Decision Document - Phase 1	1 day
482	15.0 End User Training	1 day
483	15.1 End User Training Plan	1 day
492	Deliverable 15.1.1 Sign Off - End User Training Plan - Phase 1	1 day
493	15.2 End User Training Materials and Guides	1 day
498	Deliverable 15.2.1 Sign Off - End User Training Materials and Guides - Phase 1	1 day
499	15.3 End User Training	1 day
507	Deliverable 15.3.1 Sign Off - End User Training - Phase 1	1 day
508	Testing	445 days
509	16.0 Customer Testing	445 days
510	16.1 Test Plans Scripts	1 day
515	Deliverable 16.1.1 Sign Off - Test Plan Scripts - Phase 1	1 day
516	Conduct Testing Team Training	1 day
517	16.2 Integration / Parallel Testing	445 days
518	Report Issues to SG Project Manager (weekly)	1 day
519	SG Project Manager help to Resolve Reported Issues	1 day
520	Test GL	1 day
529	Test Core Activities	1 day
541	Testing Conversion, Interfaces, Reports, Workflow, Forms	435 days
568	SunGard Provide Deliverable Sign Off	1 day
569	Customer Reviews and Signs Deliverable	10 days
570	Deliverable 16.2.1 Sign Off - Integration / Parallel Testing - Phase 1	1 day
571	16.3 User Verification Testing (Optional - Customer)	1 day
578	Deliverable 16.3.1 Sign Off - User Verificatio Testing - Phase 1	1 day
579	Go Live	541 days
580	17.0 Cutover Plan	1 day
586	Deliverable 17.0.1 Sign Off - Cutover Plan - Phase 1	1 day
587	18.0 Go Live / Post Live	541 days
588	18.1.1 Go Live Declaration Letter	541 days

ID	Task Name	Duration
593	Deliverable 18.1.1 Sign Off - Go Live Declaration Letter - Phase 1	1 day
594	18.2.1 Post Live Support	535 days
599	Deliverable 18.2.1 Sign Off - Go Live Declaration Letter - Phase 1	2 days
600	Phase 2	445 days
601	Project Design	437 days
602	7.0 Project Scope Documents	1 day
643	8.0 System Configuration	313 days
644	8.1.2 Setup/Configuration	313 days
653	Deliverable 8.1.2 Sign Off -Setup/Configuration - Phase 2	1 day
654	8.2.2 Configuration Testing	1 day
663	Deliverable 8.2.2 Sign Off - Configuration Testing - Phase 2	1 day
664	9.0 Project Specifications	437 days
665	9.1 Conversion Specifications	437 days
683	Deliverable 9.1.2 Sign Off - Conversion Specifications - Phase 2	1 day
684	9.2 Interface Specifications	259 days
706	Deliverable 9.2.2 Sign Off - Interface Specifications - Phase 2	0 days
707	9.3 Report Specifications (Required for Reports to be Developed by SunGard)	96 days
716	Deliverable 9.3.2 Sign Off - Report Specifications - Phase 2	0 days
717	9.4 Workflow Specifications	344 days
730	Deliverable 9.4.2 Sign Off - Workflow Specification - Phase 2	0 days
731	9.5 Form Specifications	27 days
743	Deliverable 9.5.1 Sign Off - Form Specifications - Phase 1	0 days
744	Build Deliverables	400 days
745	10.0 Perform Data Conversion	400 days
763	Deliverable 10.0.2 Sign Off - Perform Data Conversions - Phase 2	1 day
764	11.0 Development Activities	395 days
765	11.1.2 Develop Interfaces	135 days
766	For Standard Utility Interfaces	135 days
779	For Custom Interfaces	117 days
786	SunGard Provide Deliverable Sign Off	1 day
787	Customer Reviews and Signs Deliverable	1 day
788	Deliverable 11.1.2 Sign Off - Develop Interfaces - Phase 2	1 day
789	11.2.2 Develop Reports	371 days

ID	Task Name	Duration
790	Report is created and delivered to the Customer	370 days
793	Report List	1 day
797	SunGard Provide Deliverable Sign Off	1 day
798	Customer Reviews and Signs Deliverable	1 day
799	Deliverable 11.2.2 Sign Off - Develop Reports - Phase 2	1 day
800	11.3.2 Develop Workflows	395 days
801	SunGard Workflow Developer creates Workflow and delivers to the Customer	79 days
805	Workflow List	85 days
810	SunGard Provide Deliverable Sign Off	1 day
811	Customer Reviews and Signs Deliverable	1 day
812	Deliverable 11.3.2 Sign Off - Develop Workflows - Phase 2	1 day
813	11.4.2 Develop Forms	68 days
814	SunGard Form Developer creates Forms and delivers to the Customer	40 days
815	Forms List	1 day
820	SunGard Provide Deliverable Sign Off	1 day
821	Customer Reviews and Signs Deliverable	1 day
822	Deliverable 11.4.2 Sign Off - Develop Forms - Phase 2	1 day
823	Training	1 day
824	12.0 Core Project Team Training (See Welcome Packet for Agendas)	1 day
825	Human Resources and Payroll Training	1 day
845	Timecard Online Training	1 day
850	Employee Online Training	1 day
859	Personnel Action Forms Training	1 day
865	SunGard Provide Deliverable Sign Off	1 day
866	Customer Reviews and Signs Deliverable	1 day
867	Deliverable 12.0.2 Sign Off - Core Project Team Training - Phase 2	1 day
868	13.0 Core Project Team Process Testing (Customer and SunGard Consultant complete during Training 12.0 - General Ledger/Core Finance Training)	1 day
869	Test HR and PY	1 day
875	Conversion Testing	1 day
886	Interface Testing	1 day
892	Report Testing	1 day
896	Workflow Testing	1 day
903	Form Testing	1 day
908	SunGard Provide Deliverable Sign Off	1 day
909	Customer Reviews and Signs Deliverable	1 day
910	Deliverable 13.0.2 Sign Off - Core Project Team Process Testing - Phase 2	1 day
911	14.0 Customer Configuration Decisions Document	1 day

ID	Task Name	Duration
921	Deliverable 14.0.2 Sign Off - Customer Configuration Decision Document - Phase 2	1 day
922	15.0 End User Training	1 day
923	15.1 End User Training Plan	1 day
932	Deliverable 15.1.2 Sign Off - End User Training Plan - Phase 2	1 day
933	15.2 End User Training Materials and Guides	1 day
938	Deliverable 15.2.2 Sign Off - End User Training Materials and Guides - Phase 2	1 day
939	15.3 End User Training	1 day
947	Deliverable 15.3.2 Sign Off - End User Training - Phase 2	1 day
948	Testing	445 days
949	16.0 Customer Testing	445 days
950	16.1 Test Plans Scripts	1 day
955	Deliverable 16.1.2 Sign Off - Test Plan Scripts - Phase 2	1 day
956	Conduct Testing Team Training	1 day
957	16.2 Integration / Parallel Testing	445 days
1001	Deliverable 16.2.2 Sign Off - Integration / Parallel Testing - Phase 2	1 day
1002	16.3 User Verification Testing (Optional - Customer)	1 day
1009	Deliverable 16.3.2 Sign Off - User Verificatio Testing - Phase 2	1 day
1010	Go Live	1 day
1011	17.0 Cutover Plan	1 day
1017	Deliverable 17.0.2 Sign Off - Cutover Plan - Phase 2	1 day
1018	18.0 Go Live / Post Live	1 day
1019	18.1.2 Go Live Declaration Letter	1 day
1024	Deliverable 18.1.2 Sign Off - Go Live Declaration Letter - Phase 2	1 day
1025	18.2.2 Post Live Support	1 day
1030	Deliverable 18.2.2 Sign Off - Go Live Declaration Letter - Phase 2	1 day
1031	Project Close Out	1 day
1032	19.0 Project Close Out	1 day
1033	Create Project Close Report	1 day
1034	Customer reviews Project Close Report	1 day
1035	Modify Project Close Out Report as needed	1 day
1036	Customer Signs Project Close Out Report	1 day
1037	SunGard Schedule Handoff Call with SunGard Support	1 day
1038	Handoff Call with SunGard Support	1 day
1039	SunGard Provide Deliverable Sign Off	1 day
1040	Customer Reviews and Signs Deliverable	1 day
1041	Deliverable 19.0 Sign Off - Project Close Out	1 day

6.2 Project Management Approach

SunGard uses a pragmatic and client-friendly project management style evolved from years of experience managing both small and large local government software projects. We set clear and concise deliverables for every step of the process and adapt our project management reporting procedures to the County's needs.

SunGard's PMs are trained and certified in Project Management Body of Knowledge (PMBOK) practices. Our professional experience, combined with local government and ONESolution application expertise, make us uniquely qualified to efficiently and effectively meet your needs.

Initial project management activities include the development of a detailed project schedule. This schedule indicates the activities, tasks, deliverables, and milestones required for the project team to accomplish their assigned work. The schedule is Microsoft Project or Excel-based and is maintained and updated throughout the lifecycle of the project. Your designated PM provides you with detailed status reports as well as an ongoing implementation issues list. Status reports show progress against key implementation milestones and identify risk relative to completing future deliverables.

Risk management planning is vital to a successful implementation. SunGard's risk management plan incorporates early identification of potential project risks, their likelihood, and their potential severity. An owner is assigned and a plan is created for each significant risk and includes a strategy for risk elimination, mitigation, and contingency.

Another critical component of success is communication. SunGard assists the County with creating a communication plan identifying internal and external stakeholders; it details messages they need to receive, how often messages should be sent, and in what medium. After the plan is established, a calendar is used to create specific communications tasks for the PM.

An Issues Log is the central repository for all issues to be entered, tracked, and managed to resolution. Additionally, the log contains a tab to document key project decisions. The Issues Log is a Microsoft Excel spreadsheet accessible by all project stakeholders. The log is an effective tool to foster a collaborative environment.

Your SunGard PM conducts weekly meetings throughout the implementation. Members of the implementation team, including both PMs, functional leads, and other staff as needed, typically participate in the meetings. The agenda is driven by the Issues Log. SunGard's use of Microsoft Project Server provides the County and SunGard's team with access to all project documents.

Implementation of any ERP requires change throughout the organization. Change may impact systems, work processes, and people at all levels. SunGard has experience managing large software implementations and has a proven change management methodology. The vision, leadership, and buy-in of key County stakeholders and staff are vital to manage change during a software implementation.

Several strategies facilitate successful change:

- Vision – County leadership must create a vision for the new system and share it with the entire organization.
- Communication – SunGard’s communication plan details who, what, when, and how to communicate project information.
- Involvement – Executive and stakeholder participation during the process reduces resistance and creates excitement for the vision.
- Leadership – Direction and guidance at all levels of the County help staff embrace and engage change.

SunGard helps you create a training and communication plan early on. Throughout implementation, SunGard’s PM and consultants provide support and coaching for affected individuals. Our proven methodology of building support, addressing resistance, and developing required knowledge lets you successfully implement change.

We are committed to ensuring all of our products work reliably and are fully implemented and backed by knowledgeable and available support staff. Our customers receive extensive training to get maximum benefits from ONESolution.

Implementation Tasks and Activities

The proposed comprehensive implementation services solution is designed to meet your organization’s functional and implementation requirements. The following required professional services ensure these goals are met:

- Project management
- Onsite consulting and training
- Remote installation
- Data conversion
- Business process review
- Integration services
- Reporting and analysis tools
- Ongoing maintenance and support services

SunGard’s products are backed by knowledgeable and accessible support staff who train your users to get the maximum benefit from ONESolution.

The following sections describe the five phases of implementation from contract signing through post-Go Live support. Each section includes key deliverables and task outcomes as well as the roles of the County and SunGard.

Phase 1: Initiating All work establishing the project's basic infrastructure and scope occurs during Project Initiation. Together, we establish the project plan and team, confirm resources and site facilities, order and construct the technical system (hardware, software, etc.), confirm the expected use of software functionality, identify all development programming work to be done, and perform initial consulting. A charter document is created to detail how implementation is structured, including goals and expected outcomes.

Table 6.2.1 Major Activities and Roles Associated with Stage 1

MAJOR ACTIVITIES IN PHASE	BOONE COUNTY ROLE	SUNGARD ROLE
Kick-off Meeting	Kick off project in meeting with steering committee, project team, and SunGard PM	Take lead on agenda and participate in kick-off meeting
Project Schedule	Provide SunGard PM with blackout dates and all information related to times when staff is unavailable. Validate all major deliverables	Create project plan including detailed tasks, dependencies, and milestones
Hardware Procurement	Procure hardware required to run ONESolution	Provide hardware specifications

Outcome:

- ONESolution project kicked off
- Scope, project planning, and tasks clearly defined

Deliverables:

- Kick-off Meeting
- Project plan
- Hardware procurement

Phase 2: Planning Key requirement decisions are processed, confirmed, and reviewed at this time. The technical system is tested for basic operation at your site. Functional business requirements are recognized in order to dictate software configuration. Detailed specifications for each item included in the development scope are produced, giving clear direction to programmers. Planning begins for developing an end-user training program, including materials and a general training schedule.

Table 6.2.2 Major Activities and Roles Associated with Stage 2

MAJOR ACTIVITIES IN PHASE	BOONE COUNTY ROLE	SUNGARD ROLE
Business Process Design (BPR)	Provide key processes to review and attend work sessions with SunGard staff. Executive sponsor to sign off on final process recommendations	Attend work sessions and provide written best practice recommendations
ONESolution Install	Procure hardware Provide SunGard with access to environment	Perform technical steps to install ONESolution
Customer Configuration Decisions	Provide business requirements and participate in design sessions with SunGard consultants	Guide the County on options and best practices for configuration of ONESolution Document the decisions
Define Interface and Data Conversion requirements	Confirm data conversion requirements Document interface requirements	Advise the County on best practices related to converting data Define standard interface files and determine if any development is required

Outcome:

- SunGard and the County analyze business processes and finalize system process design
- Application configuration decisions are completed and documented by SunGard and the County
- ONESolution is installed in the County's environment
- Data to convert is agreed upon and documented

Deliverables:

- Written BPR findings and report
- Configuration requirements and decisions
- Data conversion and interface decisions
- Complete installation of ONESolution in pre-production account

Phase 3: Executing The functional team configures applications to perform as identified in the Planning Phase. Each application is tested to ensure functionality meets requirements (unit test). The technical team reinforces procedures to refresh and restore data, manage database versions, etc. Programs are written to perform data conversions if standard conversion upload templates do not meet requirements, and interfaces are built if required. Project management pays particular attention to organizational preparedness, a cutover plan, and the multiple detailed configuration items being finalized.

Table 6.2.3 Major Activities and Roles Associated with Stage 3

The SunGard and County core teams begin creating end-user training materials and schedule initial classes, with the goal of getting all end users proficient in ONESolution.

MAJOR ACTIVITIES IN PHASE	BOONE COUNTY ROLE	SUNGARD ROLE
Configure Applications	Participate with SunGard to configure and set up applications per requirements outlined during Design Phase deliverables	Lead the configuration and setup for all applications per requirements outlined during Design Phase deliverables
Data Conversion	Clean and scrub legacy data Export data from legacy systems to SunGard-required format	Advise the County on data formats Train or run standard utilities if applicable Develop conversion programs, if necessary, and standard utilities are not available
Reports Built	Provide specifications and requirements for reports	Build agreed upon reports with Analytics based on provided specifications
Unit Testing	Work with SunGard consultants to test individual applications after configuration and setup	Lead testing of applications and prototype

Outcome:

- Setup and configuration completed, documented, and ready for individual unit testing
- Unit test done with test plans completed
- Standard workflow models are completed
- Data converted
- Priority 1 Go Live reports built

Deliverables:

- Completed configuration decisions document and conversion templates with data converted
- System configuration and setup complete
- Unit testing plans complete

Phase 4: Controlling To prepare for Go Live, integration testing is performed to follow up on Build Phase unit testing. Integration testing examines functionality between applications as determined by the flow of your county's business processes. The SunGard functional team prepares your staff to receive exceptional service from our Help Desk for Go Live and beyond.

Development programs are tested to ensure interfaces run correctly and all necessary legacy data is converted. Training occurs with staff members identified in the end-user training plan to ensure smooth day-to-day functions in ONESolution. Your technical team supports a variety of project team requirements, such as refreshing training data, installing software on end-users' PCs, and ensuring printers are functional.

The Project Management team oversees multiple final tasks, including a cutover plan, to ensure the Go Live date is kept on track.

Table 6.2.4 Major Activities and Roles Associated with Stage 4

MAJOR ACTIVITIES IN PHASE	BOONE COUNTY ROLE	SUNGARD ROLE
Core User Overviews and Training	Attend training for project leads and Subject Matter Experts (SMEs)	Lead training
Create Integration and Parallel Testing Plan	Identify key processes for testing	Supply sample test plans and assist in creating test plans
Integration and Parallel Testing	Lead testing of all critical processes	Support the County in testing all critical processes
End-User Training Plan	Identify end users, training needs, trainers, and end-user training schedule	Support the County with training needs, topics, and schedule
End-User Guides and Training material	Create training guides specific to County processes	Supply current samples and support the County in materials creation
End-User Training	Conduct classroom training	Support the County during classroom training
Go Live Readiness	Complete checklist, acknowledge no showstoppers and readiness to cutover and Go Live on ONESolution	Address any showstoppers or blocks to Go Live
Cutover Plan	Work with SunGard PM to identify all steps to cutover to Go Live Take lead on communication to the County stakeholders	Assist the County with the technical components of Go Live

Outcome:

- Final Data is migrated to ONESolution and validated. All steps to successfully conduct final Go Live are documented and preserved.
- End-user training guides and classroom training completed so users are ready to engage the ONESolution system.
- County staff trained on ONESolution core applications.
- Test plan steps completed and outcomes documented.
- ONESolution is fully validated and approved for Go Live by County functional leads.

Deliverables:

- Integration and parallel tests complete
- Core team trained on ONESolution
- End users trained
- Final data conversions completed

Phase 5: Go Live Setup, configuration, training, and testing are complete and ONESolution is ready to Go Live. SunGard staff are onsite to help the County staff maximize implementation.

Table 6.2.5 Major Activities and Roles Associated with Stage 5

MAJOR ACTIVITIES IN PHASE	BOONE COUNTY ROLE	SUNGARD ROLE
Go Live: final conversion of data and run of cutover plan	Conduct all responsibilities as outlined in cutover plan	Support County in all aspects of Go Live

Outcome:

- Final data is migrated to ONESolution and validated
- Steps to successfully conduct Go Live documented and preserved

Deliverables:

- The County goes live on ONESolution
- Go Live Declaration Letter

Post-Go Live After Go Live, functional consultants continue to support your team through specific first-time uses of the software, such as your first check run and close. Our technical team monitors your system's performance during its first month of production, paying particular attention to database performance. The development team is available for assistance as your interfaces, forms, and reports are used in production. Project management focuses on the Issues Log to tackle any unexpected production issues, although these are minimized by the previous thorough integration testing.

Perhaps most importantly, the County begins to use SunGard's Help Desk services, which act as a guide for any additional support you need.

Table 6.2.6 Major Activities and Roles Associated with Stage 6

MAJOR ACTIVITIES IN PHASE	BOONE COUNTY ROLE	SUNGARD ROLE
Post-Go Live Validation	Validate production environment. Take lead on running all processes in the new live environment	Validate production environment and support the County in their first run through of all critical processes
Post-Go Live Support	Use the new system as designed and identify areas where SunGard assistance is necessary	Support County with designed system. Support the County after Go Live to assist with training, issue resolution, and refining system setup as necessary, this includes all major areas: Reports, Workflow, Interfaces, etc.

Outcome:

ONESolution is operating in full production and supported by County staff

Deliverable:

Effectively run ONESolution based on requirements and system design

7.8 Project Management Approach Form

1.	How does the Vendor plan to manage the vast amount of material that is produced during the project through potential solutions such as a collaboration environment?
	<p>SunGard works with the County to identify an agreed upon shared location for all documentation related to implementation deliverables. It is critical that each document has an agreed upon master version so that multiple versions of the same document are not introduced into the process.</p> <p>SunGard uses Project Server, which offers a robust platform for document sharing. SunGard creates a project site when the first project schedule is published. This site becomes the repository for all documents and information related to the project. The solution also supports OneNote, which is used to manage project meeting minutes, agendas, and action item lists.</p>
2.	Provide specific information on project close-out activities to transition support to the County.
	<p>Transition from the SunGard Implementation Team to the County occurs throughout the course of the implementation and is driven by the following activities:</p> <ol style="list-style-type: none"> 1. Full documentation of set up decisions through the use of Client Configuration Decisions. 2. Documentation involving the County's Implementation team in all system set up and configuration so the County staff has the knowledge and skills to maintain and update the system going forward. 3. Train-the-trainer approach to end-user training. This ensures County staff fully understand the processes relative to the County's use of the system. 4. Hand-off from the SunGard Implementation Team to the SunGard Support Team to facilitate ongoing support by the County post-Go Live. 5. Hand-off from the SunGard PM to a SunGard Client Success Executive (CSE) to provide a single point of contact for the County's non-product related questions and an escalation point for any issue, if needed. <p>Client Configuration Decisions are captured in a series of configuration survey documents incorporated into Business Practice Workbook; a working document throughout the life of the project. Initiated and tracked by Project Management on the SunGard side, a Senior Consultant facilitates meetings with the County's implementation team and subject matter experts to gather the required configuration information. As the project progresses, the workbook transitions in ownership to the County.</p> <p>Configurations are a product of collaboration and shared decision-making. The County completes much of the system configuration through homework activities assigned to the County following the knowledge transfer. Check-ins between the Consultant and the County occur periodically to assure there is a good understanding of the material and the implementation is progressing well.</p>

3.	How will project management be resourced?
	<p>SunGard proposes a PM who is onsite for one week a month with the option of moving an onsite week to remote as needed. The following is a description of the proposed service:</p> <ul style="list-style-type: none">• Collaborate with the County to build a project schedule based on the contract and SOW.• Drive tasks to timely and quality completion, fulfilling Go Live dates as indicated in the project schedule; update the schedule on a weekly or bi-weekly basis.• Support the County's PM in monitoring and reporting overall implementation progress (duties of both the County and SunGard).• Monitor and report progress on SunGard's responsibilities.• Immediately notify the County PM and Project Sponsor of any issue that could delay the project.• Fulfill all SunGard project deliverables outlined in the SOW.• Facilitate weekly status meetings. Provide agendas and status reports.• Maintain risk and issues logs.• Secure resources according to the project schedule.• Facilitate coordination between all SunGard departments to meet customer requirements.• Monitor the work plan and schedule and make course corrections as necessary.• Serve as the point person, or first escalation point, for all project issues.• Provide issue resolution status, tracking, and procedures.

6.3 Hardware, Software & Storage Design and Installation Consulting

SunGard works with your technical team to develop appropriate hardware sizing and configuration given the applications purchased and the number of users anticipated. We ensure the hardware delivers the needed system performance to support your business requirements. Once the hardware is installed, SunGard Installation Services remotely installs the software components.

If the County selects the premise-based solution, backup and recovery are the responsibility of the County's IT department. SunGard's solution architects work with the County to recommend a backup and recovery product and process.

6.4 Data Conversion Plan

SunGard has a comprehensive and complete data conversion service and we have provided this service to users of varying platforms since 1981. We help you explore all viable alternatives before you make a conversion decision. Our goal is to ensure the implementation process, especially the conversion, is as timely and cost-effective as possible.

1. Describe your general approach towards data conversion and how you would work with the County to conclude on what should be converted.

Response: SunGard has significant knowledge and experience assisting clients with data conversion efforts. The County works closely with our consulting staff to outline and define legacy data requirements. In many cases, we empower the County and the project team to manage data conversion efforts via mapping and uploading data into standard utilities. For more complex conversion tasks, a team of developers converts the data using scripts and a variety of tools to support the process. Customers considering ERP conversions are encouraged to review and have data in good order to prepare for a conversion. A conversion is not required; clients may choose to start with stored data using a third-party solution. SunGard maintains a relationship with third-party service providers.

SunGard consultants assist you in determining which years of historical data to convert. Having up to five years of data allows the County to pull information from one system rather than referencing the legacy system or archived data. We simplified the conversion process by writing utilities to allow our customers to convert many types of data including financial transactions, account balances, summary data, history, vendors, and employee demographics. The methodology is cost effective and gives our customers the historical data needed to run their business. Data conversion templates are provided by SunGard and our consultants work with your team to map the legacy data to the ONESolution tables and fields. SunGard provides utilities to upload the data into ONESolution, which is then verified by the County and SunGard consultants. These steps are followed as part of our data conversion process:

- Based on the utilities provided and consultations with SunGard, the County decides what data and how much data to convert. In some cases, it is more effective to manually enter certain data as a training exercise.
- SunGard consultants work with the County to take a small subset of data and map it to conform to our supplied templates.
- Once the subset of data is mapped, the utility is run and data is uploaded to ONESolution. This subset of data is confirmed and validated by the County. If necessary, the templates are adjusted and the utilities re-run until the data in ONESolution is correct.
- After the subset of data is verified, the entire data set is downloaded from the legacy system and run through the utility, uploaded into ONESolution, and validated.

Our approach gives the County more control over the process. Legacy data gets into the system faster and earlier in the project, allowing training and report development to take place with the County data. Additionally, these templates and utilities can be used by the County after ONESolution Go Live to convert other historical data.

Table 6.4.1 – Data Conversion Process

When SunGard is engaged to convert data using SunGard standard file upload utilities, the process flows as outlined in this chart:

TASK	SUNGARD ROLE	BOONE COUNTY ROLE
1. Create scoping document. Determine the data to be converted for all applications	Provide input on scope and advise the County on best practices related to converting data	Provide input and requirements for data conversion
2. SunGard and the County meet to discuss task specifics so both parties have full understanding	Lead task	Participate in discovery and make decisions
3. SunGard to provide file upload template to the County	Provide input and answer questions if necessary	None
4. SunGard and the County work to complete the mapping of the fields for all applications and the SunGard upload template as appropriate	Lead mapping for upload template	Provide input and answer questions if necessary
5. The County reviews and approves mapping	Revise mapping as necessary	Review mapping and provide feedback
6. Complete the mapping spreadsheet and provide data from legacy system	Assist in mapping	Provide data from legacy system in SunGard required formats
7. Run the file upload utility and train the County staff on the process for running program.	Deliver file upload utility and train the County staff on program	Provide staff to be trained on program
8. Test and validate with results and reporting of discrepancies	Support the County in running utility programs	Test and validate data
9. Adjust file upload mapping for Financials suite	Support the County in revising the mapping template	Adjust mapping template
10. Repeat steps 8 and 9 until sign-off in step 11		
11. The County signs off on completion	None	Sign-off

2. Please describe your organization's recommended approach toward retention of legacy data.

Response: The decision about how much historical data to move to the new system is done on a case-by-case basis. SunGard's solution can store as much or as little legacy data as required. The key decision factors are availability to access data from the legacy system, level of effort to move the data to the new system, and the quality of the data in the legacy system. Additionally, the County may have retention policies that dictate the amount and types of data which have to be retained.

3. Describe your system's approach to reporting across all data in the system including archived or offline data.

Response: SunGard Analytics provides a complete reporting and analytics platform that allows users to access, query, and analyze data from any database they have, as the licensing we provide allows access to all County-owned data.

County staff can run reports on a scheduled basis and distribute automatically to any desired distribution and in multiple format types such as Excel, PDF, HTML, MHT and more.

Users have offline access via mobile on virtually every tablet and smart device on the market. There are native applications for iPad and Blackberry and easy access via browser to Android, iPhone, and Symbian devices.

6.5 Report Development

ONESolution offers the County a complete solution for all components of the reporting lifecycle. Our solution provides collaborative reporting; enterprise-wide report types, and reports that can be authored once and consumed anywhere.

SunGard recommends the County review their current reporting requirements to identify the must-have reports that need to be present in the new system at the time of Go Live. This list of reports is then compared to the standard reports provided with the system to identify those reports that can be created by modifying an existing report and which reports must be written from scratch.

1. Description of various methods of reporting including Business Intelligence.

Response: A robust selection of reports is available for all applications in the ONESolution suites. The ONESolution system contains:

- SunGard Analytics reports – Standard reports created with SunGard’s data sets and IBM’s Cognos Business Intelligence application. These reports can be modified by the user.
- Fixed format and Advanced Reporting through ad hoc reports – Menu-driven reports with extensive sorting and selection options.

These reports provide the highest level of reporting usability, functionality, and flexibility. They allow users to create virtually any type of report or statement needed. As long as the data is stored in the system, the reporting tool can access it to create customized reports or statements. This reporting functionality enables users to build ad hoc reports that range from simple column-list queries to advanced budget books. These reports have the capability to drill down to understand details, are flexible; and can be designed to view multiple perspectives from the same report. The County can use these reports as is or modify them to fit your needs. Implementation includes training on report authoring and the configuration of key reports. This proposal includes a significant number of hours for custom reports.

Advanced Reporting powered by TM1 provides a new, innovative user experience that expands traditional Business Intelligence (BI) by enabling users to access and analyze information they need in order to make smarter, better and informed decisions through:

- Query and reporting
- Scorecards
- Dashboards
- Mobile BI
- Real-time Monitoring
- Collaborative BI
- Extending BI via Microsoft Office
- Statistics

Because ONESolution is a single, integrated, enterprise business intelligence product constructed around a Service-Oriented Architecture (SOA) platform, it simplifies deployment and increases access and usability within the organization. This enables easy sharing of reports, dashboards and other published content between users.

This proposal also includes ONESolution CAFR Constructor. Powered by Cognos Disclosure Management (CDM) and tightly integrated with the ONESolution Financials database, CAFR Constructor uses your data and SunGard's templates to produce your consolidated annual financial report (CAFR). CAFR Constructor automates much of the report creation, reduces the cost of production, increases accuracy, and reduces effort.

2. Methods for the County to identify, specify, and develop required custom County reports during the implementation.

Response: During the needs analysis and operational redesign session, SunGard will work with the County to review their current reporting requirements to identify the must-have reports that need to be present in the new system at the time of Go Live. This list of reports is then compared to the sample reports provided with the system to identify those reports that can be created by modifying an existing report and which reports must be written from scratch. Out of this analysis, SunGard and the County will build a reporting plan that will identify the report priority, timing, status, and owner of each report to make sure they are tracked through to completion. Training on the report writers is included in the implementation.

7.9 Report Development Form

1.	What is the query tool and report writer that Vendor is proposing?
	<p>ONESolution uses SunGard Public SunGard Analytics report writer. Users can create virtually any type of report or statement necessary with this tool. This reporting tool can access any data stored in the system to create customized reports or statements. With SunGard Analytics, users can build ad hoc reports ranging from simple, column-list queries to advanced, multi-page layouts. These reports can be used to drill-down to detail/transaction level records designed to show information in multiple perspectives within the same report. Additionally, the ONESolution applications contain extensive built-in query and search capabilities.</p>
2.	What reports are available out of the box? Provide a list and samples at the end of this section.
	<p>SunGard has many standard reports available for its software applications. Please refer to the list of the standard reports provided at the end of this section.</p>
3.	Describe your process for determining the scope of what reports will have to be developed (not out-of-the-box) and what effort it will take to develop and test them?
	<p>During each phase of the project, SunGard works with the County to build a report plan that identifies which reports need to be developed for the project. SunGard staff review all standard reports with the County and as part of the plan, do a fit/gap analysis to see which reports are required but not included as part of our standard reports. From this list, it's determined who develops the needed reports along with timeline and level of effort. SunGard's proposal includes a significant number of hours to develop and deliver custom reports for the County. It is also SunGard's intent to help staff develop the requisite report writing skills to also be able to develop and/or modify reports on an ongoing basis so the County is not dependent on SunGard for all future development.</p>
4.	It is expected that the system will provide the ability for end-user querying and reporting to be performed without impacting the performance of the transactional system. Does your proposal meet this expectation?
	<p>SunGard meets this expectation and will work with you to determine the optimal hardware configuration needed to support it.</p>

Reports Listing

A robust selection of reports is available for all applications within the ONESolution Financials and HR/PY suites. These reports provide the highest level of reporting usability, functionality, and flexibility.

Names of sample reports built using one of the following tools are provided here:

- SunGard Analytics reports – standard reports created with SunGard’s data sets and IBM’s Cognos Business Intelligence application; these reports can be modified by the user.
- Click, Drag, and Drill (CDD) reports – standard reports that can be modified by the user.
- Fixed Format reports – menu-driven reports with extensive sorting and selection options.

SunGard Analytics

SunGard Analytics, powered by Cognos Business Intelligence, includes a combination of sample reports and data sets for use in developing customer-specific reports. If an existing report does not exactly match your requirements, reports can be easily modified or you can create a new report. SunGard hosts a website where users can collaborate and share reports. Training on report writing is provided during implementation. Following is a list of the reports and data sets provided with a standard installation. Reporting writing services are available from SunGard for an additional charge.

ONESolution Financials

Account Activity Listing with Budget and Encumbrances	Listing of all Keys with Objects
Accounts Payable by Due Date	Object Code Information
Accounts Payable Reconciliation	Object Group Codes
All Checks Register	Open Encumbrances
AP Check Register	Org Keys and Parts
AP Reconciliation by Fund	Organization Key Information
Balance Sheet	Organization Part Codes
Budget Chart of Accounts	Outstanding Check Register
Budget to Actual	Person/Entity Listing
Budget to Actual (Annual Budget)	Person/Entity Listing with AP Transactions
Cash Receipts and Disbursements	PO Status Report
Chart of Accounts	Reconciled Check Register by Check Date
Consolidated Check Register	Revenue Report
Detail Budget Report	Statement of Cash Receipts
Detail Trial Balance	Statement of Expenditures and Encumbrances
Encumbrance Master Listing by Account	Statement of Expenditures and Encumbrances (Annual Budget)
Encumbrance Master Listing by PO	Statement of Revenues
Expenditures Over Budget	Summary of Revenues and Expenses
General Ledger Activity Listing	Trial Balance
General Ledger Activity Summary	Vendor Activity Listing
GL Transaction Listing	Void Check Register by Check Date
Income Statement	Void Check Register by Void Date
Income Statement by Period	

ONESolution Human Resources/Payroll

Affordable Care Act (ACA) Analysis (pyt trans)
 Annual Benefits Report
 Applicants by Qualifications
 Citizenship Verification by Name
 Employee Assignment History
 Employee Directory Report
 Employee Turnover Statistics
 Federal Form 941
 License and Certification Report

OSHA 300
 OSHA 300A
 OSHA 301
 OSHA Employee Incident Report
 OSHA Injury Report
 Position Staffing Report
 Seniority Report
 Veterans Status 100

ONESolution Financials – Data Sets

Accounts Receivable
 Accounts Receivable Code Definitions
 AP with PE Details
 Budget
 Budget Chart of Accounts
 Budget Driven Financial Statements
 Cash Receipts
 Chart of Accounts
 Contract Management

Disbursements
 Disbursements with AP Detail
 Financial Statements
 Financial Statement (Combined Ledgers)
 Fixed Assets
 Grants Management
 Person/Entity Information
 Procurement
 Vendor Information

ONESolution Human Resources/Payroll – Data Sets

All Employee Assignments
 All Employee Data
 Applicant Tracking
 Benefit Assignments
 Education and Skills
 Employee Online
 HR Code Tables
 HR Definitions
 HR System Set Up
 Master Demographics
 Miscellaneous CDH
 Miscellaneous Tracking
 Payroll Codes
 Payroll Definitions

Payroll Employee Accumulators
 Payroll Employee Information
 Payroll Encumbrance Details
 Payroll History
 Payroll Subledger
 Payroll Timecard Information
 Performance
 Performance and Salary
 Personal Information
 Position and Compensation
 Position Budget
 Taxes
 Workers Comp
 Year End W2 Definitions

ONESolution Unformatted Packages – Data Sets

CDM Account Information
 CDM Budget
 CDM Transactions

Click, Drag, and Drill Sample

The following sample reports are provided with the ONESolution Financials and HR/PY suites. These reports are created with SunGard's Click, Drag, and Drill (CDD) ad hoc reporting tool. If an existing sample report does not exactly match your requirements, reports can be easily modified. Training on modifying sample CDD reports can be provided during implementation. Following is a list of the reports provided with a standard installation. Reporting writing services are available from SunGard for an additional charge.

ONESolution Financials

Aging	Multi-View with Drill Down to Invoice Summary
Aging by ID	Text
Aging by Name	Multi-View with Drill Down to Term Summary
Award Details	Multi-View with Drill Down to Transaction Listing
Award Modification Listing	Multi-View with Drill Down to Transaction Listing with Text
Batch Status	Multi-View with Drill Down to Transaction Summary by ID
Billing Information Sorted by ID	Notes Detail
Billing Information Sorted by Name	Object Code
Budget Changes	Object Group Codes
Budget Details	Object within Fund
Budget History	Order Entry Information
Budget Listing	Order Item Information
Budget to Actual	Order Status Summary
Budget to Actual with Encumbrances	Orders Ready for the Warehouse
Budget to Actual with Encumbrances by Key and Object	Organization Key Information
Budget Worksheet	Organization Keys & Parts
Category Numeric Information by ID	Organization Part Codes
Category Numeric Information by Name	Original Contract Plus Amendments to Current Contract Amount
Category Numeric by ID	Outstanding Checks List
Category Numeric by Name	Outstanding Checks
Check ID & Number Ordered	Outstanding Deposits
Codes - Calculations	Outstanding Invoices (Not Paid) by Vendor
Codes - Categories	Payee Ordered Format by ID
Codes - Divisions	Payee Ordered Format by Name
Codes - Finance	Payee - Short Format
Codes - Misc.	Payee - Verbose Format
Codes - Pay Type	Physical Inventory by Location
Codes - Status	Project Listing Sorted by Project Number
Codes - Terms	Proposal Details
Compliance Details	Recurring Calculation Details Listing
Consolidated Address Listing	Recurring Calculation Details Listing with Drill Down
Consolidated Check Register	Recurring Calculation Listing
Consolidated Exception	SI Year End Value
Contract Management Compliance	
Contract Management Expense Encumbrance Status	

Contract Management Status	Smart Aging
Contract Management Transactions	Statement of Revenues (Annual Budget)
Cost Sharing	Status Inquiry
Customer Order	Stores Activity (By Product ID)
Deposit Listing Detail	Stores Inventory for the End User
Deposit Listing Summary	Stores Inventory Summary
Depreciation History	Summary Budgets by Fund
Division Code	Summary by Account
Division Listing	Summary by Reference (PO#)
Fixed Asset Code Information	Summary
Fixed Asset General	Summary by ID
Fund Summary	Summary by Name
Funding Source	Summary by PE ID
Gain/Loss Calculator	Summary by PE Name
General Information	Text by ID
General	Text by Name
Grant Budget Listing	Transaction Detail
Grant Budget to Actuals with Encumbrances by Fully Qualified Account	Transaction Detail by Vendor ID
Grant Budget to Actuals with Encumbrances by Key and Object	Transaction Detail by Vendor Name
Inventory Catalog by Warehouse	Transaction Detail
Inventory Information	Transaction
Invoices in Approval	Transactions – New First
Invoices with Errors in APOHININ Process	Transactions - Old First
Item Information	Transactions by Account
JL Transaction Detail	Transactions by Account
Keys within Objects	Transactions by Batch ID
Maintenance & Improvements History	Transactions by ID
Master Listing	Transactions by Job Number
Multi-View	Transactions by Key and Object
Multi-View with Drill Down to Account ID Text	Transactions by Name
Multi-View with Drill Down to Account Information	Transactions by Object and Key Review
Multi-View with Drill Down to Address Information	Transactions by Reference (PO#)
Multi-View with Drill Down to AR Aging Information	Transactions within Keys
Multi-View with Drill Down to AR Calculation Codes	Trial Balance Summary
Multi-View with Drill Down to Division and Term Summary	Un-posted Batches/Invoices
Multi-View with Drill Down to Division Summary	Un-posted Batches/Invoices with Drill Down
	Un-posted Budget Sets
	Un-posted JE Sets
	Un-posted JE Sets with Drill Down

ONESolution Human Resources/Payroll

Affordable Care Act (ACA) Analysis	Employees
Applicant Master Inquiry by Requisition Number	Employees by Position
Applicant Scores	Employment Verification
Applicants by Requisition	Entity Specific Codes by Entity and Code ID
Applicants Hired for a Requisition	Hurdle Score Sums
Attendance Roster	Hurdle Scores by Requisition
Authorized Positions	Job Codes
Bank Codes	Key & Objects Not in GL
Bargain Unit Codes	Licenses, Skills, Training & Education
Benefit Codes	Location Codes
Calendar	Model Comparison
Contributions/Deductions/Hours	Model by Fund/Key/Employee/Object
Contributions/Deductions/Hours with Drill Down to Calculation Source	Model by Fund/Key/Object
Course Information	Model by Fund/Key/Object/Employee
Course Information with Prerequisite Drill Down	Model by Key/Object/Employee
Course Information with Registration Drill Down	Model by Position/Fund/Key/Object
Course Information with Schedule Drill Down	Non-Entity Specific Codes by Code ID
Course Summary	Participant Transcript
Course Summary with Course Details Drill Down	Pay Class Definition
Direct Deposits by Bank	Pay Period Definition
Education	Pay Periods
EEO	Pay Related Contributions
Employee Age List	PCN/Position Table by Entity & Position
Employee Benefits	PCN/Position Table by Entity, PCN, & Position
Employee Definition by ID	Performance, Grievances & Disciplinary Action
Employee Definition by Name	Position Budgeting By Key, Object, Employee
Employee Demographics Review	Position Budgeting By Position, Employee
Employee Mailing Labels	Position Budgeting Model Comparison By Department, Position, and Employee
Employee Mandatory Assignments	Position Budgeting Model Comparison By Fund, Dept.
Employee New Hires	Position Budgeting Model by Fund Key
Employee Online Changes to Direct Deposit	Print Model Information
Employee Online Changes to EMPMSTR	Registration
Employee Online Changes to Mandatory Assignments	Salary Listing
Employee Online Transactions Waiting Approval	Salary Schedule Codes
Employee Pay Assignments by Bargain Unit	Salary Schedules by Step and Range
Employee Pay Assignments by Index Key	Standard Time Card Proof (PYTC)
Employee Pay Assignments by Name	Supervisor Time Entry (IFPY)
Employee Pay Assignments by Pay Class	Timecard Set Proof
Employee Pay History	Tracking Information
Employee Personal Information	Vendor Codes
Employee Terminations	View Applicant
Employee Time Entry (IFPY)	Workers Compensation by Employee
Employee XTD Accumulator	

ONESolution Common

1099 PEID without TID
1099MISC by Name
1099MISC by PEID
Association Code Listing
Attribute
Audit Information
Audit Trails of Overrides
Cluster Information
Common Codes
Crash Messages
Drill Down to Instance Variables
Error Codes
Listing by Association Code
Listing by ID
Listing by Name
Listing by Owner ID
Listing by PE Name
Logged Job
Masks with JCL

Model Instance History
Monthly Audit Totals
Next Question Description & Program
Nucleus/Security Cont.
ONESolution Job Detail
Product Information Listing by Product ID
Production Information Listing by Description
Question Definition
Questions & Menu
Questions, Menu, & Help
Scheduled Jobs
Screen Headings
Subsystems Installed
System Default Definition
Vendors over \$5000
Workflow History Notes
Workflow Queue
Workflow Task List Items by User

Fixed Format

The following reports are provided on the screens and menus throughout the ONESolution Financials and HR/PY suites. These reports have a wide range of criteria to select the information you want to include. The report layouts cannot be altered.

ONESolution Financials

1098-T Hope/Lifetime	Item Listing
1099 Detail Transactions	Late Notices
Account Director's	Log
Account Director's General Ledger/Encumbrances	Named Totals
Detail and Summary	Non-Encumbered PPO Summary
Account Director's General Ledger/Encumbrances	Object Code Information Object Group Codes
Summary	Open Hold Batch Distribution
Account Director's with Encumbrances	Open Hold Division
Account ID/AR Division/Term	Open Purchase Orders
Account Information	Organization Key Information
Account Summary	Organization Part Code
Account Transaction Count	Outstanding Checks
Account Transactions	Outstanding Items
Account/Division	Overdue
Activity Information	Payee
Aged	PE Listing with AP Activity
Aged by Division Code	PO Status
Aged by General Ledger Account	Product Activity
Aged by Person/Entity ID	Product Catalog
Aged by Person/Entity Name	Purchase Order Summary
Aging	Purchase Request Listing
Analysis Menu	Purchase Request Proof
AP Reconciliation by Fund	Purchasing Worksheet
AP to GL Reconciliation	Quick Account Numbers
Backorder	Quotations
Balance Sheet	Receiving
Balance Sheet by Fund	Receiving Signoff Sheet
Blanket PO	Reconciliation with Encumbrances
Budget Officer Summary	Recurrent ARs
Budget to Actual	Reference
Cash Flow Statement	Reference Status
Change of Budgets	Reference Summary
Chart of Account & Budgets	Requisition Signoff Sheet
Check Register (Date Range)	Rule Logic
Client Specific	Selection Class Codes
Coded Information	Selection Class Codes
Common Codes	Special from Definition File
Consolidated Check Register	Special Operating Income
Contract Status	Special Purchase Request
Default Account Mapping	Statement Changes in Fund Balance

Deferred Charges	Statement of Cash Receipts
Deposits and Withdrawals	Statement of Changes
Deposits and Withdrawals with Encumbrance	Statement of Revenues
Depreciation	Subsystem Interface
Depreciation with Debug	Summary
Detail Activity	Summary by Division Code
Detail Trial Balance	Summary by General Ledger Account
Division Code Summary	Summary by Person/Entity Name
Division/Account/Misc.	Summary of Invoices
Effectiveness	Term Code Summary
Encumbrance	To-Date Hierarchical
Encumbrance Debug	Transaction
Encumbrance Division Listing	Transaction Activity
Entries for Payment	Transaction Balance
Expenditures and Encumbrances	Transaction File Listing
File Listing (one transaction file listing)	Transaction Information
Format Information	Transaction Listing
Free Form Text	Transactions by Division Code
General Information	Transactions by General Ledger Account
General Information and Formats	Transactions by Person/Entity
General Ledger	Transactions by Person/Entity ID
General Purchasing	Unauthorized Purchase Requests
General Structure Information	Unpaid Inventory
GL/AR Reconciliation	Unpaid Invoices
Hierarchical Budget Summary	Vendor Year-to-Date Purchases
Income and Expense	Verification
Income Statement	Warehouse Activity
Income Statement by Fund	Warehouse Catalog
Income Statement by Period	Warehouse Information
Inventory	Year End Reconciliation
Inventory Item Information	
Inventory Value	
Invoices	

ONESolution Human Resources/Payroll

941 by Employee	Leave Bal/Liability
All PYADP Registers	Leave Balance Register
Arrears Tracking	Leave Balance
Attribute Deductions	License and Certification
Bond	Multi Period Leave Balance Rpt
Calendar Definitions	Multiple Worksite
Citizenship Verification	New Tax Summary
Cluster Descriptions	OSHA 300
CNT/DED/HRS Definition	OSHA 300A
Common Code Definition	OSHA 301
Contribution Definition	OSHA Employee Incident
Contribution Registers	OSHA Injury
Deduction Definition	Pay Assignment Code Listing
Deduction Register	Pay Class Definition
Departmental Distribution	Pay Class Information
Detail Posting	Pay Period Definition
Earnings Register	Pay Period Information
EEO	Pay Register
EFT Tape	Payroll Deduction to Accounts Receivable Batch and
Electronic Fund Transfer	Payroll Deductions to AR
Employee Contribution Assignment	Period Register
Employee Deduction Assignment	Print Mailing Labels
Employee Definition	Print Timesheet
Employee Directory	Quick Check Print
Employee Information	Reconciliation
Employee Pay Assignment	Retirement
Employee Pay History	Salary Grade/Step Definition
Employee Turnover	Seniority
Employee User Defined Accumulator	Special History Listing
Employee XTD Accumulator	Tax Summary
Employee's Cost to Employer	TIAA File
Employment Security Program	Vendor
Entity Definition	Veteran's Status 100
Grant Total XTD	W4
Hour Definition	Work Schedule Definition
Job/Position Definition	Workers' Compensation

ONESolution Common

Association Codes
Attribute Information
Audit Information
Audit Trail of Overrides
Bid List File and Report
Changes Log Details
Cluster Information
Common Codes
Common Codes File Listing
Customer Information
Databases and Job Classes
Error Codes
Free Form Text Details
Job Dialogue/Running Details

Logged Job Information
Name & Address (short format)
Name and Address Details
One Line Name Format
Product Information
Product Performance Information
Program Progress Information
Screen Headings
System Default Definition
User Information
Validation and View Help
Vendor Performance Information
Vendor/Product Information

6.6 Integrations and Interfaces

The proposed ONESolution is a unified enterprise-wide suite of applications that helps users across the County exchange data. The various departments and functional organizations benefit from the integrated workflow solutions tying participants together through well-defined and managed processes that are aligned with the County's strategic and tactical goals.

ONESolution is tightly integrated with Microsoft Office applications to export and import files to Microsoft Excel. Microsoft and Adobe document creation/merge and integration is also provided. Workflow interfaces with Microsoft Outlook. The Workflow engine can send and receive emails, making it possible for people to approve items on their task list via email and hand held devices, by simply replying to the email that Workflow has sent them. This feature requires Microsoft Office 2007 or higher.

ONESolution's SOA provides seamless integration to third-party vendors. Points of integration can be performed either through inherent processes in the software or through the use of real-time interfaces developed as web services, or flat file uploads and downloads. When development efforts are required, SunGard provides services to assist our clients. We maintain a successfully proven methodology to support our clients through the discovery, development, and testing phases.

1. Describe the extent to which the various modules are integrated together versus being purchased separately and interfaced.

Response: The proposed ONESolution applications have been designed and developed from the ground up with full integration in mind. For example, all applications flow to the General Ledger. Additionally, the proposed Documents Online, Easy Laser Forms, Workflow, and the ad hoc report writing tools are designed to be completely integrated with all of the functional applications.

2. Describe your approach towards interfacing and integration with other solutions including use of specific tools, methods and standards.

Response: SunGard has a four-tier interface methodology. The methodology allows our customers to be flexible based on the best toolset that is available from their partners and third parties to share data with the ONESolution software suites.

Standard Uploads and Utilities:

The base tier is the availability to interface with ONESolution Financials using standard uploads with standard formats. These can be referred to as plug-in point interfaces. Plug-in point interfaces are expected to be similar for most agencies and are represented through tasks such as journal entry data imports. These interface formats are standard and defined by SunGard and source data is mapped to match the standard utility received by ONESolution.

Standard Interfaces:

SunGard has a product portfolio of standard interfaces to some of our third-party partners. SunGard works with the third-party to develop a standard interface that is available as a set license fee price with a maintenance component.

Fusion: SunGard's REST-based Web Services:

Fusion facilitates the connection and communication between third-party software and ONESolution via REST-based web services. With Fusion, you can share data between ONESolution and third-party or internally developed products.

Custom Interfaces:

SunGard has an engineering team that specializes in defining and developing custom solutions for configurations and/or interfaces that have special requirements or functionality. When a custom interface is required, SunGard collaborates with agencies to identify, categorize, and scope systematic and/or synchronous interfaces that adhere to software and industry best practices. There are four common methods of performing customer configuration/interfaces, these include table-driven runtime parameters (TDRP), scripting languages, custom extensions, and web services (REST). For the most part, interfaces can be real-time using web services and/or scheduled processes.

3. Describe data exchange standards (e.g. XML, Web Services, or EDI) supported or provided by your product.

Response: SunGard supports data integration and interfacing through inherent processes, web services, and file imports/exports.

4. As it pertains to the County's current technical environment described previously, identify potential issues for integrating with specific technologies that are used within the County.

Response: SunGard sees no issues associated with integrating into the County's existing IT environment.

5. If local customizations are made, do you provide any tools or assistance to easily incorporate customizations into new version/releases of your software?

Response: SunGard does not recommend local customizations. ONESolution is extremely configurable and should be able to meet your needs. In the event that it doesn't, we will consult with you and figure out a way to build modifications in the base application. If the County determines there is a need, the odds are that many of our other customers will also see the need.

6. The Microsoft Excel pricing spreadsheet contains a listing of current and/or desired County application interfaces and their likely need in a future integrated environment. Provide pricing for interfaces in the associated Microsoft Excel pricing spreadsheet.

Response: Please refer to the Cost Proposal in Section 14 of this document.

6.7 Training

To guide the County through the proposed implementation, SunGard provides a variety of resources and training formats. Our trainers are all SunGard employees who are experienced in providing the best quality service to assist our customers in meeting their business goals.

We provide a variety of training formats to facilitate knowledge transfer. This includes onsite consulting, live one-on-one and multi-customer web-based training, and eLearning self-paced studies with our virtual classroom.

Table 6.7.1 Technical, User, and Other Staff Training

Training occurs throughout the implementation and the chart below delineates different training requirements for different County staff.

CATEGORY OF EMPLOYEE	REQUIRED COURSES	TOTAL TRAINING HOURS PER EMPLOYEE
County PM	<ul style="list-style-type: none"> Implementation Methodology Training Functional Training (as required) 	Variable depending on level of involvement in day to day training
Subject Matter Experts (SMEs) and Core Implementation Team Members	<ul style="list-style-type: none"> Configuration Training Process Training 	400 – 500 *These hours will most likely be spread across multiple users covering all areas of Finance and Human Resource/Payroll.
SMEs and Core Implementation Team Members Training Decision Makers	<ul style="list-style-type: none"> Configuration Consulting 	We have included over 1300 hours for configuration and consulting. The majority of these hours will be used by the SunGard Consultant independently but the SunGard Consultant will need access to a County SME that is able to make decisions if questions arise during these hours.
Technical Resources	<ul style="list-style-type: none"> SA/DBA Technical Training Report Writing Training Workflow Training 	100 – 200
End-User Training	<ul style="list-style-type: none"> End-User Training 	40 – 60
CAFR SME	<ul style="list-style-type: none"> CAFR Set Up 	100 – 140

Training Plan

During the planning stage, a training plan is completed with the County. SunGard's standard approach is a train-the-trainer model. You select staff who embrace process improvement and understand day-to-day functions; SunGard consultants provide the knowledge and resources to equip these users to train other staff within the organization. This is a proven, practical approach for larger organizations with multiple geographic locations.

As another option, SunGard can also train all end users, as this can be effective for smaller organizations. In this scenario, SunGard trainers will provide training to all end users. We encourage you to leverage the field experience SunGard's personnel. Our team members have real-world experience from information technology and training to many facets of public administration. With diverse IT, in-depth business backgrounds, we understand technology and how it applies to your environment.

Onsite knowledge transfer sessions are primarily hands-on in which students use learned skills to perform data entry, conduct transactions, and generate reports in the various systems and modules. Functional training is predicated on the assumption that each student understands basic computer use. The County is responsible for providing any instruction necessary for personnel lacking such knowledge.

Instructors choose from several recognized methods of instruction to accomplish the stated goals of the class:

- Demonstration/action
- Lectures
- Group process – discussion, action, role playing, problem solving
- Web sessions and check-ins
- Learning aids
- Question/answer

Methods of instruction are determined by the consultant and depend on topic, class size, stated objectives, and time elements outlined within provided agendas. Consultants are also aware of the adult learning atmosphere and needs. Every effort is made to accommodate adult learners regarding phone calls, breaks, length of day, ongoing daily responsibilities, etc.

Experience indicates that best results are achieved through close relationships between the County and SunGard teams. The goal is not just to install software and teach which buttons to press on the keyboard. Trainers work beside your teams to understand the processes and tasks necessary for a successful conversion experience. The County's project personnel are expected to complete homework and stay engaged in the training process between scheduled visits and activities.

Timing is everything! Training is timed to supply the necessary skills to accomplish an upcoming task and to minimize information overload. Some information may be presented well after Go Live has occurred to allow the system to contain a significant amount of the organization's data.

Beyond traditional training services, you can contract for additional training support, such as auditing the first round of internal training. If needed, refresher courses can be provided at any point as contracted. Support during conversion, where trainers provide as-needed support to end users during the final cutover is also a common requirement.

During the project kick off, an overview of training and documentation services is provided. The assigned SunGard trainer works with the County's staff to lay out an internal training plan. The BPR occurs at this stage and consists of breakout sessions to gauge business practice outcomes and define potential use of the software.

In the interest of leaving no customer behind, additional education services are available via web conferencing, through recorded sessions, and onsite in Lake Mary. Information regarding advanced classes is distributed regularly. Users can request additional training through their sales or account managers.

Training for additional or advanced features such as template editor and upload/download utility is available at an additional cost.

Instructional Methods

Slight nuances in delivery and materials occur through the training of various applications, as each has unique functionality. Each application includes the gathering and review of configuration information. The consultant gains a basic understanding of your current business processes that is enhanced with the Business Process Review. This gives you an opportunity to consider changing processes to take advantage of ONESolution's functionality. The consultant configures applications based on your information and demonstration of current processes. ONESolution comes with some applications pre-configured. Starting with this base configuration, the consultant modifies it based on your unique needs. Once the system is configured, SunGard reviews the configuration with the project team. After approval, training begins on the base processes. Customers are introduced to maintaining and modifying configurations.

Onsite Instructor-Led Courses

A consultant travels to your site and provides hands-on training in a classroom environment. They walk your team members through the software functionality and process as identified in the agenda for the specific session.

Prior to instructor-led sessions, there are prerequisite online sessions your team members are asked to review. This sets the stage for a more effective use of a consultant's time while onsite. For example, County staff may be asked to review ONESolution navigation prior to the first onsite learning session.

Web Conference Classes

SunGard's web conference training is an internet tool for interactive training classes, presentations, seminars, meetings, and product demonstrations. Web conference training reduces your training-related expenses while allowing more of your employees to participate in training opportunities.

Participation requires internet access and a telephone. We offer both free and affordably-priced web conference training. Classes are generally one to two hours long.

Classes provided through web conference are not meant to replace the more detailed and extended instructor-led training sessions offered regionally or onsite. SunGard web conference classes focus on specific subjects and software features. Web classes are not for implementation of software applications.

On-Demand Classes

Your team members can view recorded audiovisual classes using streaming video. Like web conferences, on-demand classes are affordably priced and allow many employees within your organization to consume training resources. On-demand classes focus on specific subjects or software features. Employees can pursue knowledge building by participating in on-demand classes at any time convenient for them.

The web conference and on-demand classes are not limited to topics regarding SunGard's software solutions and services. To assist in meeting organization learning needs, these classes also cover desktop applications, business and professional development, information technology, and health and safety topics. Having a broad array of learning opportunities allows the online learning program to address learning needs of more individuals within the organization.

Continuing Education

Continuing education lets you establish new knowledge, build on existing knowledge, refresh your understanding of processes and system functions, and gain knowledge about various aspects of your software solutions. Our online education program helps you prepare for the transition from the implementation phase to the daily and evolving use of the software applications. The program facilitates a learning partnership that goes beyond education about our products and services. The learning partnership allows us to work together to address individual and organizational development needs. A combination of training methods allow you to maximize learning and minimize the financial impact. Training opportunities can be delivered onsite, at regional locations, during user groups, or via the web. Continuing Professional Education (CPE) credits are available for most instructor-led learning events.

SunGard offers electronically-delivered content as part of the continuing education process. Some e-learning techniques include computer-based training applications, streaming audiovisual content, and web conferences.

SunGard Educational Subscription Plans

Our continuing education program provides pre and post-implementation educational opportunities. These classes help you manage challenges, such as employee turnover, new employees, added responsibilities, and software and industry changes. Classes provide information about application overviews and introductions, application features, refresher information on processes, new product offerings, and technical aspects of the hardware. The following affordable

subscription plans allow you to take advantage of training opportunities to meet your continuing education needs:

- **HELP Plan** – Participate in any of the more than 500 live group web-based classes offered annually for a yearly subscription fee.
- **40 Plan** – Receive up to 40 hours of one-on-one onsite, web-based, or telephone training for a yearly subscription fee.
- **HELP+40 Plan** – Access more than 500 live group web-based classes offered annually and up to 40 hours of one-on-one onsite, web-based, or telephone training for a yearly subscription fee.
- **HELP+80 Plan** – Participate in any of the more than 500 live group web-based classes offered annually and up to 80 hours of one-on-one onsite, web-based, or telephone training for a yearly subscription fee.
- **Blended Web Learning Plan** – Access more than 500 live group web-based classes offered annually and access to more than 1,200 on demand classes for a yearly subscription fee.
- **Blended Web Learning+40 Plan** – Access more than 500 live group web-based classes offered annually, access to more than 1,200 on demand classes, and up to 40 hours of one-on-one onsite, web-based, or telephone training for a yearly subscription fee.
- **Blended Web Learning+80 Plan** – Access more than 500 live group web-based classes offered annually, access to more than 1,200 on demand classes, and up to 80 hours of one-on-one onsite, web-based, or telephone training for a yearly subscription fee.
- **Enterprise Learning Plan** – Provides clients with an organization-specific training and development website hosted and administered by SunGard. Enterprise Learning Plan clients have unlimited access to more than 500 live-group, web-based classes, any of the billable self-paced on-demand classes, and 80 hours of private onsite and one-on-one web-based customized training. Available classes include desktop applications training, business and professional development topics, and information technology classes. Customers can incorporate non-SunGard learning events and assign, track, and monitor employee learning activity.

Subscription plans allow the County to:

- Have an unlimited number of employees per connection participate in web-based classes
- Extend your employee development program through a partnership with a known solution-provider
- Participate in end-user and technical software application classes
- Participate in hardware and infrastructure technical classes
- Implement an employee development program to enhance skill and knowledge level
- Save money while participating in training opportunities
- Establish training goals for individuals, groups, and the organization such as:
 - Leadership training
 - Compliance and sexual harassment training
 - Targeted technical and end-user skill set development

7.10 Training Form

1.	What is your recommended approach to training (End-user vs. train the trainer), for this County, and why?
	<p>SunGard recommends a train-the-trainer approach. The train-the-trainer model is based on the theory that people who train others recall 90 percent of what they teach and that people quickly learn new information through trusted social networks. This also helps ensure a consistent knowledge transfer. A core group of people from the County deliver content that is specific to the way the County does business. The benefits of a train-the-trainer program include enhanced skills and knowledge for the core group, an opportunity to engage in hands-on activities, and increased asset building for the County.</p> <p>An option for end-user training is also included with this proposal.</p>
2.	What types of training documentation will be developed by the Vendor?
	<p>During the training sessions, our trainer works with the County to start to develop customized training materials based on the standard documentation that is available. Document templates will be customized as a combined effort to reflect business processes and system configuration. The County is responsible for completing documentation.</p>
3.	Describe the opportunities for ongoing training.
	<p>SunGard's continuing education program transitions organizations from implementation-phase training into the daily and evolving use of the software applications. We offer:</p> <ul style="list-style-type: none"> • Classes onsite, web-hosted, and during users' group conferences • Instructor-led as well as self-paced and on demand classes • Blended learning approach using a combination of training methods • Non-SunGard specific topics that are self-paced and on demand, such as desktop application topics (Microsoft Word, Microsoft Excel, SharePoint), information services topics (TCP/IP, HTML, Windows Server, SQL), and professional development topics (time management, project management, customer service) • Continuing Professional Education (CPE) credits are available for implementation and continuing education classes • Training from a registered sponsor with the National Registry of CPE Sponsors through National Association of State Boards of Accountancy (NASBA), access to a learning management system for class registration, monitoring education transcripts, getting guidance for training, building a development plan, and much more • Periodic business analysis service that reviews the current use of the software applications and provides recommendations about how the application is being used and how evolving organizational needs can be met through training and software solutions

4.	Describe any available options for online training material.
	<p>In addition to our traditional onsite classroom training, we provide a variety of online training formats to facilitate knowledge transfer. This includes live one-on-one and multi-customer web-based training and eLearning self-paced studies with our virtual classroom. Our implementation approach uses varied training environments to provide the most flexibility and value to our customers.</p> <ul style="list-style-type: none">• Virtual Classroom (multiple organizations): This type of training is cost effective and allows you to hear how other organizations are using the software.• Virtual One-on-One (classroom private instruction): This can be a cost effective alternative to onsite training since there are no travel expenses incurred. This type of instruction also allows training to be delivered in a smaller time frame, typically two-hour time blocks.• eLearning (online self-paced training) - These online sessions are instruction-based tutorials divided into separate topics by specific processes. These courses can be taken at any time, allowing for self-paced training.

6.8 Change Management¹ Approach

Change management services are included in this proposal as an optional service. This option provides the County with a designated Change Manager who is formally trained and certified under the Prosci® ADKAR® Model of change management.

What is change management?

- A process used by project teams to manage the people side of system, process, and organizational changes to achieve project objectives.
- A competency applied by managers and business leaders to help employees transition from the current state to the future state.
- A strategic capability to increase organizational change and accelerate change within an organization.

Consider change in the framework of a three-legged stool. The first leg is leadership/sponsorship. It represents formulating strategy and direction for an organization, and identifying required leadership to set change in motion. The second leg is project management. It represents the fundamentals of managing a project including design of work tasks and management of resources to implement change on-time and on-budget. The final leg needed to keep the stool upright is change management; the people side of the change. This leg represents the actions you take to help employees transition from the current state to the desired future state.

Why is change management important?

Resistance to change negatively affects organizations. The primary reasons for applying change management are:

1. Increase the probability of project success – avoid delays, stay within budget, and minimize the potential for failure
2. Manage employee resistance to change – avoid losing valued employees, minimize productivity loss, and provide maximum protection to customer relationships
3. Build change competency in the organization

Studies have shown that projects using effective change management processes and tools have a much greater probability of achieving their objectives on-time and on-budget. Applying change management positively impacts:

1. Speed of adoption – how quickly change is adopted and how well the project stays on schedule
2. Use – overall level of participation and ultimate use of the new processes, tools and job changes
3. Proficiency – how employees perform in the new environment

¹ Reference

Prosci Change Management Certification Program: Pre-Read Guide to Change Management Concepts, Prosci, 2014

When the people side of change is poorly managed, projects fall behind schedule, fewer employees engage in the change, proficiency levels are lower, and projects deliver a lower Return on Investment or in some cases fail completely. Conversely, using formal change management results in quicker implementation, higher adoption, and greater employee proficiency.

In addition to accelerating change in the organization and maximizing the return on investment, change management can mitigate potential negative consequences of major transitions. A natural reaction to change is resistance with an associated drop in productivity. The path your County follows depends on the effectiveness of your change management program.

SunGard believes the ADKAR Model and methodology facilitate the highest level of success when developing, deploying, and supporting large-scale public sector applications and services.

This section illustrates the philosophy behind SunGard's change management services, as well as the full spectrum of tools and activities provided to the County with this option.

SunGard's change management methodology is based on the Prosci change management process. It has three primary phases: Preparing for Change, Managing Change, and Reinforcing Change.

Phase 1: Preparing for Change. Activities in this phase prepare you and your team for change management, enable your sponsors to support the change, and help you architect a high-level change management strategy. ADKAR and other assessment instruments are employed during this process. Outputs of this phase include sizing the change profile, organizational attributes profile, change management strategy guidelines, change management team structure, and sponsor structure and responsibilities.

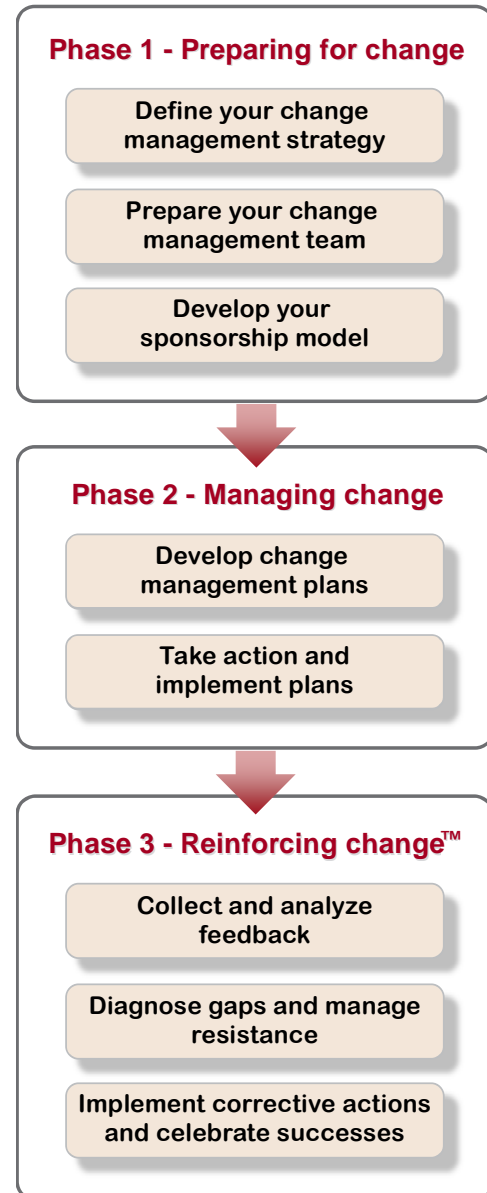


Figure 6.8.1 Prosci® 3-Phase Change Management Process

Phase 2: Managing Change. During this phase, your needs guide us through the design and implementation of your change management plans and activities. All plans and activities are customized based on the characteristics of the change and the unique attributes of your organization.

Phase 3: Reinforcing Change. Reinforcing change includes analyzing the results of your change management activities and implementing any necessary corrective actions. This focus area also includes celebrating early successes, conducting after-action reviews and transferring ownership for change management to the County.

Assessments

SunGard's organizational change management process includes the following assessments:

- Organizational attribute assessment
- Prosci impact index
- Team structure and sponsor model diagram
- Sponsor competency assessment
- Primary sponsor assessment
- ADKAR analysis
- Sponsor assessment diagram

Deliverables

SunGard's organizational change management process includes the following deliverables:

- Communications plan
- Coaching plan
- Training plan
- Sponsor roadmap
- Resistance management plan

6.9 Testing

Together, we create a testing plan including all critical scenarios that need to be run through testing processes. While there is effort for County staff to define the scenarios, the advantage is seeing and understanding the results prior to using the system in a live environment. Our experience has shown that having County staff run the tests with SunGard support allows your team to practice and use the system in a mock live environment. This reinforces the training SunGard conducts with core users. Our methodology incorporates the following types of testing during all phases of the project:

- a. System Testing:** SunGard does post-install testing on the application. Our technical team makes sure basic functionality is working prior to allowing our consultants onto the system. SunGard application experts test each module prior to starting any consulting or training.
- b. Integration Testing:** Once all modules are configured and unit-tested to make sure they meet functional requirements, SunGard assists the County with integration testing. This incorporates Workflow, Documents Online, and key reports into the application to confirm modules are integrated and working as designed. Real-life integration examples include receiving payments, applying transactions to the general ledger, and creating checks from end-to-end to verify that the entire system works together as expected.
- c. Stress/Performance Testing:** This takes place when system configuration and end-user training are complete. SunGard technical staff can be assigned to monitor the testing along with SunGard Consultants. Stress testing is done by assigning a specific time to get a large group of users on the system at the same time to ensure that system performance meets expectations. Stress testing is one of the key steps in making sure the system performs to the County's expectations.
- d. User Verification Testing (UVT):** UVT is done just prior to Go Live by the County to ensure the system meets all the functional requirements and is ready for Go Live.

6.10 Operational Redesign Approach

Our proposal includes a Business Process Review (BPR) by experienced SunGard consultants. The review particularly focuses on areas that present challenges or need improvement.

SunGard consultants visit the County and meet with subject area owners across departments to understand your current as is business processes. Examples include how the County's chart of accounts is set up, how you process purchase orders, or how the County handles new hires. We then discuss system options, including methods used at other public sector organizations. Based on industry best practices, SunGard recommends redesign of policies, processes, and software to improve County efficiency. The decisions are documented and deployed during configuration and training.

For example, the General Ledger agenda explores the existing chart of accounts, ONESolution structural concepts, and the new chart of accounts setup. The SunGard consultant works with appropriate staff to:

- Explore organization key options
- Define organization key parts
- Explore object code options
- Define object groups
- Define object code

6.11 System Documentation and Manuals

SunGard's documentation is written by documentation specialists who have a thorough knowledge of our software applications. Our writers work closely with each product's developers, trainers, and customer support representatives to ensure that the documentation contains the information that you will find most useful.

ONESolution application documentation is context sensitive and installed locally on the web server. The browser-based help enables users to:

- Search the index by keyword.
- Print individual topics.
- View end-user and technical information.
- Search the entire online documentation for a single word or phrase.
- Add the current page of the help to a list of favorites. You can use your list of favorites to quickly access procedures you use on a regular basis.
- Access the customer support website where you can create and view support logs, email customer support, and download the latest version of the online help.

1. Describe what documentation (user guide, technical guide, training materials, etc.) is available on the system proposed and any related costs.

Response: When you purchase a SunGard application suite, you receive the installation guide, training guides, and online application user guides at no additional cost.

2. Describe what types of documentation you anticipate developing during the course of the project.

Response: During the course of your training, SunGard trainers work with you to develop training materials specifically customized for the County.

6.12 Disaster Recovery Plan

In the County-hosted environment, SunGard's technical team works with your staff to identify and define the steps that need to be taken in the event of a disaster. Your IT department is responsible for customizing and finalizing the disaster plan as necessary.

SunGard's Horizon Cloud Services solution is backed up according to a predefined schedule including full system backups and differential database backups. Backups are transferred daily to a secure, offsite storage facility. Environmental controls differ slightly in each location, but include fire suppression systems, moisture control, redundant cooling systems, ups systems, and diesel generators. SunGard maintains current versions of the database, operating system, and third-party utilities on the disaster recovery servers.

6.13 Knowledge Transfer

Prior to beginning training, SunGard's trainers and consultants conduct a configuration interview with the County to understand your current business processes, procedures, and develop system workflows to meet those requirements. This is an opportunity for the County to consider how you may want to change any processes to take advantage of the functionality the new software has to offer. Training agendas detailing the timeframe, topics, and suggested participants are provided to the County prior to each training session.

SunGard employs the following repeatable process during every installation to ensure knowledge transfer is complete.

- High-Level Application Overviews – Demonstrate key screens, concepts, and processes to make sure the County understands basic ONESolution functionality.
- Document Configuration Requirements and Decisions – Complete the County's configuration decision documentation to create a roadmap for all system set up.
- Configuration set up – SunGard Consultants will complete the ONESolution setup and configuration based on the requirements and documented decisions. SunGard will train County staff on maintaining ONESolution only in those areas where they will have to make or update configuration. We do this to make sure that the County obtains expertise to support the application and system going forward.
- Process Testing – Confirm that all processes are understood, functioning and creating end results as required. This is a joint effort between County's core team and SunGard.
- Training – Train-the-trainer or end-user training in that ensures the County has the knowledge necessary to operate and maintain the system.

Section 7. Staffing Plan

SunGard's number one goal is to provide the County with a successful implementation. Accomplishing this goal requires an experienced team of professionals and a definitive plan. Of our 821 employees, 31 percent have been with the company between 6 and 15 years. This allows us to bring in-depth product knowledge, people skills, and project experience to every implementation.

- 1. The Vendor must detail the type and amount of implementation support to be provided (e.g., number of personnel, level of personnel, time commitment, etc.). Include resumes for all personnel that will be assigned to the project. If the Vendor is using a subcontractor, please include information on subcontracting staff being used and their specific role on the project.**

Response: The following table contains the SunGard staffing estimates required to guide the County through the proposed implementation. SunGard has the resources to deliver a total solution. We do not use outside subcontractors.

Figure 7.1.1 SunGard Staffing Estimates

FUNCTIONAL ROLE	# OF STAFF	% OF TIME
SunGard PM	1	50
Installer	1	5
Finance Consultant	1-2	25
General Ledger Consultant	1	25
HR/PY Consultant	1-2	50
Tools Consultant/Developer	1	25
Conversion Programmer	1	20

The resume information contained in this section is to be considered confidential and proprietary information.

The following SunGard sample resumes represent resources who may be assigned to this project depending upon availability. Assigning specific resources is completed after the contract is signed and specific resumes can be provided to the County at that time. The County can be assured SunGard will provide qualified resources that meet their requirements.

Our team members have real-world experience from information technology, training, and many facets of public administration. With in-depth IT, public sector, and business backgrounds, we understand technology and how it applies to your environment.

Sidney West **PM, PMP**

Ms. West has experience with ONESolution since 1996. She is a PMP Certified PM. Ms. West is well versed in all aspects of Core Financials applications and report development related to our Integrated Fund Accounting System and brings a great deal of expertise to the table. She is knowledgeable in the Human Resource and Payroll areas relating to implementation requirements, goals, and objectives. Ms. West uses Click, Drag and Drill and Workflow throughout implementations, assisting in development and design as required. Her project management experience includes process reengineering, requirements determination and project coordination and leadership. She has strong skills that are used by her clients for the development of training programs and documentation for end user staff. Ms. West is a highly motivated, results oriented consultant and has been a key part of many of our most challenging implementations.

Education

- B.A. Business Administration; B.A. Interpersonal Communication – Chapman University
- M.A. Organizational Leadership – Chapman University
- PMI Certification – University of California, Davis

Jim Briggs **Senior Financial Systems Consultant, Product Instructor**

Mr. Briggs is a Financial Systems Consultant and Product Trainer for SunGard. As a Financial Systems Consultant, he provides consultation and implementation assistance to SunGard clients on all accounting and budgeting topics. Mr. Briggs has a very detailed understanding of accounting processes and the setup of ONESolution.

Mr. Briggs came to SunGard with more than 15 years of financial accounting experience, including five years of experience as a corporate controller. In those capacities, he managed two and assisted with three accounting system conversions.

Education

- Bachelor of Arts, Business Economics – University of California, Santa Barbara

Mackensie Lundeen
Software Consultant

Ms. Lundeen joined SunGard in June 2012, specializing in training for the Finance applications. Prior to joining SunGard, she worked at the language-learning company, Rosetta Stone Ltd., where she focused heavily on Account Management.

Education

- Bachelor of Arts, James Madison University, VA

Mary Gohlke
Software Consultant/Product Instructor

Ms. Gohlke has been working with SunGard since 1998. She brought with her more than 14 years of management experience in information systems, payroll, data processing, and general accounting. She also worked as a technical training support instructor for healthcare facilities in the San Francisco area. Her experience in the public and private sector gives her a unique perspective and makes her an excellent resource for implementations and business process reviews.

Currently, Ms. Gohlke consults on our Human Resource, Payroll, Position Budgeting, and Professional Development applications. Her position as a senior software consultant requires her to be the lead consultant on numerous implementations. In addition to Human Resources and Payroll, Ms. Gohlke is knowledgeable in the Dashboard, Employee Online, and Time Card Online applications.

Education

- Bachelor of Arts, Social Science with minor in Business Administration – California State University, Chico

Jay Duncan
Workflow and Reporting Consultant-Trainer

Mr. Duncan joined SunGard in 2007 as a SunGard Public Sector Analytics product consultant-trainer. His duties include onsite report writing training, report development, and customer support for implementations. Mr. Duncan also conducts distance learning for clients who prefer this method. Additionally, Mr. Duncan conducts training for SunGard's CAFR Constructor and Cognos TM1 applications.

Prior to joining SunGard, Mr. Duncan worked as an IT Manager where he managed IT functions for four locations and performed budget and accounting reporting functions.

Education

- Bachelor of Accounting, Southwestern Oklahoma State University

Ryan Grundmann
Software Developer

Mr. Grundmann joined SunGard in 1995 as a programmer developing custom modifications. He is responsible for working closely with clients to develop specifications, writing programs, supervise loading the data, creating custom interfaces, and conduct training on security and data conversions.

Additionally, Mr. Grundmann participates in programming projects that include scheduling, quality assurance, integration, and database design and implementation. Duties include data collection, statistical analysis, documentation, implementation, and discussion of results.

Education

- Bachelor of Computer Science, California State University
- Associate of Arts Accounting, Yuba Community College

Ali Guzeldere
Installer

Mr. Guzeldere joined SunGard in 2007 as a Product Support Specialist providing telephone support to ONESolution Finance clients. In this position, Mr. Guzeldere gained comprehensive knowledge of the day-to-day workings of the Financial, Human Resources, and Payroll applications. In 2011, Mr. Guzeldere transferred to the installation team where he installs and configures software for new and existing clients. Prior to joining SunGard Mr. Guzeldere served in the United States Army as a logistician.

Education

- Bachelor of Science, California State University, Chico

Project Staffing

The chart below illustrates the roles and project governance provided by SunGard. Certain roles such as functional leads may be staffed by multiple people from the County depending on your structure. The only difference between County-hosted and Vendor-hosted solutions related to project resources is the elimination of the technical systems lead, which would be SunGard's responsibility in a vendor-hosted solution.

- 2. Please provide an overall project organizational structure for County staff involvement during the project (for both a County-hosted and Vendor-hosted solution). Identify the roles and responsibilities of each component of this structure. This includes an appropriate governance structure in which to manage the project.**

Response: Certain County roles, like functional leads, can be staffed potentially by the same person, depending on your structure. The only difference between County-hosted and vendor-hosted solutions related to project resources is the elimination of the technical systems lead, which under a vendor-hosted solution, is the responsibility of SunGard.

Table 7.1.2 County Project Organization

PROJECT ROLE	PROJECT RESPONSIBILITIES
Executive Sponsor(s)	<ul style="list-style-type: none"> • Provide executive leadership to promote project goals • Ensure adequate resources throughout project • Promote changing policies and practices to optimize the business processes • Approve scope and/or contract changes
County PM	<ul style="list-style-type: none"> • Partner with SunGard PM to manage County tasks and resources • Ensure staff responsibilities are satisfactorily met • Attend weekly status meetings
Functional Leads/Owners	<ul style="list-style-type: none"> • Provide the County functional requirements and business processes • Work with SunGard consultants to determine best practices to meet the County requirements • Work with SunGard to understand system configuration • Attend weekly status meetings • Participate in all training sessions in assigned functional area • Develop reports as defined in the SOW • Participate in all system testing • Work with SunGard on data conversion • Conduct end-user training

PROJECT ROLE	PROJECT RESPONSIBILITIES
Functional Process Team Participants or SME	<ul style="list-style-type: none"> • Provide the County functional requirements and business processes based on area of expertise • Work with SunGard to optimally configure ONESolution • Complete system testing • Attend weekly status meetings as necessary
Change Management Team Lead	<ul style="list-style-type: none"> • Work with SunGard PM/Change Manager to determine change management procedures • Ensure change management with operating departments is effective • Facilitate issue resolution • Attend weekly status meetings
Technical Lead(s)	<ul style="list-style-type: none"> • Provide database administration • Report and Workflow development and maintenance

Project Governance

The following sections illustrate SunGard's proposed implementation project governance structure and the tools used to manage the project.

Project Staffing: Committees and positions for SunGard and the County. Final responsibilities and team members are identified during the implementation-planning phase.

Boone County

Project Sponsor: Allocates resources, provides strategic direction, and communicates key issues and the project's overall importance to the organization. Sponsors are involved as needed to provide necessary support, oversight, and guidance, yet does not participate in day-to-day activities. The project sponsor empowers the steering committee to make critical business decisions for the County.

Executive Steering Committee: Members of the executive steering committee understand and support the cultural change necessary for the project and foster organizational appreciation of a new system. This committee oversees the project team and project as a whole. Through participation in regular meetings, the executive steering committee is updated on all progress, decisions, and achievement of milestones. The committee also supports the project team by communicating the importance of the project to each member's department and other department directors in the County. Committee members ensure the project has appropriate resources, provide strategic direction to the project team, and make timely decisions on critical project or policy issues. The executive steering committee also serves as the primary level of issue resolution for the implementation. Duties include:

- Provide County staff and facilities for the implementation
- Make final decisions on policy changes as necessary
- Communicate to governing body as necessary

- Serve as final County escalation point for project issues
- Meet bi-weekly or more as needed to review progress
- Approve material changes in the project plan
- Advise PMs on resolution of project issues
- Resolve any delay in decision making that affects the project timeline

County PM: The County PM coordinates project team members, subject matter experts, and the overall implementation schedule. They report to the Steering Committee and provides most of the County change management communications and coaching. The County PM is also the primary point of contact for the project and coordinates all SunGard activities with the SunGard PM.

Duties include:

- Monitor and report overall implementation progress (duties of both the County and SunGard)
- Monitor and report progress on County responsibilities
- Notify SunGard PM and executive steering committee of any issue that could delay the project
- Supervise the County project team
- Provide availability to the infrastructure and facilities as per the project schedule
- Provide the County staff according to the project plan
- Facilitate coordination between external contractors and various County departments as necessary
- Ensure change management, training, and communication are effective (and adjusted accordingly if goals are not met)
- Coordinate, direct, and define pre-Go Live testing by County staff
- Review and approve staff changes
- Foster a learning environment

County Change Manager(s): The County Change Manager leads the effort to define and manage the business case for transition to ONESolution. Duties include:

- Assess the County's change readiness and develop a change management plan to transition to ONESolution and related business process changes
- Prepare and execute a communication plan throughout the project
- Lead communications about business process changes to departments
- Prepare the end-user training plan, including course curriculum and class schedule
- Manage SMEs for developing user guides and training materials
- Manage SMEs for the delivery of end-user training
- Coordinate change management risks and resolve issues in a timely manner
- Manage and participate in knowledge transfer activities as required
- Develop a program for measuring success of change management and knowledge transfer activities

Project Functional Team Leads: Project Team Leads are the core functional leads for each area in the system. Team members have detailed subject matter expertise and are empowered to make business process and configuration decisions in their respective areas. The project team carries out all project tasks described in the SOW including planning, business process analysis, configuration, documentation, testing, training, and all other required County tasks. This team is responsible for and empowered to implement the new system in the best interests of the County, consistent with the goals, vision, and direction of the PM and executive steering committee. Duties include:

- Support PM
- Coordinate communications and issue resolution with PM
- Make recommendations to PM concerning policy or implementation issues
- Assist with assessment of business processes and identify ways ONESolution can be used
- Participate in pre-Go Live testing
- Assist SunGard with configuration of ONESolution
- Assist with issue resolution
- Identify end users to attend training, create end-user training documentation, and deliver end-user training classes
- Provide post-production support to user community

SunGard

Executive Sponsor: The executive sponsor dedicated to the County's implementation is a member of our senior management team. Their vested interest in the project's success creates an environment in which PMs can excel. Duties include:

- Support PM in reporting progress to executive steering committee as necessary
- Approve and sign-off on any material changes to project or staffing

SunGard PM: Your dedicated PM is responsible for overall coordination of the ONESolution implementation. Duties include:

- Fulfill Go Live dates
- Support County PM in monitoring and reporting overall implementation progress (duties of both the County and SunGard)
- Monitor and report progress on SunGard's responsibilities
- Immediately notify the County PM and project sponsor/executive steering committee of any issue that could delay the project
- Fulfill all SunGard project deliverables outlined in the SOW
- Complete software installation as per the project schedule
- Provide SunGard staff according to the project plan
- Facilitate coordination between all SunGard departments
- Monitor the work plan; schedule and make course corrections as necessary
- Serve as point person for all project issues (first escalation point)
- Prepare weekly status report along with weekly project call or meeting
- Provide issue resolution status, tracking, and procedures

Functional Leads (Consultants, Developers, and Technical resources):

- Work with County SMEs to design and configure functional components of the ONESolution system for optimal long-term use
- Lead the ONESolution software configuration with assistance from the County functional leads
- Verify software operates after configuration as per documentation
- Assist with issue resolution
- Train County core user group during software configuration
- Create and deliver data conversion programs according to County specifications and the SOW
- Create and deliver interface programs according to County specification and the SOW
- Create and deliver reports according to the SOW
- Provide training on security and assist with setup
- Provide training on workflow and assist with setup

Quality Assurance

SunGard provides quality assurance (QA) and project oversight throughout the implementation life cycle. Assuring a project of this magnitude is progressing as planned according to the County's goals is critical to project success and adoption of the system by all stakeholders.

You are assigned a dedicated SunGard manager at the start of the project. Your SunGard manager:

- Reviews progress on all project deliverables and milestones outlined in the SOW
- Provides assistance with any identified areas of high risk identified
- Holds quarterly conference call with the County project team to get feedback on progress
- Communicates any challenges internally to SunGard leadership to resolve issues proactively
- Provides feedback to project staff and managers on QA activity results
- Helps identify lessons learned to improve performance on future phases
- Identifies issues that impact project quality, timeline, and overall goals; documents, tracks, communicates and resolves issues

Project Plan

Within 30 days of contract signing, SunGard creates a detailed project plan encompassing the full scope of the project. SunGard's PM updates the plan as necessary as part of regularly scheduled project management meetings with the County's PM(s). The project plan contains:

- All project activities and tasks
- Dates of project activities and tasks
- Specific resources assigned to project tasks
- Milestones and deliverables
- Task dependencies
- Review periods for milestones and deliverables

Agendas

SunGard's PM provides a project schedule as part of the detailed work plan. The schedule outlines the planned SunGard onsite visits and provides recommendations for which County staff to include in meetings. Detailed agendas for functional consultant visits are provided by the SunGard PM at least one week prior to any onsite meeting. Agendas include:

- Meeting objective
- Meeting outcome
- Detailed tasks to be performed
- Recommended participants
- Detailed schedule breakdown of meeting topics
- Resources required for each meeting

Status Reports

SunGard's PM prepares status reports on a bi-weekly basis throughout the project to communicate key information to the County's PM and executive steering committee. Reports include:

- Project status
- Summary of accomplishments
- Overdue items
- Status of key milestones deliverables
- Project timeline
- Issues/risks
- Planned risk mitigation strategy
- Progress towards County project goals/criteria of project success

Issues Log

SunGard and the County maintain a list of identified issues (both open and closed). Any project risks, key decisions, issues, disputes, or late tasks are identified on the Issues Log. Both County and SunGard PMs and project team members are responsible for adding items to the Issues Log. The following information is captured for each identified issue:

- Issue number
- Reported by/date
- Status (i.e. new, open, closed, pending)
- Component unit/business process
- Priority
- Issue Owner
- Comments
- Findings
- Recommendations
- Resolution assignment
- Date tested
- Date closed

County and SunGard PMs review the Issues Log as part of regularly scheduled project management meetings, or more frequently as required. Once an issue is assigned, the team member(s) is responsible for completing assigned follow-up tasks and resolving the issue by the assigned due date. The County PM or the SunGard PM may escalate an issue by following the issue resolution process defined in Section 7 under Project Governance.

Deliverables Approval

Prior to contract signing, SunGard and the County create a clear SOW that outlines and guides all agreed upon services, responsibilities, goals, and deliverables as part of the implementation. The SOW includes clear language about the deliverable expectations of both SunGard and the County. As part of the SOW, we provide a deliverable approval process similar to the following:

The County reviews, approves, and provides written sign-off for all deliverables in the following way:

- SunGard submits in writing to the County a Deliverable Completion form for each completed milestone deliverable.
- The County identifies in writing any required changes, deficiencies, and/or additions necessary, within 10 business days of receipt of the Deliverable Completion form for each completed deliverable. If SunGard does not receive a signed completion form within 10 business days and the County has not requested additional review time, the deliverable will be considered accepted.
- SunGard reviews and creates a plan to address deliverables that are not approved. When the deliverable is updated, a revised Deliverable Completion form is submitted. The County then reviews the deliverable and provides any additional comments on required changes, deficiencies, and/or additions necessary within five business days after receiving the updated Deliverable Completion form. This process is repeated until the County grants approval and signs off on the deliverable.
- Upon approval of the deliverable, the County PM signs the completion form and returns it to SunGard's PM.

7.11 Staffing Plan Form

1.	Identify the degree to which Vendor staff will be onsite versus off-site during the project.																		
	<p>The proposed implementation plan provides quarter-time onsite project management with the option to change onsite weeks to remote as necessary. The majority of the consulting and training is onsite. Development and conversions do the majority of their work offsite. The table below represents SunGard staff and indicates if the majority of the work is onsite or offsite.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Resource Type</th> <th style="text-align: left;">Onsite/Offsite</th> </tr> </thead> <tbody> <tr> <td>Project Management</td> <td>50/50</td> </tr> <tr> <td>Consultants and Trainers</td> <td>Onsite</td> </tr> <tr> <td>Development/Conversions</td> <td>Off-site</td> </tr> <tr> <td>Installation Services</td> <td>Onsite</td> </tr> <tr> <td>Change Manager</td> <td>Onsite</td> </tr> <tr> <td>Reporting Lead</td> <td>50/50</td> </tr> <tr> <td>Workflow Lead</td> <td>50/50</td> </tr> </tbody> </table>			Resource Type	Onsite/Offsite	Project Management	50/50	Consultants and Trainers	Onsite	Development/Conversions	Off-site	Installation Services	Onsite	Change Manager	Onsite	Reporting Lead	50/50	Workflow Lead	50/50
Resource Type	Onsite/Offsite																		
Project Management	50/50																		
Consultants and Trainers	Onsite																		
Development/Conversions	Off-site																		
Installation Services	Onsite																		
Change Manager	Onsite																		
Reporting Lead	50/50																		
Workflow Lead	50/50																		
2.	Provide the resource and configuration requirements for the Vendor's staff during the implementation:																		
	Number of workstations	SunGard provides laptops for our staff. Internet connection is needed.																	
	Number of desks	Three desks in the project room.																	
	Number and size of dedicated rooms for the project	One training room and one project room.																	
	Parking	One to two spaces.																	
	Telephones	One.																	
	Network accessibility needs	Internet access.																	
	White boards	One.																	
	Flip charts	One.																	
	Power requirements	Standard power outlets in the project and training rooms.																	
	Other resource needs	Access to a meeting room as needed.																	

3. Use the table provided below to identify the number of County business staff expected to be committed to the project implementation. Initial identification of project roles has been provided but should be supplemented or revised by Vendors based on their experience in implementing their product in similar environments.

Project Role	Project Responsibilities	FTE
Executive Sponsor(s)	<ul style="list-style-type: none"> • Provide executive leadership for promoting the goals of the project • Ensure resource levels remain adequate during the project • Promote changing policies and practices to optimize business • Approve scope and/or contract changes 	1 minimum
Project Manager	<ul style="list-style-type: none"> • Partner with SunGard PM to manage County tasks and resources • Ensure staff responsibilities are satisfactorily met • Attend weekly status meetings 	1
Project Administrator	<ul style="list-style-type: none"> • Manage the project schedule/budget to achieve the planned Go Live dates • Ensure contractual responsibilities are satisfactorily met 	0.25
Functional Process Owners	<ul style="list-style-type: none"> • Work with SunGard consultants to determine best practices • Work with SunGard to understand system configuration • Attend weekly status meetings 	2 to 3
Functional Process Team Participants (per member involvement)	<ul style="list-style-type: none"> • Work with SunGard to optimally configure ONESolution • Complete system testing • Attend weekly status meetings 	1 or 2 as needed
Training Coordinator Team Lead	<ul style="list-style-type: none"> • Complete internal training materials/procedures specific to the County • Instruct end-user training classes • Attend weekly status meetings 	1
Change Management Team Lead	<ul style="list-style-type: none"> • Work with SunGard PM to determine change management procedures • Ensure change management with operating departments is effective • Facilitate issue resolution • Attend weekly status meetings 	.75

	Communications Team Lead	<ul style="list-style-type: none"> • Communicate changing policies and practices to staff and executive sponsors • Provide updates to the core team and executive sponsors on major project deliverables 	.50	
	Other Roles (specify)			

4. Use the table below to identify the number of technical resources expected to be committed to the project implementation. Initial identification of project roles has been provided but should be supplemented or revised by Vendors based on their experience in implementing their product in similar environments.

Project Role	# of FTEs	Skill Set Required	Training Required?	Training Provided?
Help Desk	2	Functional and technical understanding of the applications	Yes	Yes, as part of the core training.
Trainer	1	Functional and technical understanding of the applications	Yes	Yes, as part of the core training.
DBA	.50	Database knowledge as it relates to the applications	Yes	Yes, training relative to SunGard's applications is provided.
Report Developer	1	Understand the report writing tool and database structures	Yes	Yes, report writer and Workflow training is provided.
Application Support	.50	Functional and technical understanding of the applications	Yes	Yes, as part of the core training.
System Administrator	.25	Understand data structures and security setup functionality	Yes	Yes.

		Security Administrator	.25	Understanding of data structures and security setup functionality	Yes	Yes.	
		Other Roles – Workflow Developer / Support	.50	Understanding of Workflow and database structures	Yes	Yes, Workflow training is provided.	
		Other Roles - Installer	.25	Installation of software components	No	No formal training, technical collaboration.	

Section 8. Ongoing Support Services

SunGard recognizes that the satisfaction of our customers and the quality of the services provided are direct reflections on our software and services. We are committed to partnering over the long term to ensure your goals and expectations are met during the implementation of ONESolution and throughout our relationship.

1. Please specify the nature and conditions of any post-implementation support options including:

a. Post-Go Live support that is included in the proposal responses

Response: This proposal includes two weeks of post-Go Live support.

b. Onsite support (e.g. system tuning, application configuration, interface issues, report development, network optimization, user training and tips to optimize the user experience)

Response: We provide a full suite of both functional and technical consulting for the duration of the implementation. System tuning, application configuration, interface development, custom reports and workflows, and role-based dashboards are all included as part of this implementation.

c. Telephone support

Response: The first year of support is included with your license fees. Toll-free telephone support is available Monday through Friday 8:00 a.m. to 8:00 p.m. Eastern time, excluding holidays, to answer or respond to your calls and web portal inquiries. After-hours support is offered on a time and materials basis.

d. Hours of live support

Response: SunGard consultants will be onsite at Go Live to assure the County can effectively process all critical business requirements. SunGard and the County will agree on timing of Go Live and post-Go Live visits and this will be documented in the cutover plan.

- Phase 1
 - Two onsite visits by one General Ledger consultant
 - One visit at Go Live
 - One visit post-Go Live
 - Two onsite visits by one Financials consultant
 - One visit at Go Live
 - One visit post-Go Live
 - Two onsite visits by one Reporting consultant
 - One visit at Go Live
 - One visit post-Go Live

- Phase 2
 - Two Onsite visits by one HR/PY consultant
 - One visit at Go Live
 - One visit Post Go – Live

e. Help Desk services (If there is a service level agreement for your help desk, please provide a copy with your RFP response.)

Response: Please refer to the Ongoing Services Form in this section for details about SunGard's help desk services. Section 11 – License and Maintenance Agreements contains a sample copy of our Order Form.

f. Toll-free support line

Response: SunGard's support includes our toll-free support line.

g. Users group (i.e. - information about it, where it is held and when). If no, are you planning one?

Response: The SunGard Users' Group Association (SUGA), formed in 1988, is an active organization of SunGard software users. Its purpose is to advance the effective and efficient use of SunGard software applications. SUGA promotes free and open communication among members, acts as a forum for suggestions relating to revisions and enhancements of SunGard application software and development of new products, and promotes coordination and cost sharing among members.

Membership benefits include:

- Ability to submit and rate ideas for enhancements to SunGard products.
- Reduced conference fees for the Annual SUGA Education Conference for all individuals in a member organization.
- Your organization will have a vote in electing the SUGA Board of Directors.
- Access to SUGA Members Only information on the SUGA website.
- Ability of any individual in a member organization to participate in the Discussion Groups (email-based topic areas for sharing information).
- Networking opportunities with thousands of SunGard software users.

In 2016, 715 users attended the conference in Las Vegas, NV, where SunGard staff, users, and third-party partners presented more than 470 sessions. The 2017 international users' group annual conference will be held in Nashville, TN on June 19–23, 2017.

h. Online knowledgebase (i.e. – how it is accesses, who updates it, etc.)

Response: SunGard offers two online systems to provide customers with 24/7 access to product and support information, Customer Connect and Connect Community. Approved logins are required to access these systems.

Customer Connect allows customers to submit and track support requests. Communication between client and Support staff is online in real-time.

Connect Community offers a robust knowledge base query source to help answer questions about the solution and how to resolve business needs. Simple queries are a fast way to search for information that may have been addressed previously by the Help Desk. The Connect Community portal allows a collaborative environment for problem solving. Both customers and SunGard subject matter experts can provide answers and information to help community members resolve issues or learn more.

2. Describe your maintenance programs and options with associated pricing.

Response: All of our customers receive the same high quality support. Maintenance agreements also include:

- Support tracking through our Customer Relationship Management (CRM) system. Each question or issue is assigned a priority code and a unique number is issued for future reference. Daily, weekly, and monthly reports produced from our tracking system alert management to any recurring problems and training issues and enable root cause analysis.
- Remote customer support through SecureLink provides access to servers and PCs inside your network. SecureLink is designed specifically for secure remote support of enterprise software system.
- Enhancements and upgrades at no additional cost.
- Browser-based online help that is context sensitive and updated with each release.

3. Describe and provide pricing for any “software as a service” (SaaS) model that you offer (where there is no up-front license fee, but instead a monthly charge which may include maintenance).

Response: SunGard’s Horizon Cloud Services licensing is a subscription plan. Customers who are under a current maintenance agreement are entitled to all enhancements at no additional charge. The monthly fee is based on the applications accessed and the number of users. Pricing for the Cloud Services option are included in Section 14 – Cost Proposal.

7.12 Ongoing Support Services Form

Support and Maintenance	
1.	Provide the minimum, maximum, and average response times (hours) provided as part of the basic support agreement and average response time for the past twelve (12) months.
	<p>Our number one priority is to continually support you in the use of SunGard's software and services. A code system distinguishes the level of urgency for each issue. At the time a case is initiated, the Help Desk operator attempts to connect you directly with the appropriate support specialist. If that is not possible, the case is assigned to a queue and the user receives a call back within 1 hour for urgent priority 1 issues, critical issues within 2 hours, and non-critical issues within 4 hours. Minor issues are responded to within 24 hours of being reported.</p> <p>The 12-month average response time is 34 minutes.</p>
2.	Provide Help Desk services for technical support and end users. Specify days and hours and any escalation options and procedures.
	<p>SunGard successfully serves many clients throughout the U.S. and Canada. One of the factors for the choice of our product at numerous institutions is the excellent support program available.</p> <p>Support Leaders are available for each application area if a problem requires escalation. If additional attention is required with a support issue, Support Managers and Directors are available.</p> <p>Help Desk phones are available Monday through Friday from 8:00 a.m. to 8:00 p.m. Eastern time, excluding holidays, to answer or respond to your calls and web portal inquiries.</p> <p>SunGard provides after-hours and pager support for various client activities that involve professional or computer services. After-hours support is outside of the regular maintenance contract and is offered on a time and materials basis.</p>
3.	Identify the party or business unit that is responsible for the support options provided above. The Vendor shall include information for a County-hosted versus a Vendor-hosted solution.
	SunGard provides the support options listed above from our offices in Chico, CA, San Diego, CA, and Lake Mary, FL. This support is provided for the proposed applications in both County-hosted and vendor-hosted environments.

4.	Provide the following regarding the number of business staff the County should expect to be committed to providing ongoing application support:		
a. Role b. Responsibility c. Estimated time commitment in terms of FTE time			
	ROLE	RESPONSIBILITY	FTE
	Functional Leads	<ul style="list-style-type: none"> • Maintain a solid understanding of core area of business • Understand County’s business processes • Complete system testing of upgrades and modifications • Instruct new users 	2 to 3
	Technical Lead	<ul style="list-style-type: none"> • Maintain a basic understanding of each core area of business • Understand County’s business processes • Database management • Operating systems support • User functional support 	1
	Reporting/Workflow Support	<ul style="list-style-type: none"> • Maintain a thorough understanding of database concepts • Report writing • Ability to interact with users to identify specifications and work through issues 	.50
5.	For ongoing IT staff resources, please provide the following information:		
a. Type of positions required (e.g., help desk, trainer, DBA, report developer, application support, system administrator, security administration, etc.) b. Number of FTEs within each position c. Skill sets required for each position a. Training required and whether the Vendor provides this training			
	POSITION	FTE	SKILL SET AND TRAINING REQUIRED
	Database Management, Operating Systems* Support, User Functional Support	1 (100%)	<ul style="list-style-type: none"> • Basic Microsoft Windows SQL skills • Basic Microsoft Windows server skills • Basic PC skills
	Reporting/Workflow Support	1 (50%)	<ul style="list-style-type: none"> • Thorough understanding of database concepts • Report writing experience
*For the premise-based option, backup and disaster recovery are the responsibility of the County’s IT staff.			

6.	<p>Do you limit the number of County staff who can call in for support? If yes, explain your model and how additional staff can be included and at what incremental cost? If there is no limitation, the maintenance agreement should clearly state this fact. Are you agreeable to include such language in our contract?</p>																					
	<p>All users are eligible for unlimited telephone support. We believe the best practice is to have functional leads at the County take the initial support calls from your staff and initiate support calls to SunGard. This is the best organizational structure to support an enterprise solution.</p> <p>SunGard is agreeable to including this language in the contract.</p>																					
7.	<p>Do you need remote access to the server to support/maintain it? If yes, describe the method(s) and security used.</p>																					
	<p>Yes. SunGard uses the SecureLink Remote Support Network Solution from SecureLink, Inc. for remote access to servers and PCs inside customer networks. SecureLink provides secure remote support of enterprise software applications.</p> <p>SecureLink operates on a dedicated server with login access only available to authorized support and services personnel authenticated to SunGard's network. SecureLink provides SunGard customers with the control, security, and audit capability they require as well as timely and effective remote support.</p>																					
8.	<p>Will the vendor contractually agree to:</p>																					
	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th colspan="3" style="background-color: #4F81BD; color: white; text-align: center;">Contractual Inquiry</th> </tr> <tr> <th style="background-color: #4F81BD; color: white;">Term / Condition</th> <th style="background-color: #4F81BD; color: white;">Yes</th> <th style="background-color: #4F81BD; color: white;">No</th> </tr> </thead> <tbody> <tr> <td>Provide <u>on-site</u> staff for training and implementation</td> <td style="text-align: center;">X</td> <td></td> </tr> <tr> <td>Non-performance hold-backs?</td> <td></td> <td style="text-align: center;">X</td> </tr> <tr> <td>Payment hold-backs until fully operational and formally accepted?</td> <td></td> <td style="text-align: center;">X</td> </tr> <tr> <td>Allow the County to approve Vendor staff assigned to help with implementation?</td> <td></td> <td style="text-align: center;">X</td> </tr> <tr> <td>One year warranty, during which the annual support conditions apply. The first, annual support payment would occur after the warranty period expires (i.e. maintenance and support costs are not charged for the first year during implementation, etc.)</td> <td style="text-align: center;">X</td> <td></td> </tr> </tbody> </table>	Contractual Inquiry			Term / Condition	Yes	No	Provide <u>on-site</u> staff for training and implementation	X		Non-performance hold-backs?		X	Payment hold-backs until fully operational and formally accepted?		X	Allow the County to approve Vendor staff assigned to help with implementation?		X	One year warranty, during which the annual support conditions apply. The first, annual support payment would occur after the warranty period expires (i.e. maintenance and support costs are not charged for the first year during implementation, etc.)	X	
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9.	Describe how your software will be licensed to the County (e.g. site license, named users, concurrent users, etc.)
	<p>The ONESolution suites include an enterprise site license in the premise-based model. The County can have an unlimited number of users on the system. The number of users is limited only by the size and capability of your server.</p> <p>The ONESolution Horizon Cloud Services option is licensed through a subscription plan. The monthly fee is based on the applications accessed and the number of users.</p>
Software Updates and Distribution	
10.	<p>It is anticipated that all system updates and release patches will be downloadable from the Vendor's web site. An accumulation patch process is desired. Provide information on how "server" and "client-side" software updates are received, processed and distributed to either the server and/or client environment, including but not limited to:</p> <ol style="list-style-type: none"> a. Backward version compatibility and support of back versions, b. Timeframe/policy on moving to new versions, c. Automatic product upgrades or on demand, d. Ease of implementation for County staff versus need to contract for services. e. Use of Microsoft Systems Management Server (SMS) 2003 and/or Microsoft Software Update Services (SUS) to deploy new versions and patches to servers and clients.
	<p>SunGard provides cumulative version and point releases to all customers with a current maintenance agreement at no charge. For the premise-based option, you download new releases from our support website and perform the updates at your discretion. SunGard's technical support is available to assist, if needed. With Horizon Cloud all application server hardware and software upgrades are managed for the County.</p> <p>We do not currently support the use of SMS or SUS.</p> <p>The ONESolution suites use Microsoft's ClickOnce technology to accomplish client-side deployment. Users automatically receive notifications when a new version or update is available. The updates install without the need for IT assistance. SunGard supports the current release and two previous releases.</p>

11.	<p>Describe the product release cycle including:</p> <ol style="list-style-type: none"> a. Frequency of upgrades/enhancements or new versions (major and minor version releases) b. Contents of release, c. How long release takes to implement, and a. Use of release notes.
	<p>Typically, releases containing new enhancements and upgrades are provided quarterly. Releases are provided to all customers with current maintenance agreements at no additional cost. You receive hot fixes, when necessary, for system down or progress blocking issues.</p> <p>In general, point releases contain minor enhancements with short implementation timeframes. Version releases may require a longer time to implement.</p> <p>Release notes are included in the online user guides. Online help installs with every update on your application server.</p>
12.	<p>Describe your five-year road map for the proposed ERP system.</p>
	<p>Our vision for ONESolution is to maintain a view on leading transformative technologies—mobile, cloud, big data, social—while delivering enhancements and functionality that can help our customers constantly improve service to their constituents. We want to help our customers to envision the future happening today, evolving our products to meet the leading edge of technology and always enhance usability.</p> <p>Additional functionality currently planned for ONESolution during the next three to five years includes:</p> <ul style="list-style-type: none"> • Mobile ONESolution Desktop • Support for Microsoft SQL Server 2014 • Citizen transparency and open government • Improved time entry application • Utility Billing • Additional Fleet functionality • Tighter integration between ONESolution suites • Additional third-party product support, such as SCADA systems and outage management systems <p>Our product direction and roadmap is determined by our product management team. Working closely with developers, product managers are responsible for determining product direction for specific product lines. Their process takes into account client feedback, industry direction and standards, technology evolution, and agency needs.</p>

Customizations	
13.	How does the Vendor define customization versus configuration?
	<p>The proposed solution includes parameters that provide extensive configuration opportunities, such as how you define the chart of accounts and calculate payroll. Additionally, the proposed Workflow tool provides considerable workflow management. Finally, the ad hoc report writers allow you to query and report on any information in the database.</p> <p>Prior to each training session, the trainer conducts configuration interviews to gain an understanding of how you do business. The trainer uses this information to configure the software.</p> <p>When a modification is required, discovery begins to determine the scope of custom development to provide the requested functionality. We work with you to determine if this customization should be part of the base code. Usually, customizations roll into the base software so all of our clients benefit from them.</p>
14.	How can the County customize or configure the software directly without Vendor involvement?
	Configuration training is included in the implementation. As your business rules change, you have the knowledge to re-configure the system to meet your needs. Our goal is for you to be self-sufficient after Go Live.
15.	How are local customizations or configurations maintained when installing new releases of the Vendor's software?
	Local customizations and configurations are stored in a separate folder or added to the base application. Updates do not overwrite customizations.

Section 9. Functional System Requirements

SunGard made a good faith effort to respond to your RFP in a timely and accurate manner. It's possible our interpretation of a certain requirement may not match yours. We request the right to update the checklist and review or clarify the meaning of each requirement during any contract negotiations.

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Accounts Payable

SunGard Public Sector	
Code	Availability Definition
Y	Functionality is provided out of the box through the completion of a task associated with a routine configurable area that includes, but is not limited to, user-defined fields, delivered or configurable workflows, alerts or notifications, standard import/export, table driven setups and standard reports with no changes. These configuration areas will not be affected by a future upgrade. The proposed services include implementation and training on this functionality, unless specifically excluded in the Statement of Work, as part of the deployment of the solution.
R	Functionality is provided through reports generated using proposed Reporting Tools.
T	Functionality is provided by proposed third party functionality (i.e., third party is defined as a separate software vendor from the primary software vendor). The pricing of all third party products that provide this functionality MUST be included in the cost proposal.
M	Functionality is provided through customization to the application, including creation of a new workflow or development of a custom interface, that may have an impact on future upgradability.
F	Functionality is provided through a future general availability (GA) release that is scheduled to occur within 1 year of the proposal response.
N	Functionality is not provided.

4.2 - Accounts Payable	ONESolution Accounts Payable (AP)
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Objective: To efficiently manage all payment disbursements, electronically track paid and outstanding invoices, print checks, and generate completed 1099 forms.

Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
1	General Information					
2	Ability to track and report on the following information in the accounts payable module, including but are not limited to the following:	-				
3	Coding structure elements (from chart of accounts)	H	Y		ONESolution Accounts Payable (AP)	
4	Batch number (manual entry or system assigned), batch date (system recorded) and batch total	H	Y		AP	
5	Vendor	H	Y		AP, ONESolution Person/Entity (PE)	
6	User ID (system recorded)	H	Y		AP	
7	Posting date	H	Y		AP	
8	Discounts (offered, taken, and lost)	L	Y		AP	
9	Due date	H	Y		AP	
10	Purchase order number	H	Y		AP	
11	Invoice number (at least 30 characters), amount and date	H	Y		AP	
12	Hold indicator	H	Y		AP	
13	Description/comments/memos on checks/payments (at least 50 characters)	H	Y		AP	
14	Contract Purchase Order (PO) number/information	H	Y		AP	
15	Document number	H	Y		AP	
16	User-defined fields	M	Y		AP, ONESolution Documents Online (DO)	This requirement can be met by re-purposing system-defined fields or using user-defined or coded value fields where available. Additionally, data items can be tracked using Threaded Notes or the proposed Documents Online.
17	Location	L	Y		AP	
18	Payment type/code (e.g. special handling)	H	Y		AP	
19	Payment date(s)	H	Y		AP	
20	Payment terms	M	Y		AP	

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Accounts Payable

4.2 - Accounts Payable		ONESolution Accounts Payable (AP)				
<i>Objective: To efficiently manage all payment disbursements, electronically track paid and outstanding invoices, print checks, and generate completed 1099 forms.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
21	Check number	H	Y		AP	
22	Bank clearance date	H	Y		AP, ONESolution Bank Reconciliation (BK)	
23	Posting date for ACH	H	Y		AP	
24	Bid Number	H	Y		AP	
25	Ability for users to receive pop-up notifications any time a vendor or AP record has special handling instructions.	H	N			
26	Ability to track a unique identifier for individual ACH payments	H	Y		AP	
27	Ability for authorized user to set which fields are required to complete for invoices, to streamline invoice processing.	H	N			
28	Ability to make certain fields required (e.g. location) based on the data entered in other fields (e.g. facilities account)	L	Y		AP	
29	Ability to post invoices which will subsequently update the accounts payable file, reduce the related encumbrance(s), update the vendor master file, update the general ledger, generate checks, ACH and wires and create detailed transaction records for audit and analysis.	H	Y		AP	
30	Ability to process all transaction entries in real time.	H	Y		AP	
31	System provides a method of assigning separate approval levels to users for processing invoices, receiving reports, payments, requisitions and purchase orders (edit and update functions).	H	Y		AP, Workflow	
32	Ability to establish levels of approval and require that at least one individual has approval authority by department and within central review departments.	H	Y		AP, Workflow	
33	Ability to access the AP module from a portable device (i.e. tablets, smartphone, etc.)	M	Y		AP	
34	Ability to flag or prohibit the following with the ability of authorized users to override:	-				
35	The receiving date from being earlier than the requisition date.	H	Y		AP	
36	The quantity received from being greater than the quantity approved on the purchase order / contract.	H	Y		AP	
37	The unit price from being greater than the unit price approved on the purchase order / contract.	H	Y		AP	
38	The payment amount is greater than the defined budgetary category balance.	H	Y		AP	
39	Additional line items being added for new charges on an invoice	H	Y		AP	
40	Ability to optionally notify the requesting department when one of the above scenarios occurs.	H	Y		AP, Workflow	
41	Ability to process electronic travel authorization and reimbursement requests.	M	Y		AP	
42	Vendor File Set-Up and Maintenance					
43	Ability to set up alternate vendor for payment (i.e. payment to IRS rather than vendor)	L	Y		AP, PE	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

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Accounts Payable

4.2 - Accounts Payable		ONESolution Accounts Payable (AP)				
Objective: To efficiently manage all payment disbursements, electronically track paid and outstanding invoices, print checks, and generate completed 1099 forms.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
44	Ability to streamline the process for adding vendors to the system using workflows, automated vendor numbers, etc.	H	Y		PE, Workflow	
45	Ability to notify requestors of new vendors when vendor setup is complete.	H	Y		PE, Workflow	
46	Ability to automatically assign vendor numbers, with the option to be able to manually assign the numbers (must prevent duplicate vendor numbers from being used).	H	Y		PE	
47	Ability to provide controls around vendor records to minimize duplicate entries of the same vendor, providing warnings to system users of potential duplicates.	H	Y		PE	
48	Ability to restrict access to designated vendor fields based on user role (e.g., AP versus Purchasing).	H	Y		PE	Full field-level security is not available at this time.
49	Ability to assign classifications to vendors (i.e. Regular, One-Time, EFT, Payroll, etc.) and the ability to limit access for updating vendor information based on vendor classification.	H	Y		PE	
50	Ability to generate a one-time payment as a departmental vendor without creating a permanent vendor for the payee in the master file. For these payments, the system retains information on name, date, and amount of vendor payment etc.	H	Y		AP	A temporary vendor ID is created in the vendor database.
51	Ability to search one-time payments by payee name, amount, GL account, and address	H	Y		AP, PE	
52	Ability to create multiple addresses per vendor with the ability to assign each address as appropriate (i.e. invoicing, remittance, ordering, 1099, etc.) and the ability to select different remit addresses during the voucher payment process.	H	Y		PE	
53	Ability to create foreign address with a minimum of 6 lines	H	Y		PE	Up to four lines are provided; additional address information can be entered as text or in threaded notes.
54	Ability to track and search on vendor file address fields including name, address (multiple), phone (multiple), fax and email, contact info, number, type, status (active / inactive), tax ID & type, commodity code (multiple).	H	Y		PE	The ability to select and query from any field throughout ONESolution is standard both on screen and through reporting. The ability to sort by any element is also available with reporting. Any field or groups of fields can be selected. The use of wildcards and ranges is also available.
55	Ability for authorized users to designate which bank account a vendor will be paid from	H	Y		PE	
56	Ability to enter all needed vendor bank information for EFT payments (ABA number, bank account number, bank name, etc.) with necessary security provided.	H	Y		PE	
57	Ability to track the following information in the vendor master file, including but are not limited to the following:	-				

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

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Accounts Payable

4.2 - Accounts Payable		ONESolution Accounts Payable (AP)				
<i>Objective: To efficiently manage all payment disbursements, electronically track paid and outstanding invoices, print checks, and generate completed 1099 forms.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
58	Vendor number	H	Y		PE	
59	Status (active, inactive, do not use)	H	Y		PE	
60	Contact name, address, phone number, remit-to name, and remit-to address (including enough fields/characters for plaintiff and attorney name for settlement checks, for example)	H	Y		PE	
61	Doing business as (dba) name	H	Y		PE	
62	1099 Category	H	Y		PE	
63	Business classification	H	Y		PE	
64	Confidential vendor indicator	H	Y		PE	Number 64 and 70: Use association codes.
65	Federal ID/Social Security Number (with appropriate security)	H	Y		PE	
66	Flag for p-card	L	Y		PE	
67	Insurance information	M	Y		PE	
68	Last time vendor used	H	Y		PE	
69	Payment processing information (e.g., terms)	H	Y		PE	
70	Prevailing wage (yes/no indicator)	H	Y		PE	
71	Self-employed status	H	Y		PE	
72	Type of minority business	H	Y		PE	
73	Vendor bank number (for ACH payments)	H	Y		PE	
74	Vendor comment field (AP)	H	Y		PE	
75	Vendor comment field (Purchasing)	H	Y		PE	
76	Vendor type	H	Y		PE	
77	W-9 provided	H	Y		PE	
78	YTD expenditures on the vendor	H	Y		PE	
79	Additional user-defined fields	H	Y		PE	
80	Ability to track and report on all changes to the vendor master record.	H	Y		PE, SunGard Public Sector Analytics (SunGard Analytics)	
81	Ability to establish security for limited access to social security numbers/FEIN on vendor file.	H	Y		PE	
82	Ability to interact with vendors online, place orders, receive invoices and make payments electronically.	H	N			
83	Ability to annually archive inactive vendors based upon flexible, user-generated parameters (e.g. no payment activity within X months and no profile changes within X months).	H	Y		PE	
84	Ability to perform the following vendor self service functions, including:	-				
85	Register online, identify the services they provide (based on commodity codes)	L	Y		Click2Gov for Vendor Management (C2G/VM)	
86	Inquire on payment status	L	Y		C2G/VM	
87	Update their contact information	L	Y		C2G/VM	
88	Update their preferred payment information	L	Y		C2G/VM	
89	Inquire on payment history	L	Y		C2G/VM	
90	Ability to attach communications and other documents to the vendor record.	H	Y		PE	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

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Accounts Payable

4.2 - Accounts Payable		ONESolution Accounts Payable (AP)				
<i>Objective: To efficiently manage all payment disbursements, electronically track paid and outstanding invoices, print checks, and generate completed 1099 forms.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
91	Invoice Entry and Processing					
92	Ability to restrict the processing of a vendor invoice unless a W-9 record is on file.	H	Y		PE	
93	Ability to automatically change a vendor's status to 'inactive' if their W-9 is older than two years.	H	Y		PE, Workflow	
94	Ability to support centralized or decentralized entry and workflow processing related to invoice entry.	H	Y		AP, Workflow	
95	Ability to receive and process invoices electronically from vendors.	H	N			
96	Ability to enter invoices in batch (or one at a time) providing control totals reconcilable by user.	H	Y		AP	
97	Ability to default purchase order information on the invoice during invoice entry with source transaction information.	H	Y		AP	
98	Ability to perform data validation in real time during invoice entry including purchase order number, vendor number and coding elements, checking for required fields as well as allowable field values with the ability to override, with appropriate security. System should provide error messages for on-line transactions (i.e. future payment/posting dates)	H	Y		AP	
99	Ability to permit an error to be corrected by the user without having to back out of the invoice and resubmit it (with appropriate workflow).	H	Y		AP	
100	Ability to process one invoice or multiple invoices from one purchase order (or encumbrance) and/or for one purchase order line item.	H	Y		AP	
101	Ability to hold/repeat vendor information when keying multiple invoices into a batch.	H	Y		AP	
102	Ability to associate line items in a single payment voucher to multiple bids or contract numbers	H	Y		AP	
103	Ability to prohibit employees from being paid as vendors	H	Y		AP	
104	Ability to search vendor file by address.	H	Y		PE	
105	Ability to have system check for and prohibit or warn against entry of duplicate invoices for a vendor, identified based on invoice number or vendor and amount.	H	Y		AP	A warn or block will occur on duplicate invoice numbers for the same vendor.
106	Ability to identify different invoice types including:	-				
107	Emergency Purchase Order	H	Y		AP	
108	Regular Purchase Order	H	Y		AP	
109	Blanket Purchase Order	H	Y		AP	
110	Manual Payment Voucher/Invoice for Payment	H	Y		AP	
111	Credit/Debit Memos	H	Y		AP	
112	Election-Related Purchase Order	H	Y		AP	
113	Ability to enter the following information related to an invoice:	-				
114	Vendor number	H	Y		AP	
115	Invoice number (alphanumeric)	H	Y		AP	
116	Invoice date	H	Y		AP	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Accounts Payable

4.2 - Accounts Payable		ONESolution Accounts Payable (AP)				
Objective: To efficiently manage all payment disbursements, electronically track paid and outstanding invoices, print checks, and generate completed 1099 forms.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
117	Description of what was bought (at least 100 characters)	H	Y		AP	The description is limited to 30 characters. The invoice text can be used for additional information.
118	Special instructions	H	Y		AP	
119	Project Number	H	Y		AP	
120	Remittance information (e.g. customer ID number, account number, etc.)	H	Y		AP	
121	Ability to enter an unlimited number of invoice line items on an invoice.	H	Y		AP	
122	Ability for automated system budget checking and control and define at certain levels (Fund etc.)	H	Y		AP	
123	Ability to enter an invoice without a corresponding purchase order.	H	Y		AP	
124	Ability to automatically recognize a PO when an invoice is entered	H	N			Available purchase orders display in the drop down when users enter the vendor number.
125	Ability to support creation and modification (by authorized users only) of templates for recurring invoices	H	Y		AP	
126	Ability to scan a vendor invoice with a template applied to that invoice for that vendor that recognizes and pre-fills the invoice entry screen with purchase order number, invoice number, invoice date and invoice amount.	H	M		AP	Custom interface to the County's Enterprise Document Management (EDM) system. Functionality is dependent on County's EDM. SunGard's Encompass Document Management does support this function but is not part of this proposal.
127	Ability to cancel an invoice and automatically create the appropriate reversing entries.	H	Y		AP, ONESolution Purchasing (PO)	
128	Ability to notify purchase order initiator when an invoice related to a purchase order is reversed.	H	N			
129	Ability to access information, including attached documents, from the referenced purchase order line item(s) during invoice entry.	H	Y		AP, DO	
130	Ability to distribute invoice payments by item or total into multiple general ledger accounts, department, activities, funds and cost categories, project codes, etc.	H	Y		AP	
131	Ability to require follow-up actions before processing payments if the amount due on the vendor invoice exceeds the current encumbrance by more than a tolerable threshold (i.e., contact vendor, determine reason for difference, and obtain necessary workflow approvals).	H	Y		AP	
132	Ability for authorized users to make edits and revisions to unposted invoice transactions prior to posting with appropriate workflow	H	Y		AP	
133	Ability to designate "separate check" on an invoice transaction.	H	Y		AP	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Accounts Payable

4.2 - Accounts Payable		ONESolution Accounts Payable (AP)				
<i>Objective: To efficiently manage all payment disbursements, electronically track paid and outstanding invoices, print checks, and generate completed 1099 forms.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
134	Ability to designate certain purchase order types to always require a 3-way match (e.g., regular and blanket purchase orders) and others to only require a 2-way match based on the purchase order type and dollar amount. Ability to route workflows for approval based on 3-way or 2-way matching requirements.	H	Y		AP	
135	Ability to route payment vouchers for approval based on the departments funding the payment (e.g. if a utility bill payment is being paid by three departments, staff from each of those departments would need to approve).	H	Y		AP, Workflow	
136	Ability to set a different workflow approval based on the type of transaction (i.e. agency withdrawal - investing agencies' money on their behalf - goes through Treasurer's approval only, payroll disbursements need another type of workflow approval, regular AP checks go through standard AP approval process)	H	Y		AP, Workflow	
137	Ability to designate a workflow substitute ("delegate") that is easily identified (to locate the current approver when staff are out of the office).	H	Y		AP, Workflow	
138	Ability for final payment workflow to include a list of all payments to process, as well as verification that there are funds available for each payment.	H	Y		AP, Workflow	
139	Ability to edit a batch without reentering or reprocessing the entire batch.	H	Y		AP	
140	Ability to generate notification if an invoice was not approved/rejected.	H	Y		AP, Workflow	
141	Ability of the system to flag transactions detected in error in the batch processing and preclude only erroneous transactions from further processing.	H	Y		AP	When using the invoice entry process, the system precludes only the transactions with errors from further processing.
142	Ability to delete or modify an invoice record before it is scheduled for payment.	H	Y		AP	This is possible until the invoice has been distributed.
143	Ability to insert line items to a payment at any location in the record.	L	N			
144	Ability to use debit/credit memos for corrections (including all applicable pay codes, such as state sales tax)	H	Y		AP	
145	Ability to view when checks have cleared	H	Y		BK	
146	Ability to clear a credit/debit memo without processing payment	H	Y		AP	
147	Ability to identify capitalized items as invoices are processed and prompt user to enter fixed asset-related details.	H	Y		AP	
148	Ability to make partial payments on purchase orders based on invoice amount (i.e., progress payments).	H	Y		AP	
149	Ability to pay both travel and non-travel employee expenses including: mileage, lodging, meal allowance / per diem, transportation fares, parking fees, airline, organizational dues, magazine subscriptions, seminar fees, car rental, and other expenses.	H	Y		AP	
150	Ability to enter expense advances as prepayments and subsequently reduce the amount of the employee expense report.	H	N			
151	Ability to reference other company paid travel expenses (credit card charges) to the employee's expense report for reconciliation.	H	N			

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Accounts Payable

4.2 - Accounts Payable		ONESolution Accounts Payable (AP)				
<i>Objective: To efficiently manage all payment disbursements, electronically track paid and outstanding invoices, print checks, and generate completed 1099 forms.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
152	Ability to manage discounts for a specific vendor and apply to payments based on the payment date.	H	Y		AP	
153	Ability to track discount type and percentage / calculated amount for each vendor.	H	Y		AP	
154	Ability to set up a workflow to request/manage manual checks.	H	Y		AP, Workflow	
155	Payment Processing					
156	Ability to pre-note when establishing a new bank account.	L	Y		AP	
157	Ability to view the remaining budget/appropriation amount on a project or purchase order during payment entry.	H	Y		AP, SunGard Analytics, ONESolution General Ledger (GL)	User must inquire on the budget.
158	Ability to withhold a user-defined percentage or fixed amount of a payment (i.e., retainage) on an invoice under certain user-defined situations (e.g., tax and audit, levies).	H	Y		AP	
159	Ability to produce independent checks for IRS Tax Levy and the vendor from a single invoice with appropriate workflow.	L	Y		AP	
160	Ability to prevent the altering of the payment information (e.g., vendor name) once invoices have been linked to PO's or approval of the payment has been secured.	H	Y		AP	
161	Ability to track changes to vendor names without losing the history.	H	Y		AP, PE	
162	Ability to insert/apply a code to payables prior to printing checks that must be grouped/printed together for special mailing/distribution.	H	Y		AP	
163	Ability to automatically produce payments for garnishments from Payroll data	H	Y		AP, ONESolution Payroll (PY)	
164	Ability to prevent double posting of batches.	H	Y		AP	
165	Ability to automatically liquidate current or prior year (as applicable) encumbrances upon posting of payment with ability to track current and prior year purchase order liquidations separately.	H	Y		AP	
166	Ability to pay via ACH (regular), wire, check and p-card.	H	Y		AP	
167	Ability to track the following ACH information:	-				
168	ACH effective date	H	Y		AP	
169	Department submitting payment	H	Y		AP	
170	Federal holiday calendar	L	N			
171	Free form addenda record	H	N			
172	NACHA SEC (Standard Entry Class) codes for addenda records	H	Y		AP	
173	Ability to attach multiple addenda records.	L	Y		AP	Child support and RMR/REF format of addenda are supported.
174	Ability to process and transmit ACH payments multiple times per day.	H	Y		AP	
175	Check Processing/Printing					
176	Ability to optionally consolidate multiple payments to the same vendor in a check run or have separate checks issued to the same vendor in a check run or have some checks consolidated and some checks separate.	H	Y		AP	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Accounts Payable

4.2 - Accounts Payable		ONESolution Accounts Payable (AP)				
<i>Objective: To efficiently manage all payment disbursements, electronically track paid and outstanding invoices, print checks, and generate completed 1099 forms.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
177	Ability to prohibit check consolidation for specific vendors.	H	Y		AP, PE	
178	Ability for authorized user-defined check and check stub formatting, including ability to modify without requiring assistance from the software vendor.	H	Y		AP, Easy Laser Forms (ELF)	Modification to check format/check stub must be made by SunGard.
179	Ability to generate check requests electronically and submit back-up electronically	H	Y		AP	Additional information is required to ensure full compliance.
180	Ability to have several check print formatting options available	H	Y		AP	
181	Ability to process one check per vendor with all claims detail support on the corresponding page for additional check stub overflow capacity (if necessary).	H	Y		AP	
182	Ability to process check runs at anytime.	H	Y		AP	
183	Ability to process multiple check runs concurrently.	H	Y		AP	
184	Ability to select vouchers for check processing based upon various parameters (i.e. regular, express, one-time, EFT, employee, workers comp, etc.).	H	Y		AP	
185	Ability to allow selected items to be paid and items to be withheld or deleted from payment for a particular check run.	H	Y		AP	
186	Ability to process credits memos through the system (i.e. updating the GL correctly)	H	Y		AP	
187	Ability of the system to have an option of printing or not printing zero amount checks. (i.e. ability to set amount tolerance limit)	H	N			The system does not allow zero dollar amount checks to print.
188	Ability to notify the user when a check is to be printed that exceeds a user-defined maximum check amount.	H	Y		AP, Workflow	
189	Ability to print laser checks on blank check stock.	H	Y		AP	
190	Ability to support at least 7 digits for the check number.	H	Y		AP	
191	Ability to restrict the reuse of a check/ACH number and automatically find the next available number.	H	Y		AP	
192	Ability to print a duplicate, non-negotiable copy of all checks.	H	Y		AP, ELF	
193	Ability to customize order that checks are printed (vendor name, check number or other user-defined order).	H	Y		AP	There are sort options available for printing checks.
194	Ability of the system to provide for mid-cycle restart of check forms during check run.	H	Y		AP	
195	Ability to define the check number to restart on, when using blank stock, for a mid-cycle restart.	H	Y		AP	
196	Ability to create and send a positive pay file to the bank for all accounts (i.e., Payroll, AP, etc.).	H	Y		AP	
197	Ability to issue checks or EFT payment out of various bank accounts, including providing detailed email (minimum of 2 email addresses) notification (include information which would have been on check stub) to vendor of EFT transmittal.	H	Y		AP	
198	Ability to store and use the next sequential check number to be used for each bank's checking account.	H	Y		AP	
199	Ability to produce, through secure printers, checks with MICR encoding and electronic signatures.	H	Y		AP, ELF	
200	Ability to generate checks on-demand.	H	Y		AP	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Accounts Payable

4.2 - Accounts Payable		ONESolution Accounts Payable (AP)				
<i>Objective: To efficiently manage all payment disbursements, electronically track paid and outstanding invoices, print checks, and generate completed 1099 forms.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
201	Ability to restrict payments for manual checks greater than a user-defined threshold to require a physical signature on the check.	H	N			
202	Cancel Check and Reissue Process					
203	Ability to provide full check cancellation, where the vendor master file, general ledger distributions, outstanding checks, and accounts payable detail files are reversed in the general ledger to accommodate cancelled check.	H	Y		AP	
204	A system with the ability to generate a notification when payments have been reversed. The workflow notification process must provide an audit trail of approvals that are stored with the transaction.	H	Y		AP, Workflow	
205	Ability, on cancelled checks, to either issue a replacement check or cancel the check with no replacement with a comment field.	H	Y		AP	
206	Ability, on voided checks, to cross-reference the new check to the voided check number or a journal number.	H	Y		AP	
207	Ability for check cancellation to provide the option of restoring funds back to the appropriate encumbering document, or back into the appropriate account's available budget balance, and provides the tracking of the check void on the Purchase Order transaction.	H	Y		AP, PO	
208	Ability to prompt the user if the Purchase Order should be reinstated, when performing a check void.	H	Y		AP	
209	Ability to provide security measures by allowing only certain authorized personnel to reissue checks.	H	Y		AP	
210	Ability to void and replace checks by: individual check, block of checks or entire check run.	H	Y		AP	
211	Ability to manage the process for stale checks / escheating with the State.	H	Y		BK	
212	Ability to automatically change AP coding for escheated checks after six months and transfer into a different account for unclaimed funds.	H	N			
213	1099 Processing					
214	Ability to comply with IRS reporting requirements for tracking vendor payments that are subject to 1099 reporting.	H	Y		AP	
215	Ability to prohibit or provide warnings when a vendor without a TIN or SSN is entered, when it is required.	H	Y		AP	
216	Ability to calculate and deduct backup withholding for vendors that are subject to backup withholding.	H	Y		AP	
217	Ability to identify specific invoices and payments for vendors as 1099 transactions or non-1099 transactions.	H	Y		AP	
218	Ability to process different types of 1099 forms.	H	Y		AP	1099-MISC and 1099-R are supported.
219	Ability to access at least 5 calendar years of 1099 information online.	M	Y		AP	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Accounts Payable

4.2 - Accounts Payable		ONESolution Accounts Payable (AP)				
Objective: To efficiently manage all payment disbursements, electronically track paid and outstanding invoices, print checks, and generate completed 1099 forms.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
220	Ability to track all required information for 1099 reporting purposes with ability to make corrections (i.e. 1099 payments versus non-1099 payments, vendor information, etc.) and electronically transmit to the IRS for reporting purposes.	H	Y		AP	Transmissions to the IRS are done by the customer internally.
221	Ability to provide updates to annual 1099 forms, IRS file formats, etc. Should be provided with the annual software maintenance agreement.	H	Y		AP	
222	Ability to generate necessary analysis reporting for 1099 generation purposes (summary and invoice detail history sorted by tax ID, Report combining multiple vendors with same tax ID).	H	Y		AP	
223	Ability to print 1099 information and the related forms only for vendors with payments in excess of the designated IRS amount	H	Y		AP	
224	Ability to print, on demand, one vendor's 1099 information and the related form for a vendor, regardless of dollar amount	H	Y		AP	
225	Ability to view a 1099 report that identifies vendors that have been associated with a 1099 status but do not have complete 1099 information.	H	Y		AP	
226	Ability to default 1099 codes based on the general ledger account code.	H	Y		AP	
227	Interfaces					
228	Ability to accept transactions from other local systems/applications including the following:	-				
229	Payroll (garnishments, benefit providers, etc.)	H	Y		AP, PY	
230	Workers Compensation	L	Y		AP, PY	
231	P-card provider	H	Y		AP	
232	Ability to accept transactions from State systems with ability to transmit payment data back to source system	L	M		Custom Interface	Additional information is required to determine an estimate.
233	Ability to have a complete audit trail of transactions passed to accounts payable from other applications or systems.	H	Y		AP	
234	Ability to import payment information from other systems in a standard format to facilitate processing payments from third-party systems.	H	Y		AP	
235	Ability to import check information from the bank for purposes of performing bank reconciliation, including identifying 'matches' and 'mismatches' from the bank.	H	Y		AP	
236	Ability to capture P-Card transactions as they occur and are posted to the County's P-Card financial institution. Transaction data should include but not limited to: Merchant transactions date, P-Card statement date and P-Card posting date, amount, GL account, card number, card holder name, description and merchant name.	M	Y		AP, ONESolution P-card (PCARD)	
237	Ability to save all export files, import files and check images within the system for retrieval.	H	Y		AP, DO	
238	Ability to scan/attach electronic documents to requisitions, purchase orders and payment vouchers including vendor W-9 forms.	H	Y		AP, DO	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Accounts Payable

4.2 - Accounts Payable		ONESolution Accounts Payable (AP)				
<i>Objective: To efficiently manage all payment disbursements, electronically track paid and outstanding invoices, print checks, and generate completed 1099 forms.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
239	Ability to prevent users from removing electronic documents attached within the system. Audit trail and history must be retained.	H	Y		AP, DO	
240	Ability through workflow to reject an entered invoice, notify the end-user, and require corrections to be made before processing.	H	Y		AP, Workflow	
241	Reporting					
242	A system with the ability to track and report payments by department, by vendor, by account distribution, by check or ACH number, by date and by amount.	H	Y		AP, SunGard Analytics	
243	Ability to automatically generate performance measures on the AP process (e.g., number of errors on invoice entry, time to process an invoice, etc.).	L	Y		AP, SunGard Analytics	
244	Ability to allow P-card data to be defined (including who has possession of card)	M	Y		PCARD	
245	Ability to query the system for: open invoices by vendor, fund and department including ones on hold, unmatched, disputed, unapproved and approved by vendor, fund and department.	H	Y		AP	
246	Ability to query the system for transactions setup for batch processing.	H	Y		AP	
247	Ability of the system to include full drill-down capabilities from summary levels to detail levels for vendor, encumbrance and invoice/payment information.	H	Y		AP, SunGard Analytics	
248	Ability to perform ad-hoc reporting.	H	Y		AP, SunGard Analytics	
249	Ability to define specific search criteria (summary and detail) and limits while performing an inquiry.	H	Y		AP, SunGard Analytics	
250	Ability for departments to print their own reports.	H	Y		AP	
251	Ability to print a Capital Asset Expenditure report which includes daily reporting from Accounts Payable to show those assets that were coded towards capital accounts	H	Y		AP, SunGard Analytics	
252	Ability to provide document history retrieval , linking requisitions to purchase orders, invoices, and checks.	H	Y		AP, PO, BK, DO	
253	Ability to view a Check Register for multiple accounts, which contains a cumulative list of all checks issued, including those later canceled, and must be updateable with information received electronically from the bank.	H	Y		AP, SunGard Analytics	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Bank Reconciliation

SunGard Public Sector	
Code	Availability Definition
Y	Functionality is provided out of the box through the completion of a task associated with a routine configurable area that includes, but is not limited to, user-defined fields, delivered or configurable workflows, alerts or notifications, standard import/export, table driven setups and standard reports with no changes. These configuration areas will not be affected by a future upgrade. The proposed services include implementation and training on this functionality, unless specifically excluded in the Statement of Work, as part of the deployment of the solution.
R	Functionality is provided through reports generated using proposed Reporting Tools.
T	Functionality is provided by proposed third party functionality (i.e., third party is defined as a separate software vendor from the primary software vendor). The pricing of all third party products that provide this functionality MUST be included in the cost proposal.
M	Functionality is provided through customization to the application, including creation of a new workflow or development of a custom interface, that may have an impact on future upgradability.
F	Functionality is provided through a future general availability (GA) release that is scheduled to occur within 1 year of the proposal response.
N	Functionality is not provided.

4.3 - Bank Reconciliation	ONESolution Bank Reconciliation (BK)
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Objective: To provide automation with the bank reconciliation process including the outgoing County payments, incoming deposits and providing for the inclusion of adjustments by full integration to other ERP module.

Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
1	Bank Reconciliation					
2	Ability to identify multiple cash accounts.	H	Y		ONESolution Bank Reconciliation (BK)	
3	Ability to associate the cash account with a project.	L	Y		BK, ONESolution Job/Project Ledger (JL)	
4	Ability to capture the type of payment (cash, check, ACH, wire, credit card) by location when reconciling on both deposits and withdrawals.	L	Y		BK	
5	Ability to import a list of cleared checks from the bank for each account.	H	Y		BK	
6	Ability to manually indicate that a check has been cashed and make corrections with an audit trail.	H	Y		BK	
7	Ability to cancel checks by batch or check number range	L	Y		BK	
8	Ability to use drill-down capabilities to see if a check has been issued/cleared for a specified account and originating transaction documentation via a document management program.	H	Y		BK, ONESolution Documents Online (DO), SunGard Public Sector Analytics (SunGard Analytics)	
9	Ability to track manual check issues, voids and replacements and original dollar amount of voided check.	H	Y		BK	
10	Ability to notify, track and monitor the resolution of adjustments that need to be made as a result of an error identified within bank reconciliation.	H	Y		BK	
11	Ability to enter adjustments through a journal voucher with proper authorization.	H	Y		BK, ONESolution General Ledger (GL)	
12	Ability to account for missing checks due to issues with printing and \$0 checks.	H	Y		BK	The system does not allow zero dollar amount checks.
13	System Processes					

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Bank Reconciliation

4.3 - Bank Reconciliation			ONESolution Bank Reconciliation (BK)			
<i>Objective: To provide automation with the bank reconciliation process including the outgoing County payments, incoming deposits and providing for the inclusion of adjustments by full integration to other ERP module.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
14	Ability to export data into spreadsheets, text files, word documents	H	Y		BK	ONESolution contains standard utilities that support numerous data import and export requirements. In order to use these standard features, data must be presented in a supported format such as, CSV or Microsoft Excel. If specific formatting needs, scope, and complexity go beyond the standard format, SunGard will work with you to provide design considerations and level of effort estimates.
15	Ability to manage unclaimed/stale dated checks.	H	Y		BK	
16	Ability to accept paid check image file from bank which will update the appropriate sub-system (check register) in the relevant area.	L	Y		BK	
17	Ability to identify and replace lost checks and reflect new check numbers (interface information from sub-modules).	H	Y		BK	Use association codes.
18	Ability to track check status including outstanding, cleared, stale-dated, replaced, returned and voided.	H	Y		BK	
19	Ability to execute a process to remove stale dated checks from the list of outstanding checks and create the corresponding journal entry.	H	Y		BK	Journal entries need to be created manually.
20	System Interfaces					
21	Ability to import/download bank item activity (BAI transmission) from Financial Institution	H	Y		BK	
22	Ability to import any type of payment (i.e., cash, check, ACH, Wire, credit card) from the bank for a from/through date range.	H	Y		BK	
23	Ability to create automated postings for repetitive imported bank transactions (i.e., recurring journal entries with varying dollar amounts based on an original financial institution import, to self-clear an account)	H	Y		BK, GL	
24	Ability to perform clearing transactions to match imported bank items to journal entries	H	Y		BK, GL	The system performs a three-way match to imported bank items against the finance record.
25	Ability to perform automated clearing transactions between general ledger accounts (i.e., zeroing-out and/or matching balances).	H	N			
26	Ability to reset/correct clearing transactions for bank items and journal entries	H	Y		BK, GL	
27	Ability to provide an interface from Cash Receipts module that includes daily deposits by payment type by location for reconciliation purposes.	M	Y		BK, ONESolution Cash Receipts (CRCPT)	
28	Ability to reconcile deposits with cash receipt details that tie back to a deposit slip with a breakdown by account.	H	Y		BK, CRCPT	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

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Bank Reconciliation

4.3 - Bank Reconciliation		ONESolution Bank Reconciliation (BK)				
<i>Objective: To provide automation with the bank reconciliation process including the outgoing County payments, incoming deposits and providing for the inclusion of adjustments by full integration to other ERP module.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
29	Ability to interface with the Cash Receipting system for accessing imaged checks that were receipted.	M	N			
30	Ability to provide an interface to the Accounts Payable module to identify checks written on various accounts.	H	Y		BK, ONESolution Accounts Payable (AP)	
31	Ability to provide an interface with the other accounts and G/L where cash is affected.	H	Y		BK, GL	
32	Ability to provide an interface with all sub-modules for drilldown capabilities for all transactions to see originating entry, including backup documentation via a document management program, and history of entry, including adjusting or reversing entries associated with the original entry.	H	Y		BK, DO, SunGard Analytics	
33	Reporting					
34	Ability to create a report of incoming/outgoing bank items that captures all bank activity	M	R		Reporting, SunGard Analytics	
35	Ability to generate a Batch Balance Report that lists any errors that require resolution (e.g., non-match, date errors, etc.). This compares the downloaded listing of checks cleared with those generated from the source systems.	H	R		Reporting, SunGard Analytics	
36	Ability to create a Bank Reconciliation Report, listing GL cash balances, payments and deposits for a user-defined time period, and outstanding payments (e.g., checks) and deposits for each bank account.	H	R		Reporting, SunGard Analytics	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Budgeting

SunGard Public Sector	
Code	Availability Definition
Y	Functionality is provided out of the box through the completion of a task associated with a routine configurable area that includes, but is not limited to, user-defined fields, delivered or configurable workflows, alerts or notifications, standard import/export, table driven setups and standard reports with no changes. These configuration areas will not be affected by a future upgrade. The proposed services include implementation and training on this functionality, unless specifically excluded in the Statement of Work, as part of the deployment of the solution.
R	Functionality is provided through reports generated using proposed Reporting Tools.
T	Functionality is provided by proposed third party functionality (i.e., third party is defined as a separate software vendor from the primary software vendor). The pricing of all third party products that provide this functionality MUST be included in the cost proposal.
M	Functionality is provided through customization to the application, including creation of a new workflow or development of a custom interface, that may have an impact on future upgradability.
F	Functionality is provided through a future general availability (GA) release that is scheduled to occur within 1 year of the proposal response.
N	Functionality is not provided.

4.4 - Budgeting	ONESolution Budgeting (BU)
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Objective: To provide for a distributed budget preparation system that is intuitive and streamlines the budget process.

Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
1	Budget Preparation					
2	Ability to maintain budget history based on user defined requirements	H	Y		ONESolution Budgeting (BU)	
3	Ability to support generation of a biennial budget.	L	Y		BU	
4	Ability to develop budgets and search at all levels of the account structure.	H	Y		BU	
5	Ability to describe a budget item by fiscal year at the account level with narrative explanation	H	Y		BU	
6	Ability to attach documents (e.g. PDF, Excel, Word) to budget items	H	Y		BU	
7	Ability to describe a budget request (e.g., ongoing budget modifications) item by fiscal year at the account level with narrative explanation or attach supporting documentation	H	Y		BU	
8	Ability to print narrative descriptions for each line item	H	Y		BU	
9	Ability to maintain up to 6 budget versions per fiscal year: (e.g. original request, revised request, budget office proposed, approved, amended, projected/forecast).	M	Y		BU	
10	Ability to maintain 6 stages of budget development before the final recommended version (e.g. Department requested, reduction scenarios, one time vs. recurring) and lock each version from edits after submission.	M	Y		BU	
11	Ability for authorized users to make revisions to submitted and locked budget versions (e.g. if a mistake is found) and track the reason for each change	H	Y		BU	
12	Ability to allow for departmental budget entry in an account listing style, such as by account, functional area, activity code.	H	Y		BU	
13	Ability to view progress by departments in budget preparation, as defined in user setup in conjunction with account authority.	M	Y		BU	
14	Ability to approve all requested budget amounts at the same time and post to the GL with proper approval.	H	Y		BU, Workflow	
15	Ability to implement security related to who has access to budget development and view based on their department and organization (e.g., ability to limit user entry of specific accounts / sub-objects).	H	Y		BU	
16	Ability to customize budget scenarios based on specific department scenarios and global scenarios	M	Y		BU	

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Budgeting

4.4 - Budgeting		ONESolution Budgeting (BU)				
<i>Objective: To provide for a distributed budget preparation system that is intuitive and streamlines the budget process.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
17	Ability to perform global changes to the budget during preparation (benefits, merit increases, inflation), and view several scenarios prior to posting the starting budget.	M	Y		BU, ONESolution Finance Position Budgeting (PB)	
18	Ability to allow for users to input and view comments per budget line item.	H	Y		BU	
19	Ability to configure which accounts require line item detail in the budget request.	M	Y		BU, Workflow	
20	Ability to identify capital and other one-time items in the budget with a capital item descriptor, specific to accounts.	H	Y		BU	
21	Ability to generate proposed budget data by extrapolating multi-year historical financial data using user-defined criteria/specifications.	H	Y		BU	
22	Ability to limit changes within the un-adopted budget after a certain point in the budget process has been reached, and require appropriate user authorization to implement any changes.	H	Y		BU	
23	Ability to limit user entry of specific accounts vs. central budget planning (i.e. salaries)	H	Y		BU	
24	Ability to perform multiple methods (e.g. views) of updating departmental budget requests (e.g. departmental account listing, one account at a time, etc.).	M	Y		BU, Workflow	
25	Ability to display multiple previous years of actual expenditures	H	Y		BU	
26	Ability to display current year estimated to date	H	Y		BU, SunGard Public Sector Analytics (SunGard Analytics)	
27	Ability to display current year actuals to date	H	Y		BU, SunGard Analytics	
28	Ability to display current year budget vs. actual (variances)	H	Y		BU, SunGard Analytics	
29	Ability for users to directly inquire by account on current and prior year actual activity during budget entry i.e. drilldown on financial detail	H	Y		BU, SunGard Analytics	
30	Ability to import off-line developed budget information into the budget planning system.	M	Y		BU	
31	Ability to generate budget schedules from the system, with support for multiple groupings (Based on the chart of accounts, such as: Function, activities, revenue source, department, division, etc.)	H	N			
32	Ability to prepare base budgets from prior year actual expenditures.	M	Y		BU	
33	Ability to prepare base budgets from prior year baseline, proposed and approved with the ability to add or subtract one time prior year expenditures or revenues.	H	Y		BU	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

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Budgeting

4.4 - Budgeting			ONESolution Budgeting (BU)			
<i>Objective: To provide for a distributed budget preparation system that is intuitive and streamlines the budget process.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
34	Ability to plan transfers or change of positions between departments/funds for budget and analytical purposes (i.e. what if scenarios)	M	Y		BU, PB	ONESolution Budgeting offers a collection of flexible tools designed to assist in the creation, maintenance and analysis of current and future budgets. Advanced Reporting seamlessly integrates with ONESolution Budgeting and Position Budgeting applications. This integration radically transforms the entire planning cycle, from target setting and budget rollout, to reporting analysis and forecasting. What-if and forecasting features are also enhanced when Advanced Reporting is used in conjunction with ONESolution Budgeting.
35	Ability to provide forecast intervals for short-term (1-2yrs), intermediate (3-4 years) and long-term (5 years)	M	Y		BU	Numbers 35 and 36: Standard budgeting features can be enhanced with the inclusion of Advanced Reporting.
36	Ability to balance inter-fund revenues/expenditures	H	Y		BU	
37	Ability to copy budget to a new version as a starting point for incorporating changes or for different budget scenarios	H	Y		BU	
38	Ability to require staff to enter comments or acknowledge approval if budget amounts are significantly different from historical trends (e.g., activity in the past but \$0 in current year or \$0 in the past but activity in the budget)	H	Y		BU, Workflow	
39	Ability for the system to break out annual budgets into months, based on straight-line or historical seasonality, with ability to override calculated amounts.	M	Y		BU	
40	Ability to limit changes within the unadopted budget after a certain point in the budget process has been reached, and require appropriate user authorization to implement any changes	H	Y		BU, Workflow	
41	Ability to develop overhead allocations	L	Y		BU	
42	Ability for system to notify staff when they input or approve a budget that has line items that are significantly different from historical trends	M	N			
43	System provides functionality to assist users in identifying potential errors in the budget	H	N			
44	System has flexibility to implement security based on levels of account structure	H	Y		BU	
45	Ability to set performance based budgets, using non-financial information (i.e., key performance indicators)	L	N			
46	Ability to track history and projections of non-financial performance indicators	L	N			
47	Ability for users to have view-only access, by default, to the budget when it is locked down.	H	Y		BU	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Budgeting

4.4 - Budgeting		ONESolution Budgeting (BU)				
<i>Objective: To provide for a distributed budget preparation system that is intuitive and streamlines the budget process.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
48	Ability to build a calendar of dates into the system for budget entry, to automate the opening and closing (i.e. lockdown) of the budget preparation time period.	M	Y		BU	
49	Position Budgeting					
50	Ability to import position information from a payroll system to perform budget projections.	H	Y		PB, BU, ONESolution Payroll (PY)	
51	Ability to develop budgets by position type and specific pay level as well as budgeting by employee & actuals including relational benefits (full cost).	H	N			
52	Ability to perform budget forecasting that incorporates planned salary and benefit adjustments by either percentage, flat rate or other variable to salaries and/or benefits provided by position, department, start and end date, or for other groups/all employees.	H	Y		PB	
53	Ability to perform budget projections for salaries and fringes based on merit date, bargaining unit/fringe group contract dates or other as of dates.	L	Y		PB, BU	
54	Ability to support a position budgeting range, specific to each position type, where each employee is budgeted at a certain compensation percentage of the range (i.e. 85%). The system must prohibit employees from falling outside of the compensation range. When raises occur that put an employee outside the compensation range, the system must alert users so that the compensation range can be modified.	H	N			
55	Ability to support both position salary budgeting ranges and fixed salaries	H	Y		PB	
56	Ability to enter globally or provide calculation-only fields for:	-				
57	# of pay periods for upcoming budget year	H	Y		PB	
58	Medicare calculation based on wages	H	Y		PB	
59	Retirement System calculation based on wages	H	Y		PB	
60	Worker's Comp calculation based on the combination of wages and a fixed rate (experience)	H	Y		PB	
61	Health insurance costs	H	Y		PB	
62	Scheduled merit increases	H	Y		PB	
63	Scheduled cost-of-living-adjustment (COLA)	M	Y		PB	
64	Other pay factors as identified	H	Y		PB	
65	Ability to perform position budgeting that includes the calculation of benefits specific to the type of position being budgeted. (i.e.. benefits for extra hire over 30 hours per week)	H	Y		PB	
66	Ability to support personnel cost projections that include fringe benefit costs (based on existing benefits elected).	H	Y		PB	
67	Ability to integrate the position budgeting functionality with the Payroll and HR modules	H	Y		PB, PY, ONESolution Human Resources (HR)	
68	Ability to assist with managing new budget implications of live payroll changes (e.g. raises & transfers) performed during the budget development cycle.	H	Y		PB	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

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Budgeting

4.4 - Budgeting		ONESolution Budgeting (BU)				
Objective: To provide for a distributed budget preparation system that is intuitive and streamlines the budget process.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
69	Ability to perform position budgeting for vacant positions without the need to assign employees to these positions that includes both salary and fringe projections.	H	Y		PB	
70	Ability to budget based on position type i.e., budget vs. non budget vs. under-filled	H	Y		PB	
71	Ability to calculate salary and benefits for unapproved/requested positions.	M	Y		PB	
72	Ability to perform budget projections for salaries and fringes under different scenarios without the need to use or impact data in the LIVE system (limiting access to the budget team).	H	Y		PB	
73	Ability to budget for partial-year positions	H	Y		PB	
74	Ability to budget for fixed term and limited term positions	H	Y		PB	
75	Ability to support workflow or notification of changes to position budgeting.	H	Y		Workflow	
76	Ability of system to provide budget checking control for creation of new positions.	H	N			
77	Ability for system to create visual organization (org chart) based on information within position budgeting.	M	N			
78	Capital Budgeting					
79	Ability to integrate with Fixed Asset module to assist with projecting equipment replacement costs (including replacement criteria).	M	N			
80	Ability to be able to develop the CIP Budget within the system	L	Y		BU	
81	Ability to automate a distributed "capital budget item request" process providing for approval and reporting (i.e. workflow).	L	Y		BU, Workflow	
82	Ability to classify capital project requests and provide reporting by department, classification or type.	H	Y		BU	
83	Ability to enter CIP general information and project categorization. (Ex. Description, map reference, notes)	L	Y		BU	
84	Ability to rank CIP projects based on selected criteria and scoring against this criteria.	M	N			
85	Ability to manage a multi-year CIP program.	M	Y		BU	
86	Ability to apply inflation factors to costs of CIP projects in years beyond the budget year.	L	R		BU, SunGard Analytics	
87	Ability to track budget and expense by CIP project.	H	Y		BU	
88	Ability to track budget and expense by project (sub-units of CIP).	H	Y		BU	
89	Ability to track budget and expense of operations and maintenance associated with a CIP project.	H	Y		BU	
90	Ability to enter and print a 5 year CIP plan from the system	M	Y		BU	
91	Ability to approve all adopted CIP budget amounts at the same time and post to the GL with proper approval (only the 1st year of the 5 year plan is adopted).	M	Y		BU	
92	Ability to drill from the GL module to the CIP module to easily see descriptions of the project	M	Y		BU	
93	Non-Capital Project / Grant Budgeting					

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

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Budgeting

4.4 - Budgeting		ONESolution Budgeting (BU)				
Objective: To provide for a distributed budget preparation system that is intuitive and streamlines the budget process.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
94	Ability to use project budgeting within or across funds and departments as specified by the user.	H	Y		BU	
95	Ability to track grant budgets for annual reporting	H	Y		BU	
96	Ability to report on the budget use time periods other than the budget fiscal year (e.g., calendar year or Federal fiscal year)	H	N			
97	Ability to create project/grant master file that allows for tracking and reporting, including but are not limited to the following:	-				
98	Department (responsible for the project or grant)	H	Y		ONESolution General Ledger (GL), ONESolution Job/Project Ledger (JL), ONESolution Grant Management (GM)	
99	Individual project manager (responsible for project)	H	Y		GL, JL, GM	
100	Alphanumeric project/grant numbers (coding assigned by authorized users to be used to identify grants or projects, including case numbers for example)	H	Y		GL, JL, GM	
101	Key dates (approval date, start date, end date, extension date, date of last draw, final performance report)	H	Y		GL, JL, GM	
102	Resolution # for Approval	H	Y		GL, JL, GM	
103	Grant name (program title)	H	Y		GL, JL, GM	
104	Descriptions / Comments	H	Y		GL, JL, GM	
105	Funding source(s)/grantors (e.g., who is providing funding for the grant, project, subproject, activities/task) including contact information and dollar amount for each funding source	H	Y		GL, JL, GM	
106	Pass-through grant indicator and entity and grant #	H	Y		GL, JL, GM	
107	Contract number(s) for projects and grants--could have multiple contracts for each	H	Y		GL, JL, GM	
108	Catalog of Federal Domestic Assistance (CFDA) number, if applicable	H	Y		GL, JL, GM	
109	Amendments (dates, dollars, activity being amended) and allows for multiple amendments	H	Y		GL, JL, GM	
110	Ability to view Contractor(s) name associated with grants and projects e.g., who is providing funding for the grant, project, subproject, activities/task)	H	Y		GL, JL, GM	
111	Ability to view detail on contractor (name, contact, address, certifications, Fed ID number, EEO)	M	Y		GL, JL, GM	
112	Ability to track:	-				
113	Sub recipient information	H	Y		GL, JL, GM	
114	Allowable amounts and other information re: restricted use of funds	H	Y		GL, JL, GM, BU	
115	Total grant / project budget amount, over multiple years as necessary	H	Y		GL, JL, GM, BU	
116	Budget detail per grant, project, subproject, activities/task, objective	H	Y		GL, JL, GM, BU, ONESolution Finance Budget Item Detail (BD)	
117	User-defined project attributes related to project types, phases, platforms, etc.	M	Y		GL, JL, GM, BU, BD	Project types and phases are configured as background parts to the key and object.

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

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Budgeting

4.4 - Budgeting				ONESolution Budgeting (BU)		
Objective: To provide for a distributed budget preparation system that is intuitive and streamlines the budget process.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
118	Project milestones and phases	M	Y		GL, JL, GM, BU, BD	Numbers 118 and 119: Phases are supported; but milestones are not supported at this time.
119	Project milestone and phase start and end dates	M	Y		GL, JL, GM, BU, BD	
120	Relevant GL accounts (for revenues and expenditures)	H	Y		GL, JL, GM, BU, BD	
121	Retainage requirements	M	Y		GL, JL, GM, BU, BD	
122	Accounting basis (e.g. cash vs. accrual)	M	Y		GL, JL, GM, BU, BD	
123	Indicator of whether or not there is Grant matching, and how much	H	Y		GL, JL, GM, BU, BD, ONESolution Project Allocation (PA)	
124	Multiple other user defined fields	M	Y		GL, JL, GM, BU, BD	This requirement can be met by re-purposing system-defined fields or using user-defined or coded value fields where available. Additionally, data items can be tracked using Threaded Notes or the proposed Documents Online.
125	EEOC and Davis/Bacon information	M	Y		GL, JL, GM, BU, BD	
126	Multi-Year Budgeting					
127	Ability to prepare a budget for multiple years concurrently.	M	Y		BU	Standard multi-year budgeting features can be further enhanced with the inclusion of the Advanced Reporting application.
128	Ability to create a five year budget	M	Y		BU	
129	Ability for distributed departments to perform projections periodically including estimate revisions and reporting of actual to estimates - at varying levels of the chart of accounts.	M	Y		BU	
130	Ability to perform "what if" calculations looking out multiple years	M	Y		BU	
131	Ability to perform trend analysis over multiple years	M	R		BU, SunGard Analytics	
132	Ability to enter multi-year contracts with annual increases and reflect these values in each year's budget	M	N			
133	Ability to project seasonal revenue and expenditures	M	R		BU, SunGard Analytics	
134	Ability to perform a historical crosswalk of reorganized organizations	M	R		BU, SunGard Analytics	
135	Budget Maintenance					
136	Ability to track changes that occur from one authorization point to another, who made the change, and when the change was made, by producing an audit "change trail."	H	Y		BU, Workflow, SunGard Analytics	
137	Ability to lock or track adopted budget for any fiscal year	H	Y		BU	
138	Ability to prevent or indicate out-of-balance conditions for budget requests with corrections to actuals defined by the user.	H	Y		BU	
139	Ability to request/approve budget adjustments online, through workflow.	H	Y		BU, Workflow	
140	Ability to manage position changes within system, through workflow.	H	N			

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Budgeting

4.4 - Budgeting		ONESolution Budgeting (BU)				
<i>Objective: To provide for a distributed budget preparation system that is intuitive and streamlines the budget process.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
141	Ability to configure the system to allow for distributed (departmental) entry of budget adjustment requests - with configurable multi-level approval functionality	H	Y		BU, Workflow	
142	Ability to support different workflows based on user-defined criteria (e.g. budget transfer dollar amounts and GL accounts)	H	Y		BU	
143	Ability to support intra-departmental budget requests with workflow (e.g. employee travel)	M	Y		BU	
144	Ability to provide extended comments with budget revision requests	M	Y		BU, BD, Workflow	
145	Ability to add attachments with budget revision requests	M	Y		BU	
146	Ability to enter budget amendments during the fiscal year (appropriations or revenue estimates).	H	Y		BU	
147	Ability to flag a budget transfer request as recurring and have it populate in future years' budgets accordingly	H	N			
148	Ability to record and track multiple budget amendments requests during the year and inquire on the adjustments after the fact.	H	Y		BU, Workflow, SunGard Analytics	
149	Ability to record and track budget amendments during the year and inquire on the adjustments after the fact.	H	Y		BU, Workflow, SunGard Analytics	
150	Ability to identify a budget adjustment as one-time (temporary) or permanent (affect future base budgets).	H	Y		BU	
151	Ability to enter budget items for future years that will show as a line item with a 0 amount in the current year.	H	Y		BU	The current year does not show a line item unless a budget amount is associated.
152	Ability to have multi-level budget approvals for establishing budgets, line item transfers, budget adjustments (i.e., workflow).	H	Y		BU, Workflow	
153	Ability to support different budget workflows by item class (e.g. technology)	H	Y		BU, Workflow	
154	Ability to lock down prior years so they can't be edited.	H	Y		BU	
155	Budget Checking and Controls					
156	Ability to perform funds availability checking at each chart of account or other user-defined level.	H	Y		BU	
157	Ability to perform funds availability checking by phase/tasks (sub-units of project).	M	Y		BU	
158	Ability to perform funds availability checking by account series	H	Y		BU	
159	Ability to perform funds availability checking by grant	H	Y		BU	
160	Ability to perform funds availability checking by user defined budget unit (i.e. program)	M	Y		BU	
161	Ability to view "available budget" during requisition/purchase order entry for any type of purchase order, journal entry, or accounts payable invoice transaction.	H	Y		BU, GL, ONESolution Purchasing (PO), ONESolution Accounts Payable (AP)	Users must link out to inquiry.
162	Ability to have budget control rules by account (e.g. payroll accounts can be overspent).	H	Y		BU	
163	Ability to have budget control rules by user defined account segment within the chart of accounts	H	Y		BU	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Budgeting

4.4 - Budgeting		ONESolution Budgeting (BU)				
Objective: To provide for a distributed budget preparation system that is intuitive and streamlines the budget process.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
164	Ability to optionally configure budget control at the account level, in addition to the category level.- i.e. controlling at fund, program, series or GL level (account level) or requiring balanced entries for budgeted transfers or interdepartmental allocations (category level) as desired	H	Y		BU	
165	Ability to have budget warnings at the account level and project level.	H	Y		BU	
166	Ability to have budget checking and warnings performed on all system transactions (requisitions, purchase orders, journal entries, budget change requests, etc.)	H	Y		BU	
167	Ability to restrict transfers to/from specific accounts (e.g. Payroll).	H	Y		BU	
168	Ability to prevent users from requesting budget transfers from other department's budgets.	H	Y		BU	
169	Ability to create negative budget on specified accounts (e.g., contra-revenues and contra-expenses, such as expense reimbursement accounts)	H	Y		BU	
170	Ability to overspend a budget at the line item.	M	Y		BU	
171	Reporting					
172	A system with user-friendly budget, project, grant, and CIP reports.	H	R		SunGard Analytics	
173	Ability to produce a budget book, including the following items (include any not available in comments): <ul style="list-style-type: none"> • Departmental breakdown • Mission statement • Budget highlights • Non-financial performance measures • Organizational chart • High-level budget summary • Revenue history and projections • Revenue narrative • Personnel rates and hours • Expenditures by class type for the current budget year (actual and projected) <ul style="list-style-type: none"> • Expenditures by class type for the next year and percentage change • Expenditure line item detail and history for previous years 	H	Y		BU, SunGard Analytics, CAFR Constructor	
174	Ability to create a report showing each employee's salaries, benefits, and totals.	H	R		SunGard Analytics	
175	Ability to project current year expenditures through the end of the fiscal year and make manual changes to the result	H	Y		BU	
176	Ability to maintain the following history for the current and multiple previous years:	-				
177	Original and Current or Amended Budget Amounts	H	Y		BU, SunGard Analytics	
178	Amount Requested	H	Y		BU, SunGard Analytics	
179	Amount Recommended	H	Y		BU, SunGard Analytics	
180	Amount Approved	H	Y		BU, SunGard Analytics	
181	YTD Actuals	H	Y		BU, SunGard Analytics	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Budgeting

4.4 - Budgeting		ONESolution Budgeting (BU)				
<i>Objective: To provide for a distributed budget preparation system that is intuitive and streamlines the budget process.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
182	Ability to query by accounting period (i.e. period 1-3; period 1-14, etc.)	M	Y		BU, SunGard Analytics	
183	Ability to report on 3-5 years of prior year budget to actual amounts	H	Y		BU, SunGard Analytics	
184	Ability to report out on any budget version or type for current plus 5 years	M	Y		BU, SunGard Analytics	
185	Ability to produce org charts based on position control	H	N			
186	Ability to produce charts and graphs	H	Y		SunGard Analytics	
187	Ability to create custom reports	H	Y		SunGard Analytics	
188	Ability to import from and export to Microsoft Excel	H	Y		BU, SunGard Analytics	ONESolution contains standard utilities that support numerous data import and export requirements. In order to use these standard features, data must be presented in a supported format such as, CSV or Microsoft Excel. If specific formatting needs, scope, and complexity go beyond the standard format, SunGard will work with you to provide design considerations and level of effort estimates.
189	Ability to report on budget change (i.e., budget development) and request (i.e., ongoing budget activity) text notes	H	Y		BU, SunGard Analytics	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Cash Receipting

SunGard Public Sector	
Code	Availability Definition
Y	Functionality is provided out of the box through the completion of a task associated with a routine configurable area that includes, but is not limited to, user-defined fields, delivered or configurable workflows, alerts or notifications, standard import/export, table driven setups and standard reports with no changes. These configuration areas will not be affected by a future upgrade. The proposed services include implementation and training on this functionality, unless specifically excluded in the Statement of Work, as part of the deployment of the solution.
R	Functionality is provided through reports generated using proposed Reporting Tools.
T	Functionality is provided by proposed third party functionality (i.e., third party is defined as a separate software vendor from the primary software vendor). The pricing of all third party products that provide this functionality MUST be included in the cost proposal.
M	Functionality is provided through customization to the application, including creation of a new workflow or development of a custom interface, that may have an impact on future upgradability.
F	Functionality is provided through a future general availability (GA) release that is scheduled to occur within 1 year of the proposal response.
N	Functionality is not provided.

4.5 - Cash Receipting

ONESolution Cash Receipts (CRCPT)

Objective: Upgrading the cash receipting and point-of-sale system to streamline the processing of revenues collected from the federal and state government, individual citizens, and local businesses.

Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
1	General Requirements					
2	Ability to accept and account for multiple payment types including:	-				
3	Cash	H	Y		ONESolution Cash Receipts (CRCPT)	
4	Checks/money orders/cashier's checks	H	Y		CRCPT	
5	Credit cards	H	Y		CRCPT	
6	Debit cards	H	Y		CRCPT	
7	Credit memo (internal) / refund to customer	L	Y		CRCPT	
8	ACH	H	Y		CRCPT	
9	EFT	H	Y		CRCPT	
10	Internet e-payments (Electronic Transaction Receipting, including credit cards, debit cards, EFT, and e-checks)	H	Y		CRCPT	
11	Other/Miscellaneous (Journal Entries, Interfaces)	H	Y		CRCPT	
12	Ability to establish security such that users with an access code or account authorization can perform specific functions (e.g. receipt correction).	H	Y		CRCPT	
13	System supports decentralized cash receipt entry, with the ability to configure and process workflows for transaction approvals, review, and modification.	H	Y		CRCPT, Workflow	
14	System supports both sequential and concurrent review (e.g. each receipt is routed concurrently to three departments for review)	H	Y		CRCPT	
15	Point-of-Sale (POS) System					
16	Ability to connect Point of sale (POS) terminals to the system.	H	N			
17	Ability to park batches and post with defined security between users who are allowed to place batches on "hold" and those that are allowed to "post" batches	H	Y		CRCPT	
18	Ability to accommodate numerous P.O.S. terminals and consolidate all P.O.S. terminal receipts at day's end.	H	N			
19	Ability to use extensive online inquiry (via the P.O.S. terminal) and print customer account history and current balances across all modules.	M	N			

Priority

H - High | M - Medium | L - Low

Availability

Y - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

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Cash Receipting

4.5 - Cash Receipting		ONESolution Cash Receipts (CRCPT)				
Objective: Upgrading the cash receipting and point-of-sale system to streamline the processing of revenues collected from the federal and state government, individual citizens, and local businesses.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
20	Ability to sort POS transactions by:	-				
21	Customer Name	M	Y		CRCPT	
22	Customer #	L	Y		CRCPT	
23	Payer Name	M	Y		CRCPT	
24	Transaction #	L	Y		CRCPT	
25	Division/Department	M	Y		CRCPT	
26	Date (or date range)	M	Y		CRCPT	
27	Time (or time range)	M	Y		CRCPT	
28	Transaction/Cash Receipt Type	L	Y		CRCPT	
29	Transaction Amount	L	Y		CRCPT	
30	Clerk ID/Name	M	Y		Reporting, SunGard Public Sector Analytics (SunGard Analytics)	
31	Any Segment of the GL Account Number	H	Y		Reporting, SunGard Analytics	
32	Ability to search the customer master file for an existing customer during a transaction and create a new profile if none exists	M	Y		CRCPT	
33	Ability to provide both cash register and cash drawer functions.	H	Y		CRCPT	Cash drawer functions are provided.
34	Ability to provide multiple drawer functionality.	H	N			
35	Ability to accept over-the-counter payments and generate appropriate credit.	H	Y		CRCPT	
36	Ability to quickly access a menu of receivable/charge code types when accepting payments over-the-counter.	H	Y		CRCPT	
37	Ability to automatically filter the list of AR and charge codes when processing a payment based on the user or their location.	H	N			
38	Ability to restrict payment to cash only for specific item types.	L	N			
39	Ability to calculate the amount of change due back from amount tendered.	H	Y		CRCPT	
40	Ability to identify, code and process transaction fees that are flat dollar amounts and/or percentages.	H	N			
41	Ability to automatically add fees based on receipt type or payment type.	H	N			
42	Ability to void all or part of a transaction independent of batch status.	H	Y		CRCPT	
43	Ability for cash receipting solution to be certified to Check 21 compliance standards.	L	N			
44	Ability to interface with electronic deposit software for check processing.	L	N			
45	Ability to image attachments and associate them with a transaction (e.g. supporting documentation)	H	Y		CRCPT	
46	Ability to integrate with a document management system	H	Y		CRCPT	
47	Payment and Receipt Processing					
48	Ability to define batch payment creation (electronic checks, over the counter, mail, etc.).	H	Y		CRCPT	
49	Ability to include the following information on external receipts provided to customers for individual transactions:	-				
50	Name of entry clerk	H	Y		CRCPT	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Cash Receipting

4.5 - Cash Receipting		ONESolution Cash Receipts (CRCPT)				
<i>Objective: Upgrading the cash receipting and point-of-sale system to streamline the processing of revenues collected from the federal and state government, individual citizens, and local businesses.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
51	Customer Name (with separate fields for First Name, Middle Initial and Last Names)	H	Y		CRCPT	
52	Payer Name	H	Y		CRCPT	
53	Description for the receipt	H	Y		CRCPT	
54	Amount	H	Y		CRCPT	
55	Check number (if payment by check)	H	Y		CRCPT	
56	Credit Card Type (Visa, MasterCard, American Express, Discover, etc.)	H	Y		CRCPT	
57	Effective Date	H	Y		CRCPT	
58	Customer ID	L	Y		CRCPT	
59	Department ID and Name	H	N			
60	Additional user defined fields	H	N			
61	Transaction number	H	Y		CRCPT	Receipt number.
62	Ability to process internal payments (i.e., credit memos) without actually entering a payment while not affecting the deposit and updating the correct ERP module (i.e. utility billing, misc. billing, etc.)	H	Y		CRCPT	
63	System has the option to suppress printing or select individual printing	H	Y		CRCPT	
64	Ability to print user configurable comments and messages on the receipt.	H	Y		CRCPT	
65	Ability to track and search records by:	-				
66	Amount	H	Y		CRCPT	
67	Bank Account	H	N			
68	Batch Number	L	Y		CRCPT	
69	Check number (if payment by check)	H	Y		CRCPT	
70	Clerk ID/Name	L	Y		CRCPT	
71	Credit Card Type (i.e. Visa, MasterCard, Discover, Diner, etc.)	L	Y		CRCPT	
72	Customer Name with separate fields for First Name, Middle Initial and Last Names	H	Y		CRCPT	
73	Payer Name	M	Y		CRCPT	
74	Customer ID	L	Y		CRCPT	
75	Customer/Type	L	Y		CRCPT	
76	A/R Account number	H	Y		CRCPT	
77	Day of Month	H	Y		CRCPT	
78	Day of Week/Business Day	L	R		Reporting, SunGard Analytics	
79	Effective Date	H	Y		CRCPT	
80	Department	H	Y		CRCPT	
81	Entry Date	H	Y		CRCPT	
82	Name of entry clerk	L	Y		CRCPT	
83	GL Account Received	H	Y		CRCPT	
84	Charge code/type	H	Y		CRCPT	
85	Department ID and Name	H	Y		CRCPT	
86	Receipt Number/Document Number	H	Y		CRCPT	
87	Terminal	M	N			
88	Time of Day	H	Y		Reporting, SunGard Analytics	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

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Cash Receipting

4.5 - Cash Receipting			ONESolution Cash Receipts (CRCPT)			
<i>Objective: Upgrading the cash receipting and point-of-sale system to streamline the processing of revenues collected from the federal and state government, individual citizens, and local businesses.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
89	Transaction Date	H	Y		CRCPT	
90	Transaction #	H	Y		CRCPT	
91	Type of Bill	H	Y		CRCPT	
92	Type of Payment	H	Y		CRCPT	
93	Description for the receipt	H	Y		CRCPT	
94	Ability to see the full account description when processing a receipt.	M	N			
95	Ability to have an unlimited number of detail lines per receipt	M	Y		CRCPT	
96	Ability to set-up different receipt configurations/designs for each department.	H	Y		CRCPT	
97	Ability to take receipts offline in the system when the main system is non-operational (down for maintenance, etc.) and upload after the fact.	H	N			
98	Ability to e-mail electronic versions of receipts without printing a physical copy.	M	F		CRCPT	
99	Ability to take website payments when the main system is non operational (down for maintenance, etc.) and upload after the fact.	L	N			
100	Ability to specify the order in which receipts are processed against outstanding receivables with the option of overriding the order. This would include outstanding receivables across all modules.	M	N			
101	Ability to prepare online receipts for departments without a point of sale terminal.	H	Y		CRCPT	
102	Ability to designate whether a transaction was post-marked on-time to remove potential interest that may be applied to the bill associated with that payment (e.g., use of effective dates).	L	Y		CRCPT	
103	Ability to place receipts on "hold" for subsequent release by finance staff.	H	N			
104	Ability to release "held" receipts based on user authorization.	H	N			
105	Ability to define security between users who are allowed to place receipts on "hold" and those that are allowed to "post" receipts.	H	Y		CRCPT	Ability to provide separation of duties between users that create receipts and distribute receipts.
106	Ability to assign each transaction a unique receipt number which is auto-generated by the system.	H	Y		CRCPT	
107	Ability for the receipt numbering system to automatically reset itself based on the defined number of digits per receipt.	L	N			
108	Ability to have receipt number ranges or receipt number format "masks" to be associated to a department or user.	L	N			
109	Ability to have receipts remain fully editable until the time they are printed and posted.	H	Y		CRCPT	
110	Ability to change the payment type (cash, check, credit card, etc.) without voiding a receipt with proper authorization.	H	Y		CRCPT	
111	Ability to use Optical Character Recognition (OCR) or laser bar code readers for scanning receipted bills.	H	N			
112	Ability to support batch scanning of documents with barcodes to attach to transactions	H	N			
113	Ability to pay multiple bills with a single payment w/description	H	Y		CRCPT	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

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Cash Receipting

4.5 - Cash Receipting		ONESolution Cash Receipts (CRCPT)				
<i>Objective: Upgrading the cash receipting and point-of-sale system to streamline the processing of revenues collected from the federal and state government, individual citizens, and local businesses.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
114	Ability to print account number and transaction number on checks received	L	Y		CRCPT	
115	Ability to print amount received on checks	H	Y		CRCPT	
116	Ability to accept full or partial payments and payments without prior bill (deposits, bonds, etc.)	H	Y		CRCPT	
117	Ability to enter comments (to be used internally) at time of receipt.	M	Y		CRCPT	
118	Ability to define multiple payment types (i.e., EFT, money order) on the same transaction.	H	Y		CRCPT	
119	Ability to reprint duplicate receipts.	H	Y		CRCPT	
120	Ability to provide pre-coded templates for each department for ease of input.	H	Y		CRCPT	
121	Ability to lock pre-coded templates to prevent changes by other users.	H	N			
122	Ability to save pre-coded templates with a new name when changes are made.	L	Y		CRCPT	
123	Ability for individual user to delete self-created pre-coded templates	L	Y		CRCPT	
124	Ability to query lists of all pre-coded transaction templates	M	Y		CRCPT	
125	Ability to automatically retrieve account information including amount owed from scanned bills. User only has to "key in" amount paid, if different from amount owed.	L	Y		CRCPT	
126	Ability to prompt user at time of entry/scan that the account being receipted to has had a history of bad checks/credit card chargebacks based on user defined rules.	M	N			
127	Ability to perform online entry of remittance information by the department as payment is received, including account distribution.	H	Y		CRCPT	
128	Ability to filter the possible GL accounts available to users based on user, location, or department.	M	Y		CRCPT	
129	Ability to enter in a cash receipt that does not have pre-defined codes where the clerk will have to enter in the GL account(s) manually.	L	Y		CRCPT	
130	Ability to break out sales tax payment based on cash receipt code	L	Y		CRCPT	
131	Ability to select from standard reason codes when canceling or changing any transaction.	L	N			
132	Ability to apply payments in current year for a future year license/services/fees and automatically post to deferred revenue	H	Y		CRCPT	
133	Credit Card Processing					
134	Ability to provide a credit card solution that will interface with third-party gateway providers.	H	N			
135	Solution conforms to Payment Card Industry (PCI) standards and has received PA-DSS certification.	H	N			
136	Ability to support credit card refunds.	H	N			
137	Ability to support separate Merchant ID for each physical location for accepting credit cards.	M	N			
138	Closing, Balancing and Depositing					

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

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Cash Receipting

4.5 - Cash Receipting		ONESolution Cash Receipts (CRCPT)				
<i>Objective: Upgrading the cash receipting and point-of-sale system to streamline the processing of revenues collected from the federal and state government, individual citizens, and local businesses.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
139	Ability to close registers at the end of the day to a holding area until they are later approved and posted. Summary information is posted to the G/L with drill down capabilities and the detail receipt information posted to the individual modules.	H	Y		CRCPT	
140	Ability to distinguish among tender types (e.g., cash, check or credit card payment) and to provide separate totals at days end to assist in balancing the drawer.	H	Y		CRCPT	
141	Ability to summarize and post daily cash receipts by validated General Ledger account.	H	Y		CRCPT	
142	Ability to send summary totals through workflow for approval and edits.	H	N			
143	Ability to settle batches individually or by selection versus all open batches.	H	Y		CRCPT	
144	Ability to edit and correct transaction errors prior to posting with proper authorization.	H	Y		CRCPT	
145	Ability to prohibit posted transactions and receipts from being edited.	H	Y		CRCPT	
146	Ability to allows users with authorization to modify certain fields after a transaction is posted.	H	Y		CRCPT	
147	Ability to enter check list for individual receipt balancing.	L	N			
148	Ability to print deposit ticket with appropriate deposit tracking code.	M	Y		CRCPT	
149	Ability to provide end-of-day check list by user detailing each check included in a deposit.	M	Y		CRCPT	
150	Ability to process NSF checks as a reversal to the original revenue posting.	H	Y		CRCPT	
151	Interfaces and Integration					
152	Ability to manage overpayments and store a credit balance in the appropriate account/customer record	M	Y		CRCPT	
153	Ability to establish and use validations from the G/L chart of accounts.	H	Y		CRCPT	
154	Ability to print an exception report in cash receipts for any electronic payments that do not match the balance due in the other appropriate modules (Misc. Billing, etc.) or if there are duplicate payments	L	R		Reporting, SunGard Analytics	
155	Ability to provide an online payment portal for customers to submit payments	L	N			
156	Reporting					
157	Ability to create a User/P.O.S. Terminal Productivity Report, showing number of transactions processed per day, by operator, by P.O.S. terminal, and by transaction type.	M	Y		SunGard Analytics	
158	Ability to create a report of cash receipts for any given time period, with the ability to filter by location/register.	H	N			
159	Ability to create and save report variants.	M	Y		SunGard Analytics	
160	Ability to report based on user defined period-to-date; summary or detail.	M	Y		CRCPT	
161	Ability to export reports to Excel, Word and other common third party software.	H	Y		SunGard Analytics	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

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Contract Management

SunGard Public Sector	
Code	Availability Definition
Y	Functionality is provided out of the box through the completion of a task associated with a routine configurable area that includes, but is not limited to, user-defined fields, delivered or configurable workflows, alerts or notifications, standard import/export, table driven setups and standard reports with no changes. These configuration areas will not be affected by a future upgrade. The proposed services include implementation and training on this functionality, unless specifically excluded in the Statement of Work, as part of the deployment of the solution.
R	Functionality is provided through reports generated using proposed Reporting Tools.
T	Functionality is provided by proposed third party functionality (i.e., third party is defined as a separate software vendor from the primary software vendor). The pricing of all third party products that provide this functionality MUST be included in the cost proposal.
M	Functionality is provided through customization to the application, including creation of a new workflow or development of a custom interface, that may have an impact on future upgradability.
F	Functionality is provided through a future general availability (GA) release that is scheduled to occur within 1 year of the proposal response.
N	Functionality is not provided.

4.6 - Contract Management	ONESolution Contract Management (CM)
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Objective: To create, manage and close-out contracts.

Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
1	General Requirements					
2	System allows users to attach documents/files to a contract, such as special provisions, Non-Collusion Affidavit, Non-Disclosure Form and etc.	H	Y		ONESolution Contract Management (CM), Purchasing (PO), ONESolution Documents Online (DO)	
3	Ability to enter, track and inquire on basic contract information online including but are not limited to the following:	-				
4	Grant or CIP Number	H	Y		CM, PO	
5	Funding Source (local, state, federal, or other)	H	Y		CM, PO	
6	Contract amount	H	Y		CM, PO	
7	Contract balance	H	Y		CM, PO	
8	Contract starting date	H	Y		CM	
9	Contract ending date	H	Y		CM	
10	Contract name / title (unlimited characters)	H	Y		CM	
11	Contract number	H	Y		CM	
12	Contract type (Professional Services, Construction, Maintenance Services, Lease, Rentals, Materials, etc.)	H	Y		CM	
13	Contractor name	H	Y		CM	
14	Contractor address	H	Y		CM	
15	Contractor contact info (phone, fax, e-mail)	H	Y		CM	
16	Department	H	Y		CM	
17	Division	H	Y		CM	
18	GL Account where funds are encumbered	H	Y		CM, PO	
19	Services Description	H	Y		CM, PO	
20	Payment method codes (e.g., flat monthly amount, monthly actual invoice, times unit rate)	H	Y		CM	
21	Payments against the contract	H	Y		CM, PO, ONESolution Accounts Payable (AP)	
22	Period of Warranty (if it exists)	H	Y		CM	

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Contract Management

4.6 - Contract Management		ONESolution Contract Management (CM)				
<i>Objective: To create, manage and close-out contracts.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
23	Progress/Expense reports required (yes/no)	H	Y		CM	
24	Vendor name and address	H	Y		CM	
25	Units of items or services contracted (with the ability to track multiple types per contract)	H	Y		CM	
26	User/Contract Manager	H	Y		CM	
27	Project Manager	H	Y		CM	
28	Renewal Options Available (e.g., number of options available, the term for each, cost change, and number of renewals that have been used vs. remain)	H	Y		CM	
29	Revised ending date	H	Y		CM	
30	Vendor Number	H	Y		CM	
31	Status of any contract [e.g., pending approval, fully executed, awaiting external user approval (indicating which external user) etc.]	H	Y		CM, PO, Workflow	
32	User-defined fields (e.g., legislative file number, commission meeting date, agenda item number, etc.)	H	Y		CM, PO	
33	Ability to post contracts online for public viewing, and indicate at which date they should be made available online for public viewing (e.g., after full execution).	M	N			
34	Ability to flag contracts to indicate that they should not be made available online for public viewing	H	N			
35	System is able to differentiate the contract initiation and approval process by contract type	H	Y		CM, Workflow	
36	Ability to handle contracts over multiple fiscal years.	H	Y		CM, PO	
37	Ability to allow multiple contracts per vendor.	H	Y		CM, PO	
38	Ability to allow for multiple phases per contract.	H	Y		CM, PO	
39	Ability to utilize user-created templates for contract creation	H	Y		CM	
40	Ability to restrict creation of new contract templates or modification to existing templates to authorized users.	H	Y		CM	
41	Ability to highlight changes to the existing contract templates	M	N			
42	Ability to maintain a library of common contract terms for use in contract creation	L	Y		CM	
43	Ability to review and print contract text.	H	Y		CM, PO, SunGard Public Sector Analytics (SunGard Analytics)	
44	Ability to set-up contracts with recurring payments to vendors with the ability to make one-time payment amount adjustments without affecting the remainder of the contract payment schedule and amount.	L	Y		CM, PO	
45	Workflow / Change Management					
46	Ability to route the documents electronically to the correct department for review/revisions.	H	Y		CM, PO, Workflow	
47	Ability to support workflow approvals for the following changes:	-				
48	Change in contract dollar amount	H	Y		CM, PO, Workflow	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

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Contract Management

4.6 - Contract Management		ONESolution Contract Management (CM)				
<i>Objective: To create, manage and close-out contracts.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
49	Material change in eligible uses of contract funds (change in scope of work beyond a configurable dollar amount or percentage--this amount must vary by department)	H	Y		CM, PO, Workflow	
50	Change in contract start or end dates	H	Y		CM, PO, Workflow	
51	Change in contract scope (addition or deletion of contract scope)	H	Y		CM, PO, Workflow	
52	Ability to define different workflows by department and contract type	H	Y		CM, PO, Workflow	
53	Ability for authorized users to create a unique workflow for a given contract.	M	Y		CM, PO, Workflow	
54	Ability to utilize electronic signatures	H	Y		CM, PO, Workflow	
55	Ability to view and approve contracts within the system.	H	Y		CM, PO, Workflow	
56	Ability to initiate addendums/amendments to the original contract for approval	H	Y		CM, PO, Workflow	
57	Contract Management/Tracking					
58	Ability to link contracts to sub-contracts, work authorizations, amendments, etc. (i.e. all would have the same contract number)	H	Y		CM, PO, ONESolution Person/Entity (PE)	
59	Ability to track contracts from set-up through contract close-out based upon commodity codes, PO #, Vendor #, Project #, contract status and etc.	H	Y		CM, PO	
60	Ability to add comments to contracts in a free-form field	H	Y		CM	
61	Ability to track multiple contracts to a single project.	H	Y		CM, PO, ONESolution General Ledger (GL), Project/Job Ledger (JL)	
62	Ability to track a single contract to multiple projects.	H	Y		CM, PO, GL, JL	
63	Ability to link an employee's salary and benefit costs to a contract.	M	N			
64	Ability to record and track contract limits (i.e. multi-year contracts) at user specified levels of detail over the life of the contract.	H	Y		CM, PO	
65	Ability to track and flag contract expiration/extension dates.	H	Y		CM, PO	
66	Ability to configure notifications of contracts that are coming up for renewal a certain period of time before they expire.	H	Y		CM, Workflow	
67	Ability to notify a user when a contract is approaching or has hit the total number of allowable units for a given contract line item.	H	Y		CM, Workflow	
68	Ability to track all contract information required by legal authority with supporting documentation, including but not limited to:	-				
69	Notice of award	H	Y		CM, DO, GL, JL, PO	
70	Lien waivers	M	Y		CM, DO, GL, JL, PO	
71	Notice to proceed	H	Y		CM, DO, GL, JL, PO	
72	Notice of Substantial Completion	H	Y		CM, DO, GL, JL, PO	
73	Notice of Final Completion	H	Y		CM, DO, GL, JL, PO	
74	Certificates of Insurance	H	Y		CM, DO, GL, JL, PO	
75	Performance bonds	H	Y		CM, DO, GL, JL, PO	
76	Payment bonds	H	Y		CM, DO, GL, JL, PO	
77	Additional user-defined documentation	H	Y		CM, DO, GL, JL, PO	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Contract Management

4.6 - Contract Management		ONESolution Contract Management (CM)				
Objective: To create, manage and close-out contracts.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
78	Ability to track and report on multiple insurance policies, amounts and related expiration dates, and get notified in advance of expiration.	H	Y		CM, SunGard Analytics	
79	Ability to access contract information online and in real time, for users with appropriate security.	H	Y		CM	
80	System supports departments looking-up existing contracts and "piggybacking" onto the contract, with proper workflow and approval	H	Y		CM, Workflow	
81	System supports version control for contracts.	H	N			
82	Ability to track if the contract is subject to the federal Davis-Bacon requirements.	H	Y		CM, SunGard Analytics	
83	Ability to track if the contract is subject to the State of Missouri's prevailing wage requirements.	H	N			Additional information is necessary to determine if this functionality is met by the system.
84	Ability to manage contracts and compliance issues (grants and other contract deadlines, invoicing, terms, milestones to be reached and reported on, regulatory requirements such as but not limited to Title VI ADA compliance, program specifics for the grant, etc. and other contract types	H	Y		CM	
85	Ability to separate capital contracts from non-capital contracts for retention purposes.	L	Y		CM	
86	Payments					
87	Ability to allow the user to record and auto calculate retention amounts based upon:	-				
88	Deliverables/Tasks	H	Y		CM, PO	
89	% of Completion	H	Y		CM, PO	
90	Dollar Amount	H	Y		CM, PO	
91	System allows multiple rates of retention based on project progress; for example, first half 10% and second half 5%.	H	N			ONESolution offers four different types of retention plans.
92	Ability to export contract data including payment and other contract information.	H	Y		CM, PO, SunGard Analytics	
93	Ability to process payments against contracts based upon varying payment terms such as milestones, % completion, time and materials, lump-sum and etc.	H	Y		CM	
94	Ability to specify retainage amount, when to pay, and view payment history.	H	Y		CM, PO, ONESolution Accounts Payable (AP)	
95	Ability to classify a contract as terminated/expired	H	Y		CM, PO	
96	Ability to create encumbrances each year for the planned fiscal year's purchase amount on a contract and close these encumbrances at year-end (and re-create if necessary).	H	Y		CM, PO	
97	Ability to close-out contracts with final payment requests or release of retention payment	H	Y		CM, PO	
98	Ability to place a contract on "Hold" in the event of a contract dispute or termination request	H	N			

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Contract Management

4.6 - Contract Management		ONESolution Contract Management (CM)				
<i>Objective: To create, manage and close-out contracts.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
99	Ability to reinstate a decertification/termination done in error and flag contract administrator (via workflow).	H	Y		CM, PO, Workflow	
100	Reporting					
101	Ability to track (which step, date, etc.) the status of each step in the contracting process. Should be able to look up status online and through on-demand reports.	H	Y		CM, PO, SunGard Analytics	
102	Ability to search the full text of all contracts within the database	H	Y		CM	All contract fields are searchable except comments.
103	Ability to report on all contracts with upcoming payments in a configurable amount of time	H	R		SunGard Analytics	
104	Ability to provide a portal solution for the County to post active contracts online for the public to view and download, with the ability to redact any confidential information.	H	N			

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Fixed Assets

SunGard Public Sector	
Code	Availability Definition
Y	Functionality is provided out of the box through the completion of a task associated with a routine configurable area that includes, but is not limited to, user-defined fields, delivered or configurable workflows, alerts or notifications, standard import/export, table driven setups and standard reports with no changes. These configuration areas will not be affected by a future upgrade. The proposed services include implementation and training on this functionality, unless specifically excluded in the Statement of Work, as part of the deployment of the solution.
R	Functionality is provided through reports generated using proposed Reporting Tools.
T	Functionality is provided by proposed third party functionality (i.e., third party is defined as a separate software vendor from the primary software vendor). The pricing of all third party products that provide this functionality MUST be included in the cost proposal.
M	Functionality is provided through customization to the application, including creation of a new workflow or development of a custom interface, that may have an impact on future upgradability.
F	Functionality is provided through a future general availability (GA) release that is scheduled to occur within 1 year of the proposal response.
N	Functionality is not provided.

4.7 - Fixed Assets	ONESolution Fixed Assets (FA)
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Objective: To provide improved control and efficiency for fixed asset accounting and management.

Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
1	General Requirements					
2	The system is compatible with all GASB 34 requirements	H	Y		ONESolution Fixed Assets (FA)	
3	System can track:	-				
4	Capitalized items	H	Y		FA	
5	Non-capitalized items	H	Y		FA	
6	System tracks the following types of assets:	-				
7	Land	M	Y		FA	
8	Buildings	M	Y		FA	
9	Improvements	M	Y		FA	
10	Equipment	M	Y		FA	
11	Furniture & Fixtures	M	Y		FA	
12	Vehicles	M	Y		FA	
13	Capitalized leases	M	Y		FA	
14	Infrastructure	M	Y		FA	
15	Works of Art, Historical Treasures or Other Similar Assets	M	Y		FA	
16	Intangible Assets (e.g., software)	M	Y		FA	
17	Additional user defined types	H	Y		FA	Miscellaneous fields can be used to define user types.
18	Ability to code transactions as CIP (Construction In Progress) and ability to transfer to depreciable asset once project is complete.	H	Y		FA, ONESolution General Ledger (GL)	
19	Ability to break above asset types into multiple user-defined sub-classes (please identify any limitations in the comments field).	H	Y		FA	
20	Ability to identify assets based on user-defined thresholds	H	Y		FA	
21	System tracks donated assets	H	Y		FA	
22	System allows for entry of multiple assets at once	H	Y		FA	
23	Activation Process					
24	System identifies potential fixed assets from purchasing module by:	-				
25	Chart of accounts	H	Y		FA, ONESolution Purchasing (PO)	
26	Dollar amount	H	Y		FA, PO	

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Fixed Assets

4.7 - Fixed Assets		ONESolution Fixed Assets (FA)				
Objective: To provide improved control and efficiency for fixed asset accounting and management.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
27	Manually	H	Y		FA, PO	
28	Commodity Codes	M	Y		FA	
29	Department	H	Y		FA, PO	
30	System identifies potential fixed assets from Accounts Payable module by:	-				
31	Chart of accounts	H	Y		FA, ONESolution Accounts Payable (AP)	
32	Dollar amount	H	Y		FA, AP	
33	System allows creation of asset without having to go through purchasing module or A/P module, for:	-				
34	Assets below capitalization dollar threshold	H	Y		FA	
35	Donated assets	H	Y		FA	
36	Ability to track assets with shared ownership (shared internally or with external organizations) and percentage (%) of asset owned	H	Y		FA	
37	Ability to link fixed assets to budget line items.	H	Y		FA	
38	Ability to have multiple user defined fixed asset capitalization thresholds (e.g. Technology threshold is different from construction which is different from fleet)	H	N			
39	System enables users to create templates for the creation of similar fixed assets.	H	Y		FA	
40	Ability to copy an existing fixed asset and modify fields to create a new fixed asset.	H	Y		FA	
41	Ability to automatically record the purchase as a capital/fixed asset item requiring generation of a system asset number and matching asset tag for the purchase of items over asset threshold.	H	Y		FA, Workflow	
42	Ability to automatically assign and track asset identification, or "tag" numbers in a capital asset master file. Manually entered tag numbers can also be accommodated, assuming there is system duplicate checking.	H	Y		FA	
43	Ability, for a group of new assets, to enter a range of asset ID tag numbers to be assigned to the assets automatically.	H	N			
44	Ability to establish a tentative capital asset to accumulate capital project costs before being capitalized and placed into service.	H	Y		FA	
45	Ability for the user to define the activation date for an asset that may be based on date purchased, date received, date project/work order was closed, or manually entered. This must be able to vary by asset class.	H	Y		FA	
46	Ability to aggregate a series of AP purchases into a single capital asset – building a skeleton.	H	Y		FA, AP	
47	Ability to include the following items in determining the total cost of an asset:	-				
48	Original cost	H	Y		FA	
49	Donation value (assessed fair market value at receipt of donation)	H	Y		FA	
50	Additional costs	H	Y		FA	
51	Ability to transfer assets at completion of construction.	H	Y		FA, GL	
52	Ability to track non-depreciable assets in the fixed asset module.	H	Y		FA	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Fixed Assets

4.7 - Fixed Assets		ONESolution Fixed Assets (FA)				
<i>Objective: To provide improved control and efficiency for fixed asset accounting and management.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
53	Ability to reference prior asset for asset replacements.	H	Y		FA	
54	System has wizard-type entry	M	N			
55	Asset Master File					
56	Ability to accommodate alpha numeric asset numbers.	L	Y		FA	
57	Ability to code assets according to a classification scheme by item code (i.e. desks, cars, etc.). At least 50 class codes desired.	L	Y		FA	
58	Ability to generate tag numbers, have external pre-existing tag numbers manually entered, or not have a tag.	H	Y		FA	
59	Ability to flag a fixed asset as not practical to physically tag	H	Y		FA	
60	Ability to restrict the reuse of tag numbers.	H	Y		FA	
61	Ability to accommodate parent/child relationships between related assets, such as a master unit with one or more accessories.	H	Y		FA	
62	Ability to reassign, add to, or remove from parent/child relationships once they are created.	H	Y		FA	
63	Ability to accommodate free-form descriptive text to further describe assets. The text is electronically associated with the master file.	H	Y		FA	
64	Ability to identify grant funded assets:	-				
65	By identifying one or more grants that are associated with an asset	H	Y		FA	
66	By identifying the percentage split, or capitalization breakout (to each grant) for each asset	H	Y		FA	
67	Ability to track the funding source for grant funded assets.	H	Y		FA	
68	Ability to maintain and track non-owned assets.	L	Y		FA	
69	Ability to maintain and track leased equipment.	L	Y		FA	
70	Ability to identify financing / leasing information for leased assets.	L	Y		FA	
71	Ability to attach memos, word documents, picture documents, etc. to asset file.	H	Y		FA, ONESolution Documents Online (DO)	
72	Ability to assign, track (i.e., search on), and maintain the following key data elements for an asset, including but are not limited to the following:	-				
73	Asset number	L	Y		FA	
74	Tag number	H	Y		FA	
75	Location of tag placement on asset	M	Y		FA	
76	Fund number	H	Y		FA	
77	Department number	H	Y		FA	
78	Original Funding Source(s) - Fund (ability to include 5+ funds)	H	Y		FA	
79	Location	H	Y		FA	
80	Date of all physical inventory audits	H	Y		FA	
81	Estimated useful life (yy)	H	Y		FA	
82	Asset Acquisition Cost (999,999,999.99)	H	Y		FA	
83	Serial number	H	Y		FA	
84	Vendor number	H	Y		FA	
85	Purchase Order Number	H	Y		FA	
86	Vendor name	H	Y		FA	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Fixed Assets

4.7 - Fixed Assets		ONESolution Fixed Assets (FA)				
Objective: To provide improved control and efficiency for fixed asset accounting and management.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
87	General description	H	Y		FA	
88	Date acquired	H	Y		FA	
89	Activation/In-Service Date	M	Y		FA	
90	Acquisition method (i.e. Purchase, Contribution, Construction, etc.)	H	Y		FA	
91	Chart of Account distribution	H	Y		FA	
92	Asset condition (working, impaired, damaged, etc.) Please define any limitations in the comments field.	L	Y		FA	
93	Asset status (i.e. inactive, retired, active, etc.)	H	Y		FA	
94	Asset type	H	Y		FA	
95	Asset class	H	Y		FA	
96	Asset sub-classification (further breakdown of asset class)	H	Y		FA	
97	Depreciation convention	H	Y		FA	
98	Accumulated depreciation	H	Y		FA	
99	Current fiscal year depreciation	H	Y		FA	
100	Disposal reason	H	Y		FA	
101	Disposal limitations (grant prohibits sale or sale proceeds to go to funding agency)	H	N			
102	Disposal method	H	Y		FA	
103	Disposal date	H	Y		FA	
104	Net Book Value	H	Y		FA	
105	Trade in Value	H	Y		FA	
106	Size	M	Y		FA	
107	Model Number	H	Y		FA	
108	Model Name	H	Y		FA	
109	Model Year	H	Y		FA	
110	Linkage to other assets	H	Y		FA	
111	Federal Funding indicator	H	Y		FA	
112	Commission number	M	Y		FA	
113	Quantity/Linear feet	M	Y		FA	
114	Responsible department	H	Y		FA	
115	Replacement Cost	L	Y		FA	
116	Sale price	H	Y		FA	
117	Risk Management specific data fields (e.g., insurance replacement value, insurance type)	H	Y		FA	
118	Comment field	H	Y		FA	
119	User-defined fields (please include allowable number in comments)	H	Y		FA	Three user-defined fields and other fields not already populated can be used. There is also free form text.
120	Warranty / Maintenance Information	L	Y		FA	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Fixed Assets

4.7 - Fixed Assets			ONESolution Fixed Assets (FA)			
Objective: To provide improved control and efficiency for fixed asset accounting and management.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
121	Ability to add or change data fields to meet changing requirements.	H	Y		FA	The ability to change the data in fields is available. The ability to add new fields is not; however, existing fields can be re-purposed or miscellaneous fields can be used for tracking purposes.
122	Ability to retain fully depreciated assets in the capital asset master file for inventory control purposes prior to disposition.	H	Y		FA	
123	Ability to default various asset GL accounts during asset set-up based on asset class and type.	H	Y		FA	Accounts can be defaulted in conjunction with depreciation based on primary, secondary, and tertiary class.
124	System allows for FEMA & HOMELAND SECURITY tracking (e.g., police and fire equipment)	M	Y		FA	
125	Asset Management (Adds, Adjustments, Retirements, Transfers)					
126	Ability of departments to create, retire, transfer or request disposition of assets through system workflow with proper approvals.	H	Y		FA, Workflow	
127	Ability to track a disposal workflow for assets that do not exist in the fixed asset inventory (i.e. no asset number).	M	N			
128	Ability of departments to transfer asset between funds through system workflow, including the full history of the asset and the accounting for the cash transfer, with proper approvals.	M	Y		FA, Workflow	
129	Ability to perform a "mass change" to the following fields:	-				ONESolution has a Repeat Last Change function available for updating data. This function will update records based on selection criteria provided and data changes requested by the user in mass.
130	Responsible Department	M	Y		FA	
131	Location	M	Y		FA	
132	Funding source	M	Y		FA	
133	Asset class	M	Y		FA	
134	User-defined fields	M	Y		FA	
135	Ability to capitalize items in aggregate (as a group)	L	Y		FA	
136	Ability to search on asset description, and includes "begins with," "contains," and "sounds like" functionality and create a list for similar items.	H	Y		FA	The Sounds like functionality is not supported at this time.
137	Ability to have a complete audit trail of fixed asset activity.	H	Y		FA	Full logging must be enabled.
138	Ability of setting authority for selected data fields allowing department liaisons data entry rights to restrict departments ability to update accounting impacted data elements	H	Y		FA	
139	Ability to transfer assets between departments, locations and funds, accommodating inter-fund and inter-dept. transfers, duplicating all identifying data from original record.	H	Y		FA, GL	
140	Ability to automatically track gain or loss on a sale of asset and determine value of acquired asset (trade-in)	H	Y		FA	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Fixed Assets

4.7 - Fixed Assets		ONESolution Fixed Assets (FA)				
Objective: To provide improved control and efficiency for fixed asset accounting and management.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
141	Ability to track improvements on an existing asset.	H	Y		FA	
142	Ability to perform a partial disposition / retirement, for example bundled assets	H	N			
143	Ability to calculate change in fair market value of donated assets and automatically generate a journal entry to record annual loss or gain.	L	Y		FA	Gain/Loss is calculated when an asset is disposed. The journal entry is done manually.
144	Ability to link receipt of funds for an asset disposal to a fixed asset in the system.	H	Y		FA	
145	Ability to reinstate disposed asset if found (stolen or lost) with appropriate accounting workflow.	M	Y		FA, Workflow	
146	Ability to make manual adjustments to assets for additions, disposals, transfers, adjustments (i.e.. Impairments/obsolescence, change in value write-offs, partial retirements, etc.) and depreciation.	H	Y		FA, GL	Partial retirements are not supported.
147	Asset Inventory					
148	Ability to support barcoded asset tags and portable barcode readers for performing physical inventories.	H	T		BMI	
149	Ability to print barcoded tags or labels for fixed asset identification.	M	T		BMI	
150	Ability to support a physical inventory process, where:	-				
151	Staff select the scope of departmental assets to be included	H	T		BMI	
152	The list of assets to inventory is created and available on a mobile device	H	T		BMI	
153	The mobile device solution supports taking the physical inventory using barcodes	H	T		BMI	
154	Data can be recorded to update inventory status (e.g. damaged, found, not found, found with changes, disposed), add notes specific to an item, and change location	H	N			
155	The above results of the process are imported back into the fixed asset module.	H	T		BMI	
156	Multiple physical inventories can take place concurrently	M	T		BMI	
157	Staff performing the physical inventory on a mobile device can drill down to purchase information for the assets being inventoried	M	N			
158	Asset Depreciation					
159	Ability to calculate depreciation expense on a monthly basis and periodically update each master file using depreciation schedules and activity status (active, fully depreciated but still in use, not depreciable, retired). Results are automatically reflected in the General Ledger as a journal voucher.	H	Y		FA	
160	Ability to depreciate capital assets and allocate depreciation to those programs that use the assets.	L	Y		FA	
161	Ability to reclassify assets from one type to another and effectively manage the new depreciation amount.	H	Y		FA	
162	Ability to set-up a depreciation based on useful life for each asset class or subclass	H	Y		FA	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Fixed Assets

4.7 - Fixed Assets		ONESolution Fixed Assets (FA)				
<i>Objective: To provide improved control and efficiency for fixed asset accounting and management.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
163	Ability to associate multiple capital accounts and multiple related depreciation expense accounts with an asset, and assign a percentage split between each.	L	Y		FA	
164	Ability to idle assets (suspend depreciation).	M	Y		FA	
165	Special Situations					
166	Ability to support asset value appreciation for real property and provide a detailed audit trail. Any appreciation does not affect cost basis.	L	N			
167	Ability for assets that are not purchased through PO to be flagged for further review by end users.	H	Y		FA, Workflow	
168	Interface / Integration					
169	Ability for the Fixed Asset module to integrate with the Accounts Payable and procurement modules. Information on newly obtained fixed assets is reported for verification, then automatically transferred from the A/P module into the Fixed Assets master file system. Ability for the user to make corrections.	H	Y		FA, AP	
170	Ability to record utility costs, maintenance costs and operational costs in accounts payable, and be able to tie those costs to particular fixed assets.	L	Y		FA, AP	
171	Ability to create Project Based Assets, that:	-				
172	Interface with the Project Accounting system to capture project costs for application of overhead costs	M	Y		FA, GL, ONESolution Job/Project Ledger (JL)	
173	Allow a project to be associated with multiple assets	M	Y		FA, GL, JL	
174	Allow an asset to be associated with multiple projects	M	Y		FA, GL, JL	
175	Reporting					
176	Ability for all fixed asset reporting to be run with an "as of" date and a "date range", to recreate a summary and detail level information 'as of' a point in time that may be in a prior accounting period.	H	R		Reporting, SunGard Public Sector Analytics (SunGard Analytics)	
177	Ability to print the Five Year CIP from the system with live data from financial system on existing projects	L	R		SunGard Analytics	
178	Ability to report on assets that are in a workflow process (creation, disposal, etc.) and at what stage in the process they are.	M	R		Reporting, SunGard Analytics	
179	Ability to run depreciation reports based on a user defined date range (daily, monthly, annually, etc.)	H	Y		FA	
180	Ability to print a Capital Asset Expenditure Report which includes daily reporting from AP to show those assets that were coded towards capital accounts	H	R		Reporting, SunGard Analytics	
181	Ability to provide reports to assure that adequate insurance has been secured for property, and expedites the insurance reporting process.	H	R		Reporting, SunGard Analytics	
182	Ability to create GASB 34 Reports and modified accrual reports	H	R		Reporting, SunGard Analytics	
183	Ability to automatically generate journal entries for GASB 34 financial reporting purposes based on current year fixed asset activity	H	R		Reporting, SunGard Analytics	
184	Ability to create a report listed by any data element	H	R		Reporting, SunGard Analytics	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Fixed Assets

4.7 - Fixed Assets		ONESolution Fixed Assets (FA)				
<i>Objective: To provide improved control and efficiency for fixed asset accounting and management.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
185	Ability to create a listing of master asset file information, including item name, description, location, business area, class number, charge account number, equipment ID number, asset number, model, vin/serial number , manufacturer/make and other user defined fields. Acquisition and disposition information are also included.	H	R		Reporting, SunGard Analytics	
186	Ability to generate capital assets report that shows all activity to the asset master file during the month.	H	R		Reporting, SunGard Analytics	
187	Ability to drill-down or report on ALL cost detail associated with a particular asset within the Fixed Asset module that may include AP transactions, journal vouchers, payroll, inventory, purchase order and other pertinent asset costs.	H	R		Reporting, SunGard Analytics	
188	Ability to run historical data comparison reports for any of the aforementioned fixed asset reports.	L	R		Reporting, SunGard Analytics	
189	Ability to generate a list of all asset disposals for a specified date range	H	R		Reporting, SunGard Analytics	
190	Ability to code surplus property disposal list for disposition method, i.e. salvage, auction, donation, trade-in, recycle externally, or agency repurpose.	M	R		Reporting, SunGard Analytics	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

General and Technical

SunGard Public Sector	
Code	Availability Definition
Y	Functionality is provided out of the box through the completion of a task associated with a routine configurable area that includes, but is not limited to, user-defined fields, delivered or configurable workflows, alerts or notifications, standard import/export, table driven setups and standard reports with no changes. These configuration areas will not be affected by a future upgrade. The proposed services include implementation and training on this functionality, unless specifically excluded in the Statement of Work, as part of the deployment of the solution.
R	Functionality is provided through reports generated using proposed Reporting Tools.
T	Functionality is provided by proposed third party functionality (i.e., third party is defined as a separate software vendor from the primary software vendor). The pricing of all third party products that provide this functionality MUST be included in the cost proposal.
M	Functionality is provided through customization to the application, including creation of a new workflow or development of a custom interface, that may have an impact on future upgradability.
F	Functionality is provided through a future general availability (GA) release that is scheduled to occur within 1 year of the proposal response.
N	Functionality is not provided.

4.8 - General and Technical	ONESolution
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Objective: To ensure that the application operates consistently and to the technical standards of the organization.

Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
1	Documentation					
2	Ability to provide software documentation, topology, and detail design for all software application modules in electronic format.	H	Y		ONESolution	
3	Ability to provide an online tutorial to assist users learning the software.	H	Y		ONESolution	
4	Ability to provide all vendor supplied software that is accompanied by sufficient technical documentation to enable comprehensive understanding of its internal structure and operating procedures.	H	Y		ONESolution	
5	Ability to provide Release Notes that document changes between version releases. These documents must be written in a fashion that is easily understandable by the end user. The format of the Release Notes must be conducive to analyzing which changes effect the organization.	H	Y		ONESolution	
6	Ability to provide a copy of the database schema, ERD (entity relation diagram.), and network diagram.	H	Y		ONESolution	
7	Help System					
8	Ability to provide a menu-driven system with comprehensive utility and "help" screen capabilities at the field and the page level.	H	Y		ONESolution	
9	Ability to provide field-level and screen level help throughout the application that can be customized by trained and authorized users.	M	Y		ONESolution	
10	Online Vendor Customer Support Portal					
11	Ability to provide a portal solution to access various online information regarding the vendor's solution including:	-				
12	Knowledge base of user documentation	M	Y		ONESolution	
13	Release notes	M	Y		ONESolution	
14	Other documentation	M	Y		ONESolution	
15	Upcoming releases	M	Y		ONESolution	
16	Change log	M	Y		ONESolution	
17	System provides a portal solution that allows users to submit enhancement requests and system bugs online that allows for tracking of progress on individual items.	M	Y		ONESolution	

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General and Technical

4.8 - General and Technical			ONESolution			
<i>Objective: To ensure that the application operates consistently and to the technical standards of the organization.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
18	System provides a portal solution that allows users to query on specific items that they and other clients have submitted.	M	Y		ONESolution	
19	System provides an online user community for posting questions and sharing information.	M	Y		ONESolution	
20	Error Processing					
21	Ability to customize or modify system provided error messages and store/log for future review and reporting. Error messages should be meaningful to the user versus being of a technical nature.	M	Y		ONESolution	
22	Ability to allow user-defined reporting from the error log.	M	Y		ONESolution	
23	Ability to allow the system support administrator or designated end-users to view the error log online to provide support for the users.	H	Y		ONESolution	
24	Ability to perform error checking to verify the quality of the information being entered and that system balances are maintained.	H	Y		ONESolution	
25	Ability to turn on/off different levels of error logging functionality within the system.	H	Y		ONESolution	
26	Forms Processing					
27	Ability to generate forms using Microsoft Office Suite and/or Adobe Acrobat.	H	Y		ONESolution	Reports and data exports can be generated using Adobe (PDF).
28	Ability to generate interactive forms using Microsoft Office Suite and/or Adobe Acrobat (for data entry purposes).	H	N			
29	Ability to provide an integrated Forms Solution that allows for custom developed forms within the system that can be integrated with financial processes, without having to modify application code.	H	Y		Easy Laser Forms (ELF)	
30	Ability for trained users to customize forms without the need for Vendor assistance. Customized forms will be able to be incorporated into future vendor releases without the need for retro-fitted changes.	H	Y		ONESolution	
31	Standard software functionality provides the ability for all forms created within the vendor's solution to be stored to allow for future use of that form within the vendor's solution.	H	Y		ONESolution	
32	Security and Auditing					
33	Ability to use Active Directory (AD) as the source for security credentials if solution is on premise. AD shall be used as the primary authentication level for user sign-on into the system (single sign-on).	H	Y		ONESolution	
34	Ability to update security access from Active Directory and have it update permissions in the system.	M	Y		ONESolution	Active Directory (AD) can control whether or not the user is allowed to log into the system. All other permissions are controlled in ONESolution.
35	Ability to authenticate to multiple AD domains if solution is on-premise.	M	Y		ONESolution	
36	Ability to restrict access for add/update/view/delete at the transaction level.	H	Y		ONESolution	
37	Ability to deliver security in a layered format (i.e. data, database, application, network physical).	H	Y		ONESolution	
38	Ability to deliver system security that includes security logging into the system.	H	Y		ONESolution	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

General and Technical

4.8 - General and Technical		ONESolution				
<i>Objective: To ensure that the application operates consistently and to the technical standards of the organization.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
39	Ability to restrict a user's access to specific screens.	H	Y		ONESolution	
40	Ability to define standard security roles for entry, query and reporting	H	Y		ONESolution	
41	Ability to provide security at the record level.	H	Y		ONESolution	
42	Ability to turn on/off auditing at the table level.	H	Y		ONESolution	This is accomplished with logging.
43	Ability to configure security access to restrict a user's access to individual fields.	H	Y		ONESolution	
44	Ability to maintain system security controls while using the system on mobile devices	H	Y		ONESolution	
45	Ability to restrict user access to fields based on a certain range.	H	Y		ONESolution	Restricted access to records is based on field values.
46	Ability to log all file changes in a detailed permanent audit trail, by user ID, based on user login. The contents of the log should include but not be limited to the following: <ul style="list-style-type: none"> • transactions records • field/change code • pre-value/post value • file name • date/time • user ID • program name used to make change 	H	Y		ONESolution	Program name is not included.
47	Ability to provide role based and class based system security; must be configurable and must establish rules for editing.	H	Y		ONESolution	
48	Ability to have locks on time/date stamp with limited and audited override authority.	H	Y		ONESolution	Available in applicable areas.
49	Ability for an administrator to change a user's status to inactive.	H	Y		ONESolution	
50	Ability to support electronic/digital signatures.	H	Y		ONESolution	
51	Ability to trace the source of all transactions at both terminal and ID user levels.	H	N			
52	Ability to identify users making inquiries or extracting reports from key databases.	H	Y		ONESolution	
53	Ability to support the encryption of data communications between the client and the server.	H	Y		ONESolution	Functionality provided by Secure Sockets Layer (SSL).
54	Ability to support the encryption of stored data in the database.	H	Y		SQL Server Enterprise Edition (SQL Server)	Requires SQL Server Enterprise edition.
55	Ability to define specific user access to processes, icons, screens, reports, records and code tables based on individual and group profiles.	H	Y		ONESolution	
56	Ability to restrict a user's access to records meeting certain criteria (i.e., certain divisions).	H	Y		ONESolution	
57	Ability to apply security restrictions to report writer utilities.	H	Y		ONESolution	
58	Ability to apply security restrictions to global update functions.	H	Y		ONESolution	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

General and Technical

4.8 - General and Technical			ONESolution			
Objective: To ensure that the application operates consistently and to the technical standards of the organization.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
59	Ability to apply security restrictions that only allow certain users to access data connections such as ODBC, JDBC, OLE.	H	Y		ONESolution	We do not apply these restrictions. The County could restrict access from end-user workstations.
60	Ability to differentiate access between ability to view versus update specific data elements.	H	Y		ONESolution	Read, write, update, and delete access can all be separate and different.
61	Ability to restrict the accessing of security configuration and audit logs based upon user profiles or administrator level settings	H	Y		ONESolution	
62	Standard system functionality restricts System Administrator account from performing transactions on the system.	H	Y		ONESolution	This is administered and configured in the ONESolution security server.
63	Ability to require both a user ID and password to access system functionality.	H	Y		ONESolution	
64	Ability to provide password security which will automatically restrict or deny access after a specified number of erroneous attempts to access.	H	Y		Active Directory (AD)	Relies on AD.
65	Ability to monitor concurrent users accessing the database through the application (e.g. open connections).	H	Y		ONESolution	ONESolution has a web-based, multi-tier architecture. Users do not access the database directly.
66	Ability to automatically log off an inactive user. This should be configurable based on the organization's needs.	H	N			
67	Ability to ensure that system passwords are suppressed during entry (***** appears instead of the clear-text representation of the password when logging in).	H	Y		ONESolution	
68	Ability to track the relevant audit trails and allow "drill down to the source" functionality to review the history of all changes to the data when auditing is enabled.	H	Y		ONESolution	This is available through logging.
69	Ability to allow management to review the system administrator's activities.	M	T		Windows Server	Provided by the Windows Server Tools.
70	Ability to provide a "flexible" system audit which can be configured to audit based upon rules and user defined alerts for each action performed within the system.	H	N			
71	Ability to provide audit reporting that is "user friendly" (audit reports are not "cryptic", they are easy to understand and act upon).	M	Y		ONESolution	
72	Ability for the administrators in process owning areas, with proper authorization, to have access to change configuration in the appropriate ERP modules without going through IT.	M	Y		ONESolution	
73	Archiving					
74	Ability to provide an archiving solution for all data elements which provide configuration options for archiving schedules.	M	Y		ONESolution	
75	Ability to interface with a third party document management system (e.g. LaserFiche, Real Vision Document Imaging (RVI)) for archiving.	M	Y		ONESolution	
76	System design provides an "archive" environment for historical data.	H	N			
77	Integration and Interfacing					
78	Ability to import / export non-configuration data (e.g. transaction data) to/from a common data interchange format (e.g. ASCII, XML, etc.)	H	Y		ONESolution	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

General and Technical

4.8 - General and Technical			ONESolution			
Objective: To ensure that the application operates consistently and to the technical standards of the organization.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
79	Ability to interface with a third party document management system (e.g. LaserFiche, RVI) for storing documents related to transactions and system records.	H	M		Interface to Enterprise Document Management (EDM) system	Interface to EDM is included.
80	Ability to import / export configuration data to/from a common data interchange format (e.g. ASCII, XML, etc.)	H	Y		ONESolution	
81	Ability for all data import functions in the system to observe all pre-set data validation rules to enforce data / database integrity	H	Y		ONESolution	Once data is imported, all pre-set data validation rules are enforced through use of ONESolution applications and functionality.
82	Ability to support web services as a means of real-time data exchange with other applications.	H	Y		ONESolution	
83	Ability to import data into master files (commodity codes, Zip, etc.).	H	Y		ONESolution	
84	Ability to provide utilities to perform data conversion from existing system to the new ERP system.	H	Y		ONESolution	
85	Ability to restrict access to all imports performed by a user.	H	Y		ONESolution	
86	Ability to attach multiple documents / images to a single ERP transaction and have that attachment flow with the transaction throughout it's life in the ERP (i.e. requisition to purchase order).	H	Y		ONESolution	
87	Ability to create tables with future dates (i.e. benefits premiums during open enrollment)	H	Y		ONESolution	
88	All databases tables are accessible for custom reporting across all modules	H	Y		ONESolution	
89	Ability to interface with Microsoft Office applications (Word, Excel, Project, Exchange, SharePoint, Access, etc.)	H	Y		ONESolution	This is available with Microsoft Excel.
90	System Installation					
91	Ability to provide capabilities for system to be deployed with an "agentless client" (i.e. thin client / no software on the desktop).	L	Y		ONESolution	
92	Ability to retain user preferences when installing new releases of the vendor's software.	H	Y		ONESolution	
93	Ability to support the following environments during and after system implementation including: DEV, TEST, TRAIN, LIVE.	H	Y		ONESolution	
94	Ability to provide a configuration management solution to allow for easy management of moving data and programs between the various environments.	M	Y		ONESolution	Some limitations apply.
95	System Operations and Administration					
96	Ability to supply various utilities to facilitate file maintenance, data manipulation, and backup/recovery. These may include, but are not limited to, sorts, file generators, and file-to-file copying utilities.	H	Y		ONESolution	
97	Ability for the software vendor(s) to have the facilities to diagnose and maintain the application software and database remotely.	H	Y		ONESolution	
98	Ability for the vendor to provide ongoing software maintenance and new software releases periodically to meet all State and Federal requirements at no additional charge (included in the annual maintenance).	H	Y		ONESolution	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

General and Technical

4.8 - General and Technical			ONESolution			
Objective: To ensure that the application operates consistently and to the technical standards of the organization.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
99	Ability to optionally push out, and rollback, system updates to all clients, from a centralized location.	H	Y		ONESolution	
100	If system allows user to switch screens to display in another language, the system provides a user-friendly process for changing the language back and forth.	L	N			Does not provide multiple language.
101	Technical Standards & Preferences - Applies to ALL products being proposed by the vendor.					
102	Ability to provide system components that operate under a web services solution environment.	L	Y		ONESolution	
103	Ability to provide a system that operates under a Service Oriented Architecture (SOA) environment.	L	Y		ONESolution	
104	Ability to use existing computers and printers.	H	Y		ONESolution	SunGard reviewed the County's existing hardware listed in the RFP and we don't see any conflicts between our software and your infrastructure. We will work with the County to recommend the ideal configuration.
105	Ability, if the solution uses browser-based access, to support flexibility in browser choice among modern browsers(i.e. Chrome, Internet Explorer, Firefox, MS Edge, Safari), without requiring only one specific browser version to be used (i.e. there is backwards compatibility, but also new versions are supported within six months of release).	H	Y		ONESolution	Chrome, Internet Explorer 11, and Safari for iOS are supported.
106	Ability to provide a solution that operates with the County's current technical standards listed in the RFP	H	Y		ONESolution	
107	Ability to support a VMWare virtualized server environment.	H	Y		ONESolution	
108	Data Management					
109	Ability for all informational data elements tracked to be maintained in an enterprise ODBC-compliant integrated database to allow efficient data sharing, customized report writing, and automated posting.	H	Y		ONESolution	
110	Ability to directly read the database for JDBC and ODBC access	H	Y		ONESolution	SQL Server is the database that is used.
111	Ability to add user defined data fields and tables to meet changing requirements.	H	Y		ONESolution	Tables can be added but not data fields. System updates could remove the custom fields.
112	Ability to identify/define character numbers/limitations for custom fields.	H	Y		ONESolution	System updates could remove custom fields in standard system tables.
113	Ability for system to interact with the relational database and offer robust querying and online analysis tools that do not require programming knowledge, allowing users to pick and choose fields, link tables, and establish criteria under appropriate security controls.	H	Y		ONESolution	
114	Ability to log all online input and provide the ability to recover the data files to the point of the last transaction in the event of a programming or system failure. This recovery process should minimize user involvement.	H	Y		ONESolution	Provided through SQL Server database logging.

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

General and Technical

4.8 - General and Technical			ONESolution			
<i>Objective: To ensure that the application operates consistently and to the technical standards of the organization.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
115	Ability to access tables from other systems using both SQL and non-SQL data sources.	H	Y		ONESolution	SQL Server is the database that is used.
116	Ability to support referential integrity through the use of data definitions and Entity Relationship Diagrams.	H	Y		ONESolution	
117	Ability to create database integrity constraints that match the business rules enforced by the system through the modules code.	H	Y		ONESolution	Integrity constraints are applied when SunGard creates the databases.
118	Ability for the database to allow for data access in a seamless manner even though the data may physically reside on another server.	H	Y		ONESolution	
119	Ability to flag specific information as confidential, and redact it, so that it is not provided to the public with open records requests.	H	Y		ONESolution	
120	User Interface					
121	Ability for system to ensure that all features and functions within the application will be available and operate identically regardless of the user interface that is used (i.e., web-based or client-based, tablet vs. laptop, etc.).	H	Y		ONESolution	
122	Ability to ensure that the software complies with accessibility standards including all system components. To comply with the Americans with Disabilities Act (ADA), Information technology must be accessible to people with disabilities. And the information technology's accessibility level must comply with accessibility standards set forth in Section 508 of the Rehabilitation Act. Section 508 requires that Federal agencies' electronic and information technology is accessible to people with disabilities.	H	Y		ONESolution	SunGard has performed preliminary testing on the ONESolution screens and the screen reader was able to interpret the Extensible Application Markup Language (XAML) for field tags. However, the formal testing for compliancy with the Section 508 Amendment to the Rehabilitation Act has not been completed at this time.
123	Ability to ensure that the software applications provide functionality for or are compatible with third party industry standard screen magnification products to enlarge the print on the computer screen and configure print size, contrast and color selection for blind users. Please note third party product compatibility in Comment field.	M	N			
124	Ability for the software applications to provide functionality for or are compatible with third party industry standard screen reading software (used to operate a speech synthesizer, which voices the contents of a computer screen) for blind users. Please note third party product compatibility in Comment field.	M	N			
125	Ability to utilize keyboard shortcut/command keys to quickly perform common actions.	H	Y		ONESolution	
126	System use of shortcut/command keys and screen layouts is consistent across the application.	H	Y		ONESolution	
127	Ability for system to allow multiple screens to be open simultaneously within the same session.	H	Y		ONESolution	
128	Ability to allow any screens to be modified/configured to suit a client's business needs, without compromising data integrity.	M	Y		ONESolution	Most of the web screens are designed to allow for site and/or user modification using the screen features.

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

General and Technical

4.8 - General and Technical			ONESolution			
<i>Objective: To ensure that the application operates consistently and to the technical standards of the organization.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
129	Ability to allow unused data elements to be removed, hidden or modified to conform to existing practices without compromising the ability to perform system updates that will result in these changes being lost.	M	Y		ONESolution	
130	Ability to restrict modification of system screens based on user role or group (i.e. the goal is to promote some uniformity to allow cross-training, but not excessively restrict personalization).	M	Y		ONESolution	
131	Ability to modify pull down menus and pick lists, with proper security authorization.	H	Y		ONESolution	
132	Data Entry & Transaction Processing					
133	Ability to control entry of data to ensure user enters data into all required fields on the screen.	H	Y		ONESolution	
134	Ability to have data entry fields automatically default to a specific value (e.g., date fields should default to current date).	H	Y		ONESolution	
135	Ability to perform batch data entry of transactions with batch totals.	H	Y		ONESolution	
136	Ability for system to provide data entry transaction templates (i.e. journal entries, requisitions, etc.), with custom defined fields as a default.	H	Y		ONESolution	
137	Ability to configure tabbing order on all data entry screens.	H	Y		ONESolution	
138	Ability to "auto fill" in field level information (i.e. – vendor name, account name) based on information entered (e.g., enter vendor #, name populates, etc.)	H	Y		ONESolution	
139	Ability for back-ups or other transactions in one module to not block, delay, or otherwise interfere with transactions in other modules.	H	Y		ONESolution	
140	Ability for the system (including complete system backup activities), to be available 24 hours a day.	H	Y		ONESolution	
141	System provides record locking functionality which only allows viewing and query access to system records by users, while a user is making edits to the record.	H	Y		ONESolution	ONESolution supports multiple simultaneous viewers during a multi-edit event. The first commit is accepted and secondary updates receive comprehensive error message.
142	Ability for system to provide free form comments fields – prior to posting, after the fact (multiple un-editable comments with user stamping and date stamping)	L	Y		ONESolution	
143	Central Document / Transaction Workflow Engine					
144	Ability to remind employees to enter time using alerts, reminders or notifications:	-				
145	in the main application	H	Y		ONESolution	
146	via email	H	Y		ONESolution	
147	via an application for mobile devices	H	N			While an application isn't available for mobile devices, the system can be run on mobile devices.

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

General and Technical

4.8 - General and Technical			ONESolution			
Objective: To ensure that the application operates consistently and to the technical standards of the organization.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
148	Ability to provide workflow functionality, automating business processes within the system that can be controlled and managed by a trained end-user. This workflow includes routing based on roles defined in the system and assigned to each user and rules determining how a process is handled and works consistently across all module areas and user interfaces within the application.	H	Y		ONESolution	
149	Ability to set up workflows to allow for user-defined levels of approval. (Please identify any workflow approval limits in the comments field).	H	Y		ONESolution	
150	Ability to differ workflow by item type (e.g. technology item being purchase, fixed assets from a specific department, etc.)	H	Y		ONESolution	
151	System provides audit trail history of transaction approvals.	H	Y		ONESolution	
152	Ability to provide workflow functionality that allows users to lookup a transaction and see the status in an approval tree.	H	Y		ONESolution	
153	System provides workflow functionality that is role based such that departments can perform approvals.	H	Y		ONESolution	
154	System provides reminder functionality throughout the system that could be set to trigger based on certain events (e.g., more than 2 weeks have passed and you are responsible for completing this step, contract is going to expire soon, etc., Grant item being purchased).	H	Y		ONESolution	
155	Ability to support the aforementioned reminder functionality through e-mail notifications.	H	Y		ONESolution	
156	System provides the same workflow rules and engine regardless of the user interface that is used (i.e., web-based or client-based interface).	H	Y		ONESolution	
157	System provides workflow functionality that allows a user to enter text and/or attach a document indicating the reason for the rejection and allows for complete viewing of this text by the user receiving the rejection notice.	H	Y		ONESolution	
158	System provides workflow functionality that allows a user to forward workflow items for a user-designated period of time to another user who will act as a surrogate / delegate in being able to review, approve and reject all workflow items in the first user's absence.	M	Y		ONESolution	
159	System provides workflow functionality that allows for items to be put into workflow with sequential approvals.	M	Y		ONESolution	
160	System provides workflow functionality such that in a parallel approval the following options are possible: <ul style="list-style-type: none"> All users must approve an item before moving to the next step One user must approve an item before moving to the next step Rejection by only one of the users will push the workflow back to the previous step or original step. Previous step of process is locked once approval is authorized Overrides to above options are allowed with appropriate authorization. 	M	Y		ONESolution	
161	System provides workflow functionality that allows for reporting and audit on how long each step in a workflow is taking to perform.	M	Y		ONESolution	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

General and Technical

4.8 - General and Technical		ONESolution				
<i>Objective: To ensure that the application operates consistently and to the technical standards of the organization.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
162	System provides workflow functionality with the following options when reviewing an item: <ul style="list-style-type: none"> • Approve • Collaborate • Forward • Return • Hold • Reject • Cancel 	H	Y		ONESolution	
163	System supports user-defined workflow status options	M	Y		ONESolution	
164	System provides workflow functionality that allows for notification of the results of a workflow step to be sent to a user via email or be viewable internally within the application. The type of notification (email or internal to application) can be customizable for each individual user.	M	Y		ONESolution	
165	Ability to provide workflow functionality that allows for users receiving workflow updates via email to click on a link provided within the email that takes the user to the appropriate area within the application to perform the next steps on that workflow.	M	Y		ONESolution	
166	Ability for workflow notification e-mails to include supporting information regarding the transaction and permit the recipient to respond with an action (e.g. approve, deny, etc.) and have that action take place in the system.	M	Y		ONESolution	
167	Ability to automatically route reports via a workflow.	H	Y		ONESolution	
168	Management Dashboard					
169	Ability to provide system data in "management dashboard" views.	H	Y		SunGard Public Sector Analytics (Analytics)	
170	Ability for users to be able to individually configure their "management dashboard" views.	H	Y		SunGard Analytics	
171	Ability for users to drill down from "management dashboard" reports to the source transactions.	H	Y		SunGard Analytics	
172	Ability to display data from data sources external to the system which contain common relational databases	M	M		SunGard Analytics	Included in report development, please refer to pricing details.
173	Dashboard provides the ability to format components using bar charts, dials, gauges and graphing components	H	Y		SunGard Analytics	
174	Ability to establish Key Performance Indicators	H	Y		SunGard Analytics	
175	Ability to configure dashboard components and publish for other dashboard users to subscribe to	M	Y		SunGard Analytics	
176	Ability to personalize dashboard components per user, by configuring input parameters	M	Y		SunGard Analytics	
177	Ability for dashboard components to filter data based on users department / division	H	Y		SunGard Analytics	
178	Dashboard components recognize established system security framework	H	Y		SunGard Analytics	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

General and Technical

4.8 - General and Technical			ONESolution			
Objective: To ensure that the application operates consistently and to the technical standards of the organization.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
179	Ability to configure dashboard components to visualize trends over time, including comparative activity (e.g. past x months, past x years, this month compared to same month last year, etc.)	H	Y		SunGard Analytics	
180	Reporting and Printing					
181	Ability to create ad hoc queries and reports using a built-in reporting tool, in a user-friendly manner that does not require knowledge of report writing software or IT intervention based on user assigned authority including field level security restrictions.	H	Y		SunGard Analytics	Allows for drag and drop creation of ad hoc reports using out-of-the-box reporting packages. Respects application field level data security.
182	Ability to provide a real-time snapshot of the financial performance based on key defined metrics determined by the administrator/user.	H	Y		SunGard Analytics	
183	System should include an easy to use report generator, with all data exportable to MS Excel spreadsheet format for ad hoc reporting.	H	Y		SunGard Analytics	
184	System provides a report writer capability with file organization structure consistent between all application modules	H	Y		SunGard Analytics	
185	Ability to run reports without impacting system performance.	H	Y		SunGard Analytics	
186	Ability for system to have an integrated report writer with the following features, including but not limited to the following:	-				
187	Flexible report formatting capabilities	H	Y		SunGard Analytics	
188	Ability to modify or create underlying reporting structure	H	Y		SunGard Analytics	
189	Mailing list and label generation capability	H	Y		SunGard Analytics	
190	Ability to retrieve information from multiple tables / files	H	Y		SunGard Analytics	
191	Ability to specify desired subtotal breaks and totaling fields	H	Y		SunGard Analytics	
192	Ability to obtain reports in different sort sequences	H	Y		SunGard Analytics	
193	Ability to calculate percentages	H	Y		SunGard Analytics	
194	Ability to calculate averages	H	Y		SunGard Analytics	
195	Ability to make minor alterations to <i>previously</i> defined reports.	H	Y		SunGard Analytics	Some limitations apply.
196	Ability to prepare / print reports from any accounting period and across periods.	H	Y		SunGard Analytics	
197	Ability for users to save previously created ad-hoc queries and reports for easy access.	H	Y		SunGard Analytics	
198	Generate sequentially numbered pages on reports	H	Y		SunGard Analytics	
199	Represent current date and reports "as of" date	H	Y		SunGard Analytics	
200	Option available to send report to the screen, a printer, file, or email.	H	Y		SunGard Analytics	
201	Utilize report out file as an input file for another report.	H	Y		SunGard Analytics	
202	Ability for reports to be scheduled and generated to a target output format (e.g. PDF)	H	Y		SunGard Analytics	
203	Ability for reports to be scheduled and automatically sent via e-mail	H	Y		SunGard Analytics	
204	Ability to setup reports to accommodate optimized page size and layout (e.g. portrait and landscape orientations).	H	Y		SunGard Analytics	
205	Ability to select any account or range of accounts in the chart of accounts for inclusion in reports or exclusion	H	Y		SunGard Analytics	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

General and Technical

4.8 - General and Technical		ONESolution				
Objective: To ensure that the application operates consistently and to the technical standards of the organization.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
206	System has "Wildcard" and/or "Keyword" capability to allow easy accessing of a range of values when creating reports (e.g. "*" or "%") and searching for data across all modules	H	Y		SunGard Analytics	
207	Ability to quickly access a range or set of accounts for report creation by specifying a fund, utility and/or account type	H	Y		SunGard Analytics	
208	Data fields include commas, decimal points, dollar signs, +/- signs, etc. and are right or left justified as appropriate	H	Y		SunGard Analytics	Characters can be brought into the report.
209	Ability to "drill down" allowing a user to begin with a summary level screen / online report and inquire on progressively more detailed (i.e., source) transactions.	H	Y		SunGard Analytics	
210	Ability to output electronically (file or online) to key governmental entities as required by law.	H	Y		SunGard Analytics	This assumes the County saves to media and sends to the appropriate governmental agency.
211	Ability to execute reports with an "as of" date.	H	Y		SunGard Analytics	
212	Ability to allow end users to directly print reports and inquiry screens to printer, without cumbersome use of a "print queue".	H	Y		SunGard Analytics	
213	Ability to allow search criteria on reports to be not-exact matches, partials, or similar (e.g., soundex, Boolean logic, etc.).	H	Y		SunGard Analytics	This is available using wildcards.
214	Ability to provide system-wide search functionality for keyword search, across all master and transaction records, to assist with fulfilling Open Records Requests.	H	Y		SunGard Analytics	
215	Ability for system to allow users to perform inquiries and searches by any field available for data entry, without impacting system performance.	H	Y		SunGard Analytics	
216	Ability to reprint reports, checks, or bills with restart capability when reports, checks, or bills being printed are interrupted.	H	Y		SunGard Analytics	Restart is available for checks and others can be reprinted.
217	Ability for the user to print all reports from their PC's using their choice of installed system printer(s) based on user assigned authority including field level security restrictions.	H	Y		SunGard Analytics	
218	Ability for system to provide report formats that are developed to maximize data available on a page while still being readable.	H	Y		SunGard Analytics	
219	Ability to print Accounts Payable and Payroll checks to laser printers with signatures and MICR coding (with appropriate security measures in place).	H	Y		ONESolution, Easy Laser Forms (ELF)	
220	Ability to allow formatted output to be matched to printer device characteristics without intervention by the user.	H	Y		SunGard Analytics	
221	Ability to report/query on all user defined fields, without adversely impacting system performance.	H	Y		SunGard Analytics	
222	Adhere to all GAAP, GASB and CAFR requirements. GASB 34 and GAAP compliance.	H	Y		ONESolution General Ledger (GL), CAFR Constructor	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

General Ledger

SunGard Public Sector	
Code	Availability Definition
Y	Functionality is provided out of the box through the completion of a task associated with a routine configurable area that includes, but is not limited to, user-defined fields, delivered or configurable workflows, alerts or notifications, standard import/export, table driven setups and standard reports with no changes. These configuration areas will not be affected by a future upgrade. The proposed services include implementation and training on this functionality, unless specifically excluded in the Statement of Work, as part of the deployment of the solution.
R	Functionality is provided through reports generated using proposed Reporting Tools.
T	Functionality is provided by proposed third party functionality (i.e., third party is defined as a separate software vendor from the primary software vendor). The pricing of all third party products that provide this functionality MUST be included in the cost proposal.
M	Functionality is provided through customization to the application, including creation of a new workflow or development of a custom interface, that may have an impact on future upgradability.
F	Functionality is provided through a future general availability (GA) release that is scheduled to occur within 1 year of the proposal response.
N	Functionality is not provided.

4.9 - General Ledger	ONESolution General Ledger (GL)
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Objective: To provide an automated, integrated, General Ledger system that will improve the County's ability to efficiently manage and accurately report its financial affairs.

Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
1	General Requirements					
2	Ability to simultaneously comply with financial accounting and reporting standards in accordance with:	-				
3	GAAP (Generally Accepted Accounting Principles)	H	Y		ONESolution General Ledger (GL)	
4	GASB (Governmental Accounting Standards Board) statements	H	Y		GL	
5	CAFR (Comprehensive Annual Financial Reporting) requirements (i.e. government-wide and fund statements)	H	Y		GL, CAFR Constructor, SunGard Public Sector Analytics (SunGard Analytics)	
6	Modified accrual basis of accounting	H	Y		GL	
7	Full accrual basis of accounting	H	Y		GL	
8	Ability to allow multiple fiscal years to be open (and have transactions processed against them) simultaneously. This includes the ability to have related reversing entries automatically post to the new fiscal year (i.e. AP, inter-fund journals, accruals, etc.).	H	Y		GL	
9	Chart of Accounts					
10	Ability to auto-generate chart of accounts based on sequential order of chart "segments" (i.e. fund, account, category, division, department, etc.) defined within the system.	H	N			
11	Ability to classify accounting transactions by the following structures: fund, program, organization, project, activity, cost center, object class, and any other data elements needed to meet data classification and/or reporting needs	H	Y		GL	
12	Ability to modify and customize the chart of accounts structure to be specific to the organization.	H	Y		GL	
13	Ability to establish rules to validate segments of the components of the Chart of Accounts.	H	Y		GL	

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

General Ledger

4.9 - General Ledger		ONESolution General Ledger (GL)				
<i>Objective: To provide an automated, integrated, General Ledger system that will improve the County's ability to efficiently manage and accurately report its financial affairs.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
14	Ability to have alphanumeric program, project and grant segments.	H	Y		GL, ONESolution Job/Project Ledger (JL)	
15	Ability to expand chart of account segments at any point in time without re-entering/re-converting entire chart.	H	Y		GL	
16	Ability to provide options for account roll-up capabilities at any level of the chart of account segments.	H	Y		GL	
17	Ability to support sub-level chart of account codes that roll up to standard account codes.	H	Y		GL	
18	Ability to associate user logins with an organization, or other segment within the chart, and only allow user edit only access to transactions and balances related to that user's segment as defined by the chart.	H	Y		GL	
19	Ability to associate an account type (revenue, expense, fund balance, asset, liability, net assets, etc.) with each account when defining the chart of accounts.	H	Y		GL	
20	Ability to set-up each fund as full accrual or modified accrual	H	Y		GL	
21	Ability to support crosswalk from existing chart of accounts for data conversion purposes.	H	Y		GL	
22	Ability to retain history on account segment combinations:	-				
23	Current year adopted budget amount (expenditures and revenue)	H	Y		GL, ONESolution Budgeting (BU)	
24	Current monthly, quarterly and year-to-date actual amounts (all balance sheet and income statement accounts)	H	Y		GL	
25	Current year budget adjustments	H	Y		GL, BU	
26	Budget balance remaining (adjusted budget minus year-to-date actuals)	H	Y		GL, BU	
27	Amounts encumbered	H	Y		GL	
28	Prior year monthly totals	H	Y		GL	
29	Prior year final budget amount	H	Y		GL, BU	
30	Prior year adopted budget amount	H	Y		GL, BU	
31	Last transaction date	H	Y		GL	
32	Ability to segment the account number and report on any of the following:	-				
33	Fund (3 digits)	H	Y		GL	
34	Department/Cost Center (4 digits)	H	Y		GL	
35	Account/Object Code (5 digits)	H	Y		GL	
36	Program/Project (3-6 digits)	H	Y		GL	
37	Ability to allow a particular department to charge to accounts in another fund.	H	Y		GL	
38	Ability to limit a department to charge only against certain accounts.	H	Y		GL	
39	Account Information					

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

General Ledger

4.9 - General Ledger			ONESolution General Ledger (GL)			
<i>Objective: To provide an automated, integrated, General Ledger system that will improve the County's ability to efficiently manage and accurately report its financial affairs.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
40	Ability for users to lookup account numbers using a portion, wild card, etc.	H	Y		GL	The ability to select and query from any field throughout ONESolution is standard both on screen and through reporting. The ability to sort by any element is also available with reporting. Any field or groups of fields can be selected. The use of wildcards and ranges is also available.
41	Ability to accommodate up to a 60-character transaction description.	H	Y		GL	The long description is 30 alpha-numeric characters in length. Background parts, object codes, and account keys can use multiple user-defined text fields, which are stored as text up to 240 characters long and are attached to the account key, object code and/or background parts.
42	Ability to define master "account code shortcuts" (i.e. – abbreviated accounts) that cross-reference shortcut name to an account code.	M	Y		GL	
43	Ability to allow the user to use synonym/account names to inquire on accounts (user specific names that relate to specific account codes).	M	Y		GL	Available in Budgeting only.
44	Ability to maintain a self-balancing set of accounts for each fund including assets, liabilities, fund balance, expenditures and revenues including the ability to automatically close to fund balance (user defined) to open the new year.	H	Y		GL	
45	Ability to optionally configure budget control at the account level, in addition to the category level.- i.e. controlling at fund, program, series or GL level (account level) or requiring balanced entries for budgeted transfers or interdepartmental allocations (category level) as desired.	H	Y		GL, BU	
46	System has consistent budget and accounting classifications (i.e., mapping) to enable synchronization with other deliverables (i.e., CAFR, budget book, grant reporting) that may have a different mapping scheme/structure.	H	Y		GL, BU	
47	Ledgers					
48	Ability to maintain control account balances from subsidiary ledgers for revenue, expenditures (CY, Prior Year), encumbrances (CY, Prior Year), appropriation (CY, Prior Year).	H	Y		GL	
49	Fund Information					
50	Ability to accommodate fund/encumbrance-based accounting.	H	Y		GL	
51	Ability to reverse encumbrances in the period when they were established.	H	Y		GL	
52	Ability to define the details of a fund including: fiscal year, posting periods, valid posting date ranges, etc.	H	Y		GL	
53	Ability to change how a specific fund rolls up in the index.	H	Y		GL	
54	Allocations					

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

General Ledger

4.9 - General Ledger		ONESolution General Ledger (GL)				
<i>Objective: To provide an automated, integrated, General Ledger system that will improve the County's ability to efficiently manage and accurately report its financial affairs.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
55	Ability to automatically allocate between specific accounts (or account groups) as defined by the user (e.g., for lease chargebacks).	H	Y		GL	
56	Ability to provide journal entry functionality to provide assistance in performing allocations, by a percentage or based on a separate allocation table, for recurring entries with the same allocation.	H	Y		GL	
57	Ability to allocate to multiple GL accounts either by a fixed dollar amount or percentage.	H	Y		GL	
58	Ability to accommodate an index/suffix for projects and grants within funds and include additional sub-projects or sub-grants.	H	Y		GL, JL	
59	Ability to allow for flexible/configurable timing of posting of allocations based on work order business rules.	H	Y		GL	
60	Ability to use accumulate costs to any segment of the account structure.	H	Y		GL	
61	Ability to support managerial cost accounting by providing the capability to measure and report the costs of each segment's output.	L	Y		GL	
62	Provide an audit trail that traces the GL transaction from the originating transaction.	H	Y		GL	
63	Ability to establish/use multiple assignment methods, such as fixed fee, square footage, full-time equivalent (FTE).	H	Y		GL	
64	Ability to allocate direct and indirect costs differently.	M	Y		GL	
65	System can produce various allocation schedules prior to the financial closing for the period.	M	N			
66	System allows changing allocation schedule at any time during year	M	N			
67	Automatically prepare a journal entry from each allocation schedule.	M	N			
68	Transaction Processing					
69	Ability to import General Ledger transactions from external data sources or spreadsheets with validation rules.	H	Y		GL	
70	Ability to set up security to have individual levels of authorization.	H	Y		GL	
71	Ability to either have transaction posting require authorization or be automatic based on user security.	H	Y		GL, Workflow, SPSONE Security	
72	For purchasing (PO & non-PO), restrict GL use to only the expenditure accounts associated with purchasing	H	Y		GL, ONESolution Purchasing (PO)	
73	Ability to limit the accounts eligible to be selected for posting revenue to the general ledger by individual user or by department (i.e., limiting access to post to cash).	H	Y		GL	
74	Ability to allow for transaction/batch approval prior to posting the transaction.	H	Y		GL, Workflow	
75	Ability to restrict posting transactions to inactivated accounts.	H	Y		GL	
76	Ability to retain all transactions for at least 10 years online.	H	Y		GL	Subject to the constraints of the underlying database and storage, ONESolution does not limit the number of transactions or history maintained.

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

General Ledger

4.9 - General Ledger		ONESolution General Ledger (GL)				
<i>Objective: To provide an automated, integrated, General Ledger system that will improve the County's ability to efficiently manage and accurately report its financial affairs.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
77	Ability to identify the sub-ledger source for transactions.	H	Y		GL	
78	Ability to enter transactions and inquire of master file data in an online, interactive mode, providing an audit trail of each transaction.	H	Y		GL	
79	Ability to prevent one-sided transactions.	H	Y		GL	
80	Ability to attach files/images /user notes/emails, documents to a transaction within the system.	H	Y		GL, ONESolution Documents Online (DO)	
81	Ability to enter text description next to each individual GL line item within the journal entry.	H	Y		GL	
82	System supports departmental entry of inter-fund transfer requests with workflow	H	Y		GL, Workflow	
83	Ability to prevent specific users from requesting budget transfers from other departments' budgets.	H	Y		GL, SPSONE Security	
84	Inter-Fund Accounting					
85	Ability to perform and track inter-fund transfers.	H	Y		GL	
86	Ability to flag inter-fund entries for review and reconciliation of inter-fund receivables and payables. System has the ability to automatically generate the required inter-fund transactions based on fund relationship definitions.	H	Y		GL	
87	Edits/Validations					
88	Ability to add and maintain validation rules defined by the County	H	Y		GL	
89	Ability to apply validation rules during the data entry process, giving the user a warning but allowing them to save the transaction – for further review and edit/approval.	H	Y		GL	
90	Journaling					
91	Ability to process automated/recurring and manual journal entries.	H	Y		GL	
92	Ability to process system-generated transactions, such as automated accruals, closing entries, cost assignment transactions, and recurring payments.	H	Y		GL	
93	Ability to establish unique journal entry numbering schemes specific to a department, separate from the main journal entry numbering scheme.	H	N			
94	Ability to create user-defined posting codes.	H	Y		GL	
95	Ability to establish, save and use journal entry templates that will allow users to easily create new journal entries using pre-saved journal entry details.	H	Y		GL	
96	Ability to have journal entry approval functionality include rejection abilities, comment abilities, response with attachments, and re-routing to originator for correction.	H	Y		GL, Workflow	
97	Ability to maintain disaster tracking information through quick setup of chart of accounts codes and by adding additional fields to journal transactions (quantities of materials, material types, equipment rates, equipment types).	H	Y		GL, JL	The job ledger may be used to track the disaster, however, the fields listed are not available in a journal entry.
98	Ability to record recurring accruals and the related reversing journal entries in the next period or next year.	H	Y		GL	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

General Ledger

4.9 - General Ledger		ONESolution General Ledger (GL)				
<i>Objective: To provide an automated, integrated, General Ledger system that will improve the County's ability to efficiently manage and accurately report its financial affairs.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
99	Ability to warn a user at transaction entry if a cash balance creates a negative balance.	H	N			
100	Ability to create batch journal entries.	H	Y		GL	
101	Ability to allow entries to unlimited accounts with one journal entry (one credit and multiple debits, multiple debits and multiple credits, etc.) with validation of all transactions being in balance.	H	Y		GL	
102	Ability to have journal entries (entered into the system in batches via interfaces) be accompanied by a control total which is created outside the system and is the sum of all sub-ledger postings to ensure the integrity of the data prior to the posting function. Integrity checks should include a batch number to detect duplicate or skipped batches, and validity of header and trailer records to ensure that counts and amount in trailer agree with records in batch.	H	N			This functionality could be met with a custom interface if needed.
103	Ability to summarize distributions to the same account (e.g., cash) or show details of every transaction (i.e., multiple cash disbursements are displayed/stored online as a single, summary cash disbursement and shows the details of the balancing disbursements) based on user definition.	M	Y		GL	This is based on global system setup, not user definition.
104	Ability to submit journals on hold for later review and release based on authorized security and other user-defined business rules.	H	Y		GL	
105	Ability to make adjusting entries that do not affect the GL but allow for necessary reclassifications for financial reporting.	H	Y		GL	
106	Ability to create and approve journal vouchers via automated electronic workflow.	H	Y		GL, Workflow	
107	Ability to route journal vouchers via workflow based on the type of journal, e.g., reversing entries.	H	Y		GL, Workflow	
108	Ability to support journal vouchers with dollar amounts in excess of \$999,999,999.99	L	Y		GL	
109	Ability to delegate approvals to other authorized users, excluding the user who initiated the transaction.	H	Y		GL	
110	User entry and query screens support validation of codes entered on the screen and assist users in determining correct codes if an invalid code is entered (e.g., entering a number displays the related account description; a drop down box/search can be used to find the appropriate account)	H	Y		GL	Some limitations apply; further discovery is required to ensure full compliance.
111	Ability to process intra-governmental transactions and track intra-governmental balances related to state and federal agencies.	H	Y		GL	
112	Financial Audit Trail					
113	System provides for traceability of changes made to previously posted transactions (i.e. provide audit trails that identify document input, change, approval, and deletions by journal entry originator).	H	Y		GL	Full logging must be enabled.
114	Ability to track all workflow components. (i.e., creator, approver, attachments, date and time, status, changes)	H	Y		GL, Workflow	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

General Ledger

4.9 - General Ledger		ONESolution General Ledger (GL)				
<i>Objective: To provide an automated, integrated, General Ledger system that will improve the County's ability to efficiently manage and accurately report its financial affairs.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
115	System provides audit trails to trace transactions from source documents, original input, other systems, system-generated transactions, and internal assignment transactions.	H	Y		GL	
116	Ability to drill down into fund/department/account/PO/expenditure/check issued/receipt detail.	H	Y		GL, PO, AP, Bank Reconciliation (BK), SunGard Analytics	
117	Provide audit trails to trace source documents and transactions through successive levels of summarization to the financial statements and the reverse.	H	Y		GL, SunGard Analytics	
118	Provide audit trails to identify changes made to system parameters, tables, or the chart of accounts that would affect the processing or reprocessing of any financial transaction.	H	Y		GL	
119	Ability to select transactions for review based on user-defined criteria by type of transactions	H	Y		GL, SunGard Analytics	
120	Period End Processing					
121	Ability to perform closes at monthly, quarterly, or annual periods.	H	Y		GL	
122	Ability to archive "prior year history" at close of year to a separate archive database, but still be readily reportable.	H	N			
123	Ability to move prior year cancelled encumbrances to unencumbered fund balance.	H	Y		GL	
124	Ability to move balance sheet accounts, unexpended available balances and unreleased encumbrances over to a new year.	H	Y		GL	
125	Ability to suppress roll forward of appropriations and encumbrances at fund level, department level and/or the grant/project level based on user defined roll forward criteria.	H	Y		GL	
126	Ability to start processing against any open period in the new fiscal year prior to close of last fiscal year. Retroactive transactions only to open periods are allowed.	H	Y		GL	
127	Ability for authorized users to reopen closed periods.	H	Y		GL	
128	Ability to provide year-end closing procedures that close-out revenues and expenditures/expenses, and carry forward the appropriate balances.	H	Y		GL	
129	Ability to support up to 14-month periods (i.e., to show adjusting journal entries for categories such as accruals, reclassifications for reporting purposes, etc.).	H	Y		GL	
130	Ability to process journals in multiple months simultaneously.	H	Y		GL	
131	Ability to automatically reverse year end accruals.	H	Y		GL	
132	Integration					
133	Ability to maintain the budget as compared to actual reporting, by fund, account, org, division and department (i.e. any segment) within the General Ledger module.	H	Y		GL, BU	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

General Ledger

4.9 - General Ledger		ONESolution General Ledger (GL)				
<i>Objective: To provide an automated, integrated, General Ledger system that will improve the County's ability to efficiently manage and accurately report its financial affairs.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
134	Ability to enter and maintain the original budget, supplemental budgets and budget transfers into the General Ledger module.	H	Y		GL, BU	
135	Ability to define GL charges/transfer approval workflows by element of the chart of accounts (e.g. fund, department/division)	H	Y		GL, Workflow	
136	Ability to maintain unique security on payroll data elements in the General Ledger.	H	Y		GL	
137	Ability to perform timesheet capture to include additional field level tracking to identify usage/quantity and have a rate structure identified that could be used for cost allocation (i.e. FEMA equipment rates).	M	Y		GL, ONESolution Payroll (PY), Timecard Online (TO), ExecuTime	
138	Interest Allocation					
139	An automated system posting to the specified GL Cash account as the other side of a journal entry within the same fund.	H	Y		GL	
140	Ability to track average daily cash balance by fund for user defined period.	L	Y		GL	
141	Ability to allocate interest correctly when there are negative or zero cash balances.	H	Y		GL	
142	Ability to redirect interest allocation to another fund	H	Y		GL	
143	Ability to define interest apportionment requirements and create automatic allocation entry.	H	Y		GL	
144	Reporting and Inquiry					
145	Ability to create financial reports for any set of dates, including overlapping fiscal years.	H	R		SunGard Analytics	
146	Ability to provide a financial system report writer that allows for custom report configurations to be saved for future use.	H	R		SunGard Analytics	
147	Ability to configure scheduled financial reports to assist with error checking of transactions.	H	R		SunGard Analytics	
148	Ability to report on or view all pending transactions at one time.	H	R		SunGard Analytics	
149	Ability to generate a report on-demand that indicates those accounts with an abnormal balance (e.g., asset with a credit balance).	H	R		SunGard Analytics	
150	Ability to allow for departments to view revenue and expenditure activity against their accounts at any time.	H	R		SunGard Analytics	
151	Ability to support cross-department and cross-fund account analysis.	H	R		SunGard Analytics	
152	Ability to prepare preliminary financial statements before period close.	H	R		SunGard Analytics	
153	Ability to summarize defined activities and revenue/expense types across departments/funds.	M	R		SunGard Analytics	
154	Ability to run historical general ledger reporting across fiscal and calendar years with a minimum of current and two previous years simultaneously.	H	R		SunGard Analytics	
155	Ability to view trend information for user-defined activity and time periods.	L	R		SunGard Analytics	
156	Ability to produce reports using different sort sequences (i.e., cost center, etc.).	H	R		SunGard Analytics	

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

General Ledger

4.9 - General Ledger		ONESolution General Ledger (GL)				
<i>Objective: To provide an automated, integrated, General Ledger system that will improve the County's ability to efficiently manage and accurately report its financial affairs.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
157	Ability for users to design reports and extract files for their specific requirements and to perform table look-ups and expansion of codes when needed to clarify the information contained within those reports.	M	R		SunGard Analytics	
158	Ability to provide an option to list all detailed accounts that are combined into each line of the financial reports for verification of accounting accuracy.	M	R		SunGard Analytics	
159	Ability to search the chart of accounts for active accounts with no history by user defined time period to facilitate batch deletion/inactivation.	M	R		SunGard Analytics	The ability to select and query from any field throughout ONESolution is standard both on screen and through reporting. The ability to sort by any element is also available with reporting. Any field or groups of fields can be selected. The use of wildcards and ranges is also available.
160	Ability to generate a Trial Balance, by fund and fund rollup (detail and summary) by account. Description field should display full description for fund and account. Total should be generated for total assets and total liabilities & fund balance, revenue, expense and other financing sources and uses.	H	R		SunGard Analytics	
161	Ability to report according to account classification structure established for a specific accounting period (i.e., retaining mapping from prior periods for reporting purposes).	H	R		SunGard Analytics	
162	Ability to create a General Ledger activity report showing all activity for a given day or date range.	H	R		SunGard Analytics	
163	Ability to create an Expense Summary by Expense Category and Expense Function for Selected Funds.	H	R		SunGard Analytics	
164	Ability to create all required reports for production of the CAFR.	H	R		SunGard Analytics	
165	To configure the system to only utilize modified accrual accounting in the governmental funds. At year end, a GASB 34 fund could be utilized for creation of the CAFR government-wide statements.	H	R		SunGard Analytics	
166	Ability to prepare Single Audit Report, such as Schedule of Expenditures of Federal Awards.	H	R		SunGard Analytics	
167	Ability to create an Overhead Rate Report, showing a rate that can be used for charge backs, grants, etc. Rate is based on expenditures by department, location and/or service category.	M	R		SunGard Analytics	
168	Ability to upload or download data using Excel or Access or any other format.	H	Y		GL, SunGard Analytics	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Human Resources

SunGard Public Sector	
Code	Availability Definition
Y	Functionality is provided out of the box through the completion of a task associated with a routine configurable area that includes, but is not limited to, user-defined fields, delivered or configurable workflows, alerts or notifications, standard import/export, table driven setups and standard reports with no changes. These configuration areas will not be affected by a future upgrade. The proposed services include implementation and training on this functionality, unless specifically excluded in the Statement of Work, as part of the deployment of the solution.
R	Functionality is provided through reports generated using proposed Reporting Tools.
T	Functionality is provided by proposed third party functionality (i.e., third party is defined as a separate software vendor from the primary software vendor). The pricing of all third party products that provide this functionality MUST be included in the cost proposal.
M	Functionality is provided through customization to the application, including creation of a new workflow or development of a custom interface, that may have an impact on future upgradability.
F	Functionality is provided through a future general availability (GA) release that is scheduled to occur within 1 year of the proposal response.
N	Functionality is not provided.

4.10 - Human Resources	ONESolution Human Resources (HR)
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Objective: To provide an automated system to improve management of employee records and facilitate the preparation of reports, to provide automated Human Resource and Benefit Administration services.

Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
1	General Integration					
2	Ability to perform both payroll and personnel functions from a single personal record with automatic update of information in both systems from a single transaction.	H	Y		ONESolution Human Resources (HR), Payroll (PY)	
3	Ability to integrate position request with Budget module for development of personnel budget.	H	M	\$20,000.00	HR, PY, ONESolution Position Budgeting (PB)	
4	Ability for the position requisition function to integrate to the Payroll and Human Resources functions to create a position, upon approval of the requisition.	H	M	\$20,000.00	HR, PY, PB	
5	Ability to provide an integrated document management function for attachment of electronic documents (documents, spreadsheets, images, PDF's, emails saved to HTML, etc.) to employee record.	H	Y		ONESolution Documents Online (DO)	
6	Ability to support the uploading of secured documents to employee and applicant records that can only be opened by authorized staff	H	Y		HR, ONESolution Applicant Online (AO)	Documents may be attached to applicant or employee records internally. Applicants may also upload documents to their application via Applicant Online.
7	Ability to integrate to the office productivity suite (MS Office) for mail merge of letters or email notifications.	M	R		SunGard Public Sector Analytics (SunGard Analytics)	
8	Ability to integrate with Accounts Payable to automatically process payments to insurance/benefits providers.	H	Y		HR, PY, ONESolution Accounts Payable (AP)	
9	Ability to meet ACA reporting requirements	H	Y		HR, PY	
10	Ability to integrate the Payroll / Human Resources modules to track Workers' Compensation claim activity, including date of loss, injury type, WC-1, restrictions, appointments, notes, etc.	M	Y		HR, PY	
11	Position Control, Classification & Tracking					
12	Ability to have a unique, County defined, identifier for each position.	H	Y		HR	

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Human Resources

4.10 - Human Resources			ONESolution Human Resources (HR)			
<i>Objective: To provide an automated system to improve management of employee records and facilitate the preparation of reports, to provide automated Human Resource and Benefit Administration services.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
13	Ability to handle several types of position classifications, including part time, full, temp part / full time, seasonal, elected, pool positions, volunteers other.	H	Y		HR	
14	Ability to create, view, inquire and report on master position file data.	H	Y		HR, SunGard Analytics	
15	Ability to maintain history of creations, promotions, changes and abolishment's - to coding, title, pay range assignments, definitions, minimum qualifications.	H	Y		HR	
16	Ability to associate an employee with multiple positions and many employees to one position(pool positions)	H	Y		HR	
17	Ability to track volunteers as a separate status than employees.	M	Y		HR	
18	Ability to manage volunteers, which includes tracking hours and recording screening status	M	Y		HR, PY	
19	Ability to have history of a position's changes or reclassifications by cost center.	H	Y		HR, SunGard Analytics	
20	Ability to have ad hoc reports by establishment, transfer or reclassification of position.	H	R		HR, SunGard Analytics	
21	Ability to calculate and monitor employee turnover rates by job classification, department, and other user-defined criteria.	H	R		HR, SunGard Analytics	
22	Ability to create Head Count Reports.	H	R		HR, SunGard Analytics	
23	Ability to maintain Job Classifications.	H	Y		HR	
24	Position Requisition					
25	Ability to manage workforce planning by developing future positions for financial forecasting (what-if scenarios)	H	Y		HR, PB	
26	Ability to create and track position requisitions, including position requisition status.	H	Y		HR	
27	Ability to develop and implement workflow approval cycles for position requisitions.	H	Y		HR, PY, Workflow	
28	Ability to track length of time (by date) positions have been vacant.	H	R		HR, SunGard Analytics	
29	Ability to view a listing of inactive positions	H	R		HR, SunGard Analytics	
30	Ability to track and capture all position requisition activities, status and progress.	H	Y		HR	
31	Recruiting					
32	Ability to track position advertising approaches used per open position (e.g. Facebook, Monster, newspaper, etc.)	M	M	\$3,000.00	AO	
33	Ability to track advertising costs for Recruitment per position	H	M	\$3,000.00	AO	
34	Ability to track recruitment plan tasks and notes of all activities.	L	M	\$20,000.00	AO	
35	Ability to centralize recruitment/examination plan (maintain the entire history of recruitment and exam plans within one central repository (i.e. job posting, applicants, hurdles, written/oral exam questions, advertisements, notes, etc.).	M	Y		AO	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Human Resources

4.10 - Human Resources		ONESolution Human Resources (HR)				
<i>Objective: To provide an automated system to improve management of employee records and facilitate the preparation of reports, to provide automated Human Resource and Benefit Administration services.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
36	APPLICANT TRACKING					
37	Position Advertisement					
38	Ability to create and post job announcements in a format visible to job search websites (i.e. Indeed).	H	N			
39	Standard system functionality provides ability to post job specifications to the County's website.	H	Y		AO	
40	Ability for announcements to auto-expire after their closing date and automatically be removed from the website.	M	Y		AO	
41	Applicant Data Collection and Tracking					
42	Ability for applicant to create their own profile in a web based online position posting / application system, for open positions and provide security such that the applicant can view and modify only their data.	H	Y		AO	
43	Ability to for the County to configure data entry screens.	H	M	\$10,000.00	AO	Numbers 43 and 47: Assuming this refers to applicant data entry screens and not internal HR screens. Job specific questionnaires are currently supported through development modifications. An enhancement is in progress for allowing configuration of questionnaires at the end users level, but the release date is not final at this time. Initial license includes development hours for configuration. If additional hours are required that would be an add-on at the then-current rate.
44	Ability to allow applicants to apply online for open positions by filling out online application and attaching additional electronic documents.	H	Y		AO	
45	Ability to restrict County review of documents until the application has been submitted.	H	Y		AO, SPSONE Security	
46	Ability to manually enter applicant data including referral source, date, position applied for, contact info, rehire, test results, certifications, etc.	H	Y		AO	
47	Ability for the applicant to respond to job specific questions developed from each vacancy in a job-specific questionnaire.	H	M	\$10,000.00	AO	
48	Ability for departments to configure department specific steps for the hiring process.	H	M	\$10,000.00	AO	
49	Ability to calculate the duration of time that passes between each defined step.	H	R		AO, SunGard Analytics	This assumes modification is made to support above requirement number 48.

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Human Resources

4.10 - Human Resources		ONESolution Human Resources (HR)				
<i>Objective: To provide an automated system to improve management of employee records and facilitate the preparation of reports, to provide automated Human Resource and Benefit Administration services.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
50	Ability for the applicant to apply using alternative approaches including a "hard copy" application. There must be efficient means to track these applicants, which may include the ability for applicant profiles to be entered manually by authorized staff.	H	Y		AO	
51	Ability for the applicant to complete an online application and later retrieve the application for viewing, modification or conversion to applications for another position.	H	Y		AO	Submitted applications are not editable, but are used for future applications and information may be modified on those applications until submission.
52	Ability to send an automatic notification to the applicant acknowledging receipt of an application both on the screen and by email.	H	M	\$5,000.00	AO, Workflow	
53	Ability to track applicant skills.	M	Y		AO	
54	Testing					
55	Ability to create a database of test questions for applicants to complete, with the ability to denote which departments each question is applicable to.	M	M	\$5,000.00	AO	Numbers 55 and 57: Tracking of test results is available. Administration and management of tests is a modification.
56	Ability to track results of pre-employment drug testing and background check and keep this information secured such that it is only visible to authorized users.	H	Y		AO	
57	Ability to perform multiple levels of applicant testing and allow for staff lookup of applicant test results.	H	M	\$5,000.00	AO	
58	Applicant Hiring Decision Support					
59	Ability to track applicant reference and reference checking results.	M	Y		AO	
60	Ability to allow multiple rounds of scoring of applicants (e.g. minimum qualifications, applicants to interviews, etc.).	H	Y		AO	
61	Ability to score, rank and refer applicants.	H	Y		AO	Reporting would be used for analysis and reporting.
62	Ability to maintain unique application denial messages per position.	H	Y		AO	Numbers 62 and 68: A new workflow may be required, please refer to the Modification pricing detail.
63	Ability to refer certified applicants electronically (refer certified candidates including scanned hardcopy materials to hiring managers online).	H	Y		AO	
64	Hiring Measurement and Reporting					
65	Ability to collect, track, report, and analyze EEO data.	H	Y		AO, HR	
66	Employee Onboarding					
67	Ability to perform 'hire' action which will pull over any information on the applicant into the HR and Payroll modules.	H	Y		AO, HR	
68	Ability to notify multiple service departments when an employee is hired.	H	M		AO, HR	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

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Human Resources

4.10 - Human Resources			ONESolution Human Resources (HR)			
<i>Objective: To provide an automated system to improve management of employee records and facilitate the preparation of reports, to provide automated Human Resource and Benefit Administration services.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
69	Ability to define, and establish a listing of onboarding activities and track onboarding progress against them for each employee hire.	M	M	\$10,000.00	AO, HR	
70	Ability to track pre-employment process status (e.g. drug test complete, all forms complete).	H	M	\$5,000.00	AO, HR	Reporting would be used for analysis and reporting.
71	Ability to track who is responsible for each step of the pre-employment process.	H	M	\$1,000.00	AO, HR	Assuming development for number 70 is completed.
72	Ability to track multiple hire dates including original hire, position hire and benefit date.	H	Y		HR	
73	Personnel Administration					
74	Ability to maintain the current status and chronological history of all employees and positions and allow comprehensive searching/sorting/reporting, including but not limited to following information:	-				
75	Employee name	H	Y		HR	
76	Address (multiple)	H	Y		HR	
77	Phone (multiple)	H	Y		HR	
78	Former/maiden name	M	Y		HR	
79	Adjusted effective hire date	H	Y		HR	
80	Anniversary date	H	Y		HR	
81	Position Pay Range	H	Y		HR	
82	Current salary (total compensation if employee in multiple positions)	H	R		HR	
83	Bonded (Y/N)	H	Y		HR	
84	Birth date	H	Y		HR	
85	Certifications, expiration date	M	Y		HR	
86	Certifications/licenses (license number, expiration date(s), endorsements)	M	Y		HR	
87	Citizenship	H	Y		HR	
88	Current / job classification and grade change history	H	Y		HR	
89	Date of death	M	Y		HR	
90	Position Department	H	Y		HR	
91	Spouse and Dependents (names, ages, social security numbers)	H	Y		HR	
92	Discipline records	M	Y		HR	
93	Driver's License number (including type, expiration and restrictions)	H	Y		HR	
94	Education/training received (degrees, majors/minors/training)	M	Y		HR	
95	Email (both Work / Personal)	H	Y		HR	
96	Emergency information i.e. contact name (minimum of 3), phone, address, doctor preference and medical alert)	H	Y		HR	
97	Employment status changes (including dates)(i.e. leave without pay, FMLA leave, probationary status etc.)	H	Y		HR	
98	Ethnic background/EEOC classification(with appropriate authority)	H	Y		HR	
99	Gender	H	Y		HR	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Human Resources

4.10 - Human Resources		ONESolution Human Resources (HR)				
<i>Objective: To provide an automated system to improve management of employee records and facilitate the preparation of reports, to provide automated Human Resource and Benefit Administration services.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
100	ADA accommodation needs	M	Y		HR	
101	Hiring dates/termination dates (cumulative employment history)	H	Y		HR	
102	Termination reason	M	Y		HR	
103	Immunizations	M	Y		HR	
104	I-9 certification status	M	Y		HR	
105	Languages spoken	L	Y		HR	
106	Last date worked	H	Y		HR	
107	Layoff/leave of absence/recall/return dates (including military leave)	H	Y		HR	
108	Leave balance history	H	R		HR	
109	Leave of absence start and stop dates, type of leave, hours, remarks	H	Y		HR	
110	Marital status	H	Y		HR	
111	Merit increases/denials by dates	H	Y		HR	
112	Military background	L	Y		HR	
113	Past Work experience (including prior employers)	L	Y		HR	
114	Performance evaluations and dates (including next review date)	H	Y		HR	
115	Photograph of employee (including date)	H	Y		HR	
116	Position number	H	Y		HR	
117	Position change history (including dates)	H	Y		HR	
118	Preferred name / alias	H	Y		HR	
119	Probation dates	H	Y		HR	
120	Probationary status	H	Y		HR	
121	Promotions/demotions and dates	H	Y		HR	
122	Retirement effective date and number	L	Y		HR	
123	Safety sensitive position	H	Y		HR	
124	Salary/wage history/merit increases	H	Y		HR	
125	Seniority dates (multiple) with adjustments	H	Y		HR	
126	Social Security number	H	Y		HR	
127	Supervisor (multiple levels)	H	Y		HR	
128	Termination date	H	Y		HR	
129	Training History (County and prior employers)	H	Y		HR	
130	Transfers between positions (date and position numbers)	H	R		HR	
131	Veteran status	L	Y		HR	
132	Visa type & expiration	M	Y		HR	
133	W4 information	H	Y		HR	
134	Work location	H	Y		HR	
135	Workers Compensation code	H	Y		HR	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Human Resources

4.10 - Human Resources			ONESolution Human Resources (HR)			
<i>Objective: To provide an automated system to improve management of employee records and facilitate the preparation of reports, to provide automated Human Resource and Benefit Administration services.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
136	Unlimited user defined fields	H	Y		HR	In instances where a specific field tag is not available, data items may be tracked by re-purposing a current system field, using associated/ miscellaneous code values provided, via Threaded Notes, or in an attachment using Documents Online.
137	System provides an "Employee Communications" log which can be used by authorized Personnel staff to log conversations with employees related to various aspects of their employment. Log is easily visible from the main electronic employee record.	L	Y		HR	Threaded Notes and/or attachments.
138	Ability to grant review rights and set security levels on active/terminated/ retired employee history.	H	Y		HR, SPSONE Security	
139	Ability to track the same information for employees, regardless of temporary or regular status.	H	Y		HR	
140	Ability to manage assignment of (coded) door proximity cards to employees (including expiration dates) and tracking of historical assignments	L	Y		HR	
141	Ability to manage assignment of County assets to employees such as IT equipment, uniforms, weapons, vehicles, etc.	H	Y		HR	
142	Ability to submit future personnel/payroll actions, e.g., be able to submit April, May, June actions at the time the actions are known rather than waiting until effective date.	M	Y		HR, ONESolution Personnel Action Forms (PAF)	
143	Ability to automatically produce review notices and personnel action forms based on user defined rules.	H	M		HR	A new workflow may be required, please refer to the Modification pricing detail.
144	Ability to enter one employee in multiple positions with multiple job titles, pay rates, classifications, cost centers, etc. during the same pay cycle without the need for manual journal entries; show cross reference in payroll register.	H	Y		HR	
145	Ability to produce mass changes by employee group using percentages or flat rates with effective dates	H	Y		HR	
146	Ability to classify employees in variety of ways (active, terminated, inactive, on-call, seasonal, permanent, temporary term, intermittent, full-time, part-time, elected, exempt, non-exempt, and user-defined other).	H	Y		HR	
147	System must provide the ability to safeguard against using duplicate Social Security Numbers.	H	Y		HR	
148	System must provide the ability to safeguard against using duplicate unique identifier such as multiple Personnel numbers (e.g. retirees, employees, extra-hires) and relate them if necessary.	H	Y		HR	
149	Ability to display employee information without displaying the SSN.	H	Y		HR	
150	Ability to enter multiple location codes per employee, such as work location, paycheck location (for distribution purposes), etc.. And the flexibility to change the locations by the Department as often as needed.	M	Y		HR	
151	Ability to assign an effective date in the future for off-boarding employees.	H	Y		HR	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Human Resources

4.10 - Human Resources		ONESolution Human Resources (HR)				
<i>Objective: To provide an automated system to improve management of employee records and facilitate the preparation of reports, to provide automated Human Resource and Benefit Administration services.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
152	Ability to terminate an employee at any point in the pay period.	H	Y		HR	
153	Ability to maintain payout leave balances after a person leaves the County to be reinstated if the person returns to the County.	H	Y		HR	
154	Employee Self-Service					
155	Ability for employee to change their own address using an employee self service portal.	H	Y		HR, ONESolution Employee Online (EO)	
156	Ability to provide a web based online enrollment function for benefits, providing annual out-of-pocket costs, benefit choices, costs, copays, deductibles, etc.	H	Y		HR, EO	
157	Ability for employee to enter family status changes and change beneficiaries.	H	Y		HR, EO	
158	Ability for employee to view current and historical pay stubs / advices (with all benefits balances).	H	Y		HR, EO	
159	Ability for managers to view their employees including pay rate in bi-weekly / hourly / monthly figures, range, job title, next review date, original hire date, position hire date, general leave balances including holiday, comp time earned/taken, and training hours YTD, merit date, retirement participation date, history of earnings for 10 years, working title. Employee's view provides the same information. System provides the appropriate security.	H	R		HR, EO, SunGard Analytics	Reports are currently available for managers to review employee information. Manager dashboards will be available in a future release within a year from proposal submission.
160	Ability for designated personnel to enter status changes for employees with no self-service.	H	Y		HR	
161	Ability for employees to enroll in training classes through employee self-service.	L	Y		HR, PD	
162	Ability for employees to view and enroll in wellness program activates through employee self-service.	H	N			
163	Ability for managers to access a screen which will allow cash value calculation of general leave balances based on balance, rate of pay and available unused vacation.	M	Y		HR, SunGard Analytics	
164	Ability to manage and workflow an employee suggestion box.	M	N			
165	Benefits					
166	Ability to track, inquire and report on Medicare as second payer for self insured payers and spouses, including Medicare number, eligibility status / dates.	L	Y		HR	Only tracking specific to Medicare as a second payer is available, so some information tracking may require using misc. fields.
167	Ability to enter dependents and beneficiaries in one table and then tie the appropriate records from that table to all applicable benefits (avoiding entering the same dept./ben data multiple times).	M	Y		HR	
168	Ability to determine benefit eligibility for each position number.	H	N			
169	Ability to manually override benefits assigned based on above rules.	H	Y		HR	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

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Human Resources

4.10 - Human Resources		ONESolution Human Resources (HR)				
<i>Objective: To provide an automated system to improve management of employee records and facilitate the preparation of reports, to provide automated Human Resource and Benefit Administration services.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
170	System provides capabilities to configure and administer an online employee open enrollment, allowing employees to view their prior election and how their current elections affect their paychecks, etc.	M	Y		HR	Online open enrollment is available without a paycheck calculator. The what-if calculator is available outside of open enrollment.
171	Ability to update employees benefit enrollment status for each benefit plan through an interface with benefit providers.	L	Y		HR	Standard interfaces are available. If a custom interface is necessary a modification would be necessary at 50-100 hours depending on the complexity.
172	Ability to support multiple carriers for each benefit plan.	M	Y		HR	Multiple carriers are supported for each benefit type but each benefit plan is only associated with one provider. For example, a benefit type would be medical and a benefit plan could be Aetna, pre-Tax, or employee only.
173	Ability to automatically flag for FMLA leave eligibility after 12 continuous months of employment if 1250 hours are worked.	H	Y		HR, Workflow	Eligibility is calculated when entering a new FMLA request. Flagging employees automatically when they become eligible would require a new Workflow.
174	Ability to accommodate and identify multiple types of benefit plans (e.g., health, dental, life insurance, etc.) that are employee and/or employer paid with multiple premium amounts per plan (individual, individual+1, family).	H	Y		HR	
175	Ability to accommodate varying employer benefit contribution amounts by multiple employee groups.	H	Y		HR	
176	Ability to set and calculate variable employee and employer contribution amounts on employee benefit deduction records based on the following input transaction fields:	-				ONESolution supports user-defined calculation codes to offer flexibility and customization when calculating contributions, deductions, and hours. These calculation codes allow the user to direct the system in how it performs mathematical calculations, from simple to complex, and designate how the system applies special rules.
177	Effective date	H	Y		HR, PY	
178	Benefit plan	H	Y		HR, PY	
179	Dependent coverage (individual +1, family)	H	Y		HR, PY	
180	Employee group	H	Y		HR, PY	
181	Eligibility	H	Y		HR, PY	
182	Combination of the above fields	H	Y		HR, PY	
183	Coverage amount/level	H	Y		HR, PY	
184	Ability to track employee election of benefits prior to the related deduction being taken.	H	Y		HR, PY	

Priority

H - High | M - Medium | L - Low

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Human Resources

4.10 - Human Resources		ONESolution Human Resources (HR)				
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Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
185	Ability to automatically assign end dates for benefits when employee is terminated.	H	Y		HR, PY	
186	Ability to handle multiple employee retirement programs based on employee group.	L	Y		HR, PY	
187	Ability to automatically create GL entries to central fund account for employer contributed benefits.	H	Y		HR, PY	
188	Ability to select specific enrollment information and define the format for interfaces to outside carriers including medical, dental, vision and life.	H	Y		HR, PY	ONESolution contains standard utilities that support numerous data import and export requirements. In order to use these standard features, data must be presented in a supported format such as, CSV or Microsoft Excel. If specific formatting needs, scope, and complexity go beyond the standard format, SunGard will work with you to provide design considerations and level of effort estimates.
189	Ability to calculate service by:	-				
190	Hours (e.g. FMLA eligibility of 1250 hours)	H	Y		HR, PY, SunGard Analytics	
191	Elapsed time	H	Y		HR, PY, SunGard Analytics	
192	Elapsed time with multiple breaks in service	H	Y		HR, PY, SunGard Analytics	
193	Ability to calculate the cost of lost work time due to an accident or illness.	H	Y		HR, PY, SunGard Analytics	
194	Ability to track actual hours use of Workers Comp, FMLA , etc.	H	Y		HR, PY	
195	Ability to track multiple employer contributions (e.g. 457, 401a, etc.)	H	Y		HR, PY	
196	Ability to check and flag dependents who no longer qualify for insurance benefits (age 23 or 27).	H	Y		HR, PY, Workflow	Numbers 196 and 200: A new workflow may be required, please refer to the Modification pricing detail.
197	Ability to track employee and dependents enrollment in health and dental insurance programs.	H	Y		HR	
198	Ability to retain dependent data for a user-specified period of time after the dependent is no longer covered on the employee's insurance.	H	Y		HR	Purging of data is not automatic and must be done through a manual or technical processes.
199	Ability to track and report on all benefit enrollment history including employee and dependents.	M	Y		HR, SunGard Analytics	
200	Ability to identify all COBRA eligible actions and flag employees/dependents as they become COBRA eligible.	M	Y		HR, PY, Workflow	
201	Ability to calculate and deduct life insurance and long-term disability premiums each month for all employees based on coverage and employee age.	H	Y		HR, PY	
202	Ability to move from Active employee to retiree.	L	Y		HR, PY	
203	Ability to move from Active employee to Cobra participant.	M	Y		HR, PY	

Priority

H - High | M - Medium | L - Low

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Human Resources

4.10 - Human Resources			ONESolution Human Resources (HR)			
<i>Objective: To provide an automated system to improve management of employee records and facilitate the preparation of reports, to provide automated Human Resource and Benefit Administration services.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
204	Ability to generate bills for retirees and employees on leave.	H	Y		HR, PY, ONESolution Accounts Receivable (AR)	
205	Ability to automatically update all master files (HR, payroll) when certain insurance master file data is updated.	L	Y		HR, PY	
206	Ability to pro-rate benefit changes on employee premiums. Premiums should be pro-rated based on date of hire for an employee.	H	Y		HR, PY	Pro-rating is not automatic. Calculations and updates to the record are manual.
207	Ability to handles multiple providers for each plan.	M	Y		HR	
208	Coverage options (single, family, etc.) under each plan	H	Y		HR	
209	Ability to track employee benefit change history	M	Y		HR	
210	Ability to administer pre-tax deductions for flexible spending accounts (FSA) for medical and dependent care and H-S-A.	H	Y		HR	
211	Ability to allow changes by employees to insurance plans, dependent care, flexible spending accounts at times of qualifying events.	H	Y		HR	
212	Benefit Reporting					
213	Ability to produce letter for COBRA and HIPAA that include all necessary data elements.	M	R		HR, SunGard Analytics	
214	Ability to view/print deduction reports to document the amounts of the employee and employer contributions	H	Y		HR, PY, SunGard Analytics	
215	Ability to produce electronic file of any deduction report.	H	R		HR, SunGard Analytics	
216	Ability to view/print a list of employees contributing to charitable organizations and amount contributed.	L	R		HR, PY, SunGard Analytics	
217	Ability to view/print a list of all employees receiving medical/dental/vision insurance benefits, listing deductions - on demand.	H	R		HR, PY, SunGard Analytics	
218	Ability to create a leave activity report.	H	R		HR, PY, SunGard Analytics	
219	Ability to create a leave balance report.	H	R		HR, PY, SunGard Analytics	
220	Ability to create annual health insurance benefits summaries by carrier, employee or other user sort.	L	R		HR, PY, SunGard Analytics	
221	Ability to view/print benefit enrollment by benefit or by employee.	H	R		HR, PY, SunGard Analytics	
222	Ability to view/print an annual statement on leave balances carried over to new fiscal year by type	H	R		HR, PY, SunGard Analytics	
223	Ability to view/print a report and have employees/managers receive notifications showing staff with vacation balances in excess of the maximum allowable amount that will be converted to sick leave on the employee's anniversary date.	M	R		HR, PY, SunGard Analytics	
224	Ability to view/print semiannual notices to all employees concerning leave bank and comp time balances.	L	R		HR, PY, SunGard Analytics	
225	Ability to report on census data for insurance providers and the actuary.	H	R		HR, PY, SunGard Analytics	
226	Ability to create an employee confirmation of benefits statement.	L	R		HR, PY, SunGard Analytics	
227	Ability to create an employee compensation and benefits report that details total compensation including insurance/benefits cost for each employee.	H	R		HR, PY, SunGard Analytics	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
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Human Resources

4.10 - Human Resources			ONESolution Human Resources (HR)			
<i>Objective: To provide an automated system to improve management of employee records and facilitate the preparation of reports, to provide automated Human Resource and Benefit Administration services.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
228	Ability to produce a notice of benefit changes whenever any of the following conditions is encountered:	-				
229	Employee's name changes	L	Y		HR, PY, SunGard Analytics	Numbers 229-235: New Workflow is required for a notice to be automatically run or sent to anyone.
230	Employee's social security number changes	L	Y		HR, PY, SunGard Analytics	
231	Employee terminates employment	L	Y		HR, PY, SunGard Analytics	
232	Employee moves to a non-pay status	L	Y		HR, PY, SunGard Analytics	
233	Employee's deduction is administratively canceled	L	Y		HR, PY, SunGard Analytics	
234	Employee and/or the employer contribution amount is administratively changed	L	Y		HR, PY, SunGard Analytics	
235	On demand	L	Y		HR, PY, SunGard Analytics	
236	Ability to view/print benefit enrollment worksheets.	H	R		HR, PY, SunGard Analytics	
237	Ability to view/print benefit confirmation statements.	H	R		HR, PY, SunGard Analytics	
238	Ability to view/print a report to document deductions not taken even though scheduled.	H	R		HR, PY, SunGard Analytics	
239	Deferred Compensation					
240	Ability to defer special pay into a deferred compensation plan, if special pay is sick/vacation/PTO.	L	Y		HR, PY	
241	Ability to set maximum taxed dollar amount on deferred compensation deductions.	H	Y		HR, PY	
242	Ability to calculate employee deferred comp withholding contribution based on percentage of gross wages.	H	Y		HR, PY	
243	Ability to compute employer-paid retirement contributions based on a percentage of the employee's gross wages or flat dollar amount.	H	Y		HR, PY	
244	Training Management & Administration					
245	Ability to register employees for training courses offered.	M	Y		HR, ONESolution Professional Development (PD)	
246	Ability to develop, maintain, inquire and report on the various data elements for each training course available, including: Course, description, hours, materials, IT requirements, min/max employees, etc.	L	Y		HR, PD, SunGard Analytics	
247	Ability to develop, maintain, inquire and report on the various data elements for each section (instance) of when a course is offered: Date, location, instructor, feedback, registrants, etc.	M	Y		HR, PD, SunGard Analytics	
248	Ability to enter courses a trainer is eligible to teach.	L	Y		HR, PD, SunGard Analytics	
249	Ability to automatically update employee records for attendance in a class.	L	Y		HR, PD, SunGard Analytics	Attendance can be tracked but it is not automated through electronic check-in.

Priority

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Human Resources

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Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
250	Ability to categorize training by various job categories (i.e. , management, supervisory, professional, technical, clerical, skilled, semiskilled and service related).	L	Y		HR, PD	
251	Ability to categorize training as required (i.e., sexual harassment training), strongly encouraged and optional.	L	M	\$2,000.00	HR, PD	
252	Ability to flag a class as a requirement for various certificate programs (e.g. CDL, ESDP or ICMA).	L	M	\$2,000.00	HR, PD	
253	Ability to record training time completed during night and weekend courses, classes, and seminars.	L	Y		HR, PY, PD	Course attendance is tracked in ONESolution Professional Development. Time is tracked in ONESolution Payroll. Reporting may be done to show related information.
254	Ability to view/print training by school, department, employee and job category.	H	R		HR, PD, SunGard Analytics	
255	Ability to view/print a report indicating those employees who have received training and those scheduled for future training classes.	H	R		HR, PD, SunGard Analytics	
256	Ability to list outside (not internal program) courses identified as effective in meeting specific training needs.	H	N			
257	Ability to capture, track, workflow, approve, inquire and report on employee requests for travel and / or external training, including tracking of projected and actual training and travel cost.	H	N			
258	Ability for approved travel / training requests to be printed	H	N			
259	Ability to select specific employees and view/print individual training profiles.	L	N			
260	Ability to view/print a full-year or monthly training calendar by course name and job category.	L	R		HR, PD, SunGard Analytics	
261	Ability to view/print number of training hours completed annually by individual, by department and by division.	H	R		HR, PD, SunGard Analytics	
262	Ability to view/print a roster of class attendees.	M	R		HR, PD, SunGard Analytics	
263	Ability to automatically notify or print confirmations/reminders of training prior to class start date.	H	Y		HR, PD, Workflow	A new workflow may be required, please refer to the Modification pricing detail.
264	Ability to view/print a list of available training programs and prerequisites to the individual programs.	L	N			
265	Ability to view/print a report to conduct employee program review, curriculum development, new discipline candidates, and skills and general program development.	L	N			
266	Ability to view/print a list of employees who have not taken a specific class based on additional user defined criteria.	M	R		HR, PD, SunGard Analytics	
267	Ability to view/print employee transcript.	L	Y		HR, PD, SunGard Analytics	
268	Skills Tracking					
269	Skills can be tracked and linked to:	-				

Priority

H - High | M - Medium | L - Low

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Human Resources

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<i>Objective: To provide an automated system to improve management of employee records and facilitate the preparation of reports, to provide automated Human Resource and Benefit Administration services.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
270	Positions (requirement)	H	Y		HR	
271	Employees (possession)	H	Y		HR	
272	Department objectives (target)	L	N			
273	Certifications / Licenses					
274	Ability to record and flag yearly training requirements as needed to keep professional licenses.	H	Y		HR	
275	Ability to flag CDL employees and CDL supervisors who have not taken their annual training.	H	Y		HR, Workflow	Numbers 275 and 278: A new workflow may be required, please refer to the Modification pricing detail.
276	Ability to track licensure and certification requirements.	H	Y		HR	
277	Ability to track other certifications per employee (e.g. NIMS) and their expirations.	H	Y		HR	
278	Ability to notify employees prior to a certification/license expiration date.	M	Y		HR, Workflow	
279	Wellness Program					
280	Ability to configure Wellness programs (e.g. health fairs, flu shots, blood drives, lunch & learns, etc.) administered by the organization and their related meetings.	L	N			
281	Ability to route wellness enrollment reminders annually based on employee anniversary date.	L	N			
282	Ability to track, manage, inquire and report on wellness program activity participation per employee	L	N			
283	System provides aggregate wellness program activity reporting	L	N			
284	Compliance Tracking & Reporting					
285	Ability to track and report all necessary elements for compliance with the following laws:	-				Compliance requirements as defined by various federal and state agencies are supported; however, further discovery is required to ensure that requirements are met and additional charges need not be incurred.
286	Equal Employment Opportunity (EEO) - all categories including ADEA (Age Discrimination and Employment Act)	H	Y		HR, SunGard Analytics	
287	COBRA	H	Y		HR, SunGard Analytics	
288	INS - immigration laws including fields for tracking I-9 documents verified	H	Y		HR, SunGard Analytics	
289	Veterans	L	Y		HR, SunGard Analytics	
290	Disabilities (ADA)	H	Y		HR, SunGard Analytics	
291	Accommodations - free form text field for accommodations provided	M	M	\$2,000.00	HR, SunGard Analytics	A new field to support the free form text requirement is needed.
292	Fair Labor Standards (FLSA) status by position for all positions	H	Y		HR, SunGard Analytics	
293	Approved exceptions to Fair Labor Standards (FLSA) status for all positions.	H	Y		HR, SunGard Analytics	

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Human Resources

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Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
294	Census statistics	M	Y		HR, SunGard Analytics	
295	The vendor will provide software updates to maintain compliance with all applicable Federal and State laws related to HR tracking and management.	H	Y		HR	
296	Other Reporting Requirements					
297	Ability to have user designed standard and ad hoc reporting, on all employees, which include but are not limited to the following:	-				
298	Ability to inquire on and track types (reason) of leave without pay.	H	R		HR, PY, SunGard Analytics	The ability to select and query from any field throughout ONESolution is standard both on screen and through reporting. The ability to sort by any element is also available with reporting. Any field or groups of fields can be selected. The use of wildcards and ranges is also available.
299	Ability to create an Overtime report by employee group, class, department, etc.	H	R		HR, PY, SunGard Analytics	
300	Ability to create an Employee master alpha file listing.	H	R		HR, PY, SunGard Analytics	
301	Ability to track and report on when an employee has reached their maximum pre-tax deferral amount.	H	R		HR, PY, SunGard Analytics	
302	Ability to create organizational chart based on supervisor field, tracking position, and position number.	H	N			
303	Ability to track at what stage in the application process an applicant leaves the application process.	H	N			
304	Ability to report on applicants who are qualified vs. those who applied.	H	R		HR, PY, SunGard Analytics	
305	Ability to view/print a history of ratings showing rating dates and promotions, reclassification, etc.	L	R		HR, PY, SunGard Analytics	
306	Ability to view/print a list of employees with automatic eligibility for promotion and eligibility date.	L	R		HR, PY, SunGard Analytics	
307	Ability to view/print a report indicating date of hire, department, salary history, and current salary for an employee or position.	H	R		HR, PY, SunGard Analytics	
308	Ability to view/print a report which identifies early retirement employees (different types of eligibility).	L	R		HR, PY, SunGard Analytics	
309	Ability to view/print advance notifications to department heads of who is approaching retirement qualification dates (reflect multiple retirement systems and multiple requirements of those systems).	L	R		HR, PY, SunGard Analytics	
310	Ability to view/print an employee history including all positions held throughout a career including retirement.	M	R		HR, PY, SunGard Analytics	
311	Ability to view/print total hours worked for a historical period by individual and by summary.	H	R		HR, PY, SunGard Analytics	

Priority

H - High | M - Medium | L - Low

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Human Resources

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Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
312	Ability to produce reports by department, work location and responsible supervisor on performance evaluations for all probationary, part-time, temporary and permanent employees.	H	R		HR, PY, SunGard Analytics	
313	Ability to produce reports by department, work location and responsible supervisor on performance evaluations scheduled, completed and not completed on a monthly, quarterly and annual basis.	M	R		HR, PY, SunGard Analytics	
314	Ability to report on all past and current employee positions and appointments of an individual including start and end dates - comprehensive employee history.	H	R		HR, PY, SunGard Analytics	
315	Ability to create monthly notifications to supervisors of subordinates who are due performance evaluations/merit increases.	H	R		HR, PY, SunGard Analytics	
316	Ability to create a leave without pay balance report.	M	R		HR, PY, SunGard Analytics	
317	Ability to create monthly lists of employees in safety sensitive positions for random drug testing including ability to run lists for different groups of employees such as fire, police and CDL.	H	R		HR, PY, SunGard Analytics	
318	Ability to report on probationary employees and scheduled end date.	H	R		HR, PY, SunGard Analytics	
319	Ability to report on retiree data, including name, address, age, insurance coverage, dependents and retirement date.	L	R		HR, PY, SunGard Analytics	
320	Ability to create summary reports of all service awards, licenses, certificates, and credentials earned by each employee.	L	R		HR, PY, SunGard Analytics	
321	Ability to report on temporarily promoted employees and scheduled end date (Temporary Assignment Pay).	M	R		HR, PY, SunGard Analytics	
322	Ability to report on temporary and part-time and employees and interns by department - get info as needed.	M	R		HR, PY, SunGard Analytics	
323	Ability to create an employee personnel history data report.	H	R		HR, PY, SunGard Analytics	
324	Ability to create a Promotion/Demotion/Transfer Report, by EEOC classification and department.	L	R		HR, PY, SunGard Analytics	
325	Ability to create a seniority listing report.	H	R		HR, PY, SunGard Analytics	
326	Ability to provide multiple free form fields for inquiries at department level.	H	R		HR, PY, SunGard Analytics	
327	Ability to print mailing labels for employees based on any field of the employee or position record	L	R		HR, PY, SunGard Analytics	
328	Reporting - Pension / Retirement					
329	Ability to report the following individual retirement deduction information in each retirement system's prescribed format for export:	-				Additional discovery is required to ensure that all checklist items in this sections are fully satisfied. Additional charges may be incurred.
330	Employee identification	H	R		HR, PY, SunGard Analytics	
331	Retirement plan identification	H	R		HR, PY, SunGard Analytics	
332	Employee earnings information	H	R		HR, PY, SunGard Analytics	

Priority

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Human Resources

4.10 - Human Resources		ONESolution Human Resources (HR)				
<i>Objective: To provide an automated system to improve management of employee records and facilitate the preparation of reports, to provide automated Human Resource and Benefit Administration services.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
333	Employee contribution information	H	R		HR, PY, SunGard Analytics	
334	Employer contribution information	H	R		HR, PY, SunGard Analytics	
335	Employer identification	H	R		HR, PY, SunGard Analytics	
336	Total member contribution information	H	R		HR, PY, SunGard Analytics	
337	Total employer contribution information within each retirement plan	H	R		HR, PY, SunGard Analytics	
338	Ability to produce deduction statistical reports which provide extensive detail and summary totals of deductions withheld.	L	R		HR, PY, SunGard Analytics	
339	Ability to track total employer/employee contribution information by plan.	M	R		HR, PY, SunGard Analytics	
340	Ability to track total voluntary contributions by individual and total by plan.	H	R		HR, PY, SunGard Analytics	
341	Ability to report on the following data fields: Employee name, employee number, SSN (mask), Address, Age, Hire Date, Birth Date, Covered Pay.	H	R		HR, PY, SunGard Analytics	
342	Ability to view/print start and retirement dates by employee and position.	M	R		HR, PY, SunGard Analytics	
343	Ability to create/report on list employees to retire or who retired in specific time frame.	M	R		HR, PY, SunGard Analytics	
344	Workflow					
345	Ability to electronically route personnel action forms to multiple individuals for approvals.	H	Y		PAF	Numbers 345-356: A new workflow may be required, please refer to the Modification pricing detail.
346	Ability to administer performance appraisal process including notice to manager 45 days prior to performance review, second notice if not completed and notice to the manager's boss or HR if still not completed after effective date.	M	Y		HR, Workflow	
347	Ability to route training reminders to employee and supervisor.	L	Y		HR, Workflow	
348	Ability to route notices to all appropriate departments (benefits, payroll, IT, etc.) when an employee is terminated in the system.	H	Y		HR, Workflow	
349	Ability to route pending job reclassification notifications including ability for supervisor to respond with approval.	L	Y		HR, PAF, Workflow	
350	Ability to create and route automated notices to supervisors on a standardized schedule of individuals who have not reached their minimum leave taken.	M	Y		HR, PY, Workflow	
351	Ability to create and route automated notices to supervisors on a standardized schedule of individuals who have not reached their minimum annual training hours.	M	Y		HR, Workflow	
352	Automated notice to human resources of employees who have been paid under a leave code.	H	Y		HR, PY, Workflow	
353	Ability to route workers comp information/claims based on department specific processes.	H	Y		HR, Workflow	
354	Ability to inquire and report on where routed approval are in the queue (whose inbox the forms are in and how long they have been there).	H	Y		Workflow	

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Human Resources

4.10 - Human Resources		ONESolution Human Resources (HR)				
<i>Objective: To provide an automated system to improve management of employee records and facilitate the preparation of reports, to provide automated Human Resource and Benefit Administration services.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
355	Ability to automatically create a performance appraisal workflow based on a user-defined anniversary date that may vary by department.	M	Y		HR, Workflow	
356	Ability to create a termination workflow process.	H	Y		HR, Workflow	
357	Ability to record items provided to employees (i.e. laptop, phones, vehicles, etc.) as well as the ability to update for changes	H	Y		HR	
358	Employee Relations					
359	Ability to perform grievance control/status in an automated manner through the solution.	M	N			
360	Ability to track online grievances by department, employee and type / class.	M	Y		HR	
361	Ability to manage and track collective bargaining agreements.	L	N			
362	Risk Management					
363	Ability to default appropriate information from the accident report to the workers compensation form and, in addition, track and report on workflow.	-				
364	Pre-designation of physician	M	N			A modification estimate to add an online accident form for employees is \$10,000. If an accident form is added, then numbers 364-368 will be supported.
365	Date Employee Received Claim Form	M	N			
366	Date Supervisor Received Claim Form from Employee	M	N			
367	Date Risk Mgmt. Received all Claim Forms from Supervisor	M	N			
368	Date Forms were filed with Third Party Administrator	M	N			
369	Ability to track Workers' Compensation claim activity, including date of loss, injury type, WC-1, restrictions, appointments, notes, etc.	L	M		HR	ONESolution does not track claim activity at this time. The estimate provided in number 10 would support this requirement as well.
370	System provides functionality to track, manage, inquire and report on accidents, incidents and losses including:	-				
371	Type	L	Y		HR	
372	Date	L	Y		HR	
373	Description	L	Y		HR	
374	Causes	L	Y		HR	Numbers 374, 375, 377, and 378: May be tracked as narrative.
375	Consequences	L	Y		HR	
376	Timing and allocation	L	Y		HR	
377	Other qualitative data	L	Y		HR	
378	Other quantitative data	L	Y		HR	
379	Multiple other user defined fields	L	Y		HR	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Human Resources

4.10 - Human Resources			ONESolution Human Resources (HR)			
<i>Objective: To provide an automated system to improve management of employee records and facilitate the preparation of reports, to provide automated Human Resource and Benefit Administration services.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
380	System provides functionality to track, manage, inquire and report on property, casualty and liability claims, including:	-				Tracking of property incidents is not supported. A modification is possible but additional information would be necessary to determine an estimate.
381	Carrier	H	N			
382	Type	H	N			
383	Claim information (multiple fields)	H	N			
384	Incident date	H	N			
385	Claim date	H	N			
386	Status	H	N			
387	Resolution	H	N			
388	Multiple other user defined fields	H	N			
389	Ability to track the value of insured items	M	Y		ONESolution Fixed Assets (FA)	
390	Performance Management					
391	Ability to perform and track online performance evaluations - flexible tool with multiple formats.	H	N			Tracking of performance evaluation dates, dues dates, and overall scores is available but online performance evaluations are not available.
392	Ability to maintain the following data elements:	-				
393	Date of performance and salary review, date completed	H	Y		HR	
394	Date of next performance and salary review	H	Y		HR	
395	Position at time of review	H	Y		HR	
396	Performance Rating	H	Y		HR	
397	Recommended merit increase	H	M	\$2,000.00	HR	
398	Actual merit increase	H	M	\$2,000.00	HR	May be tracked as narrative.
399	Reason for more/less than recommended increase	H	M	\$2,000.00	HR	
400	Ability to link salary changes to performance ratings.	L	N			
401	Ability to track exit activities, including return of County material assignments, exit interview results, etc.	H	M	\$5,000.00	HR, PY, Workflow	Custom Workflow. Tracking of the exit interview would require a modification.
402	System supports employee performance management requirements for internal affairs activities, including:	-				
403	Threshold, peer group review, and / or analytical functionality to support intervention and early warning at the personnel and organizational levels	L	N			
404	Internal affairs case management functionality including reporting of investigation results	L	N			
405	Succession and Career Planning					
406	Ability to maintain succession planning information.	L	N			
407	Ability to maintain career development information.	L	N			
408	Ability to create career profiles.	L	N			

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Human Resources

4.10 - Human Resources		ONESolution Human Resources (HR)				
<i>Objective: To provide an automated system to improve management of employee records and facilitate the preparation of reports, to provide automated Human Resource and Benefit Administration services.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
409	Ability to compare changes over time in regards to transfers, terms, and retirement rates.	L	N			
410	Ability to forecast retirement dates based on personnel data.	M	R		HR, SunGard Analytics	

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Misc Billing, Invoicing AR

SunGard Public Sector	
Code	Availability Definition
Y	Functionality is provided out of the box through the completion of a task associated with a routine configurable area that includes, but is not limited to, user-defined fields, delivered or configurable workflows, alerts or notifications, standard import/export, table driven setups and standard reports with no changes. These configuration areas will not be affected by a future upgrade. The proposed services include implementation and training on this functionality, unless specifically excluded in the Statement of Work, as part of the deployment of the solution.
R	Functionality is provided through reports generated using proposed Reporting Tools.
T	Functionality is provided by proposed third party functionality (i.e., third party is defined as a separate software vendor from the primary software vendor). The pricing of all third party products that provide this functionality MUST be included in the cost proposal.
M	Functionality is provided through customization to the application, including creation of a new workflow or development of a custom interface, that may have an impact on future upgradability.
F	Functionality is provided through a future general availability (GA) release that is scheduled to occur within 1 year of the proposal response.
N	Functionality is not provided.

4.11 - Misc Billing, Invoicing & AR	ONESolution Accounts Receivable (AR)
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Objective: To provide for fully integrated billing, collection and tracking of all receivables.

Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
1	Customer Management					
2	Ability to associate Customer number ranges or Customer number format "masks" (i.e., field validation) to a department or receivable type.	H	Y		ONESolution Accounts Receivable (AR)	
3	Ability for system to generate customer ID numbers and link ID to master name.	H	Y		AR	
4	Ability to split or combine customer accounts.	H	Y		AR	
5	Ability to identify duplicate accounts by user defined criteria	H	Y		AR, Reporting, SunGard Public Sector Analytics (SunGard Analytics)	
6	System must provide the ability to maintain and query the following customer information which include but are not limited to the following:	-				
7	Customer Number	H	Y		AR	
8	Name of Customer	H	Y		AR	
9	Separate fields for First Name, Middle Initial, Last Name	H	Y		AR	
10	Owner / Business Address(s)	H	Y		AR	
11	Customer master two addresses lines (i.e., physical vs. mailing)	H	Y		AR	
12	Bill To Address (Nine Digit Zip Code)	H	Y		AR	
13	Description	H	Y		AR	
14	Telephone - Work/Cell/Home	H	Y		AR	
15	Fax Number	H	Y		AR	
16	Customer Type (including user-defined options)	H	Y		AR	
17	Number of Insufficient Fund Checks Received	L	R		SunGard Analytics	
18	Date of Last Insufficient Fund Check Received	L	Y		AR	
19	Social Security Number (with ability to restrict access)	L	Y		AR	
20	Last payment date	H	Y		AR	
21	Last payment amount	H	Y		AR	
22	Email Address	H	Y		AR	
23	Customer Notes (in log form, tracking user ID, date, and time)	H	Y		AR	

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Misc Billing, Invoicing AR

4.11 - Misc Billing, Invoicing & AR		ONESolution Accounts Receivable (AR)				
Objective: To provide for fully integrated billing, collection and tracking of all receivables.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
24	Unlimited number of user defined fields	H	Y		AR	Numerous fields are provided for user-defined purposes; however, it is not unlimited.
25	Current balance	H	Y		AR	
26	Last invoice date	H	Y		AR	
27	Due date	H	Y		AR	
28	Prepaid deposit/advance on account	M	Y		AR	
29	Pending transactions	H	Y		AR	
30	Last statement balance	H	Y		AR	
31	Ability to review a customer's billing/transaction history at a summary level and drill down and select a bill or transaction item to view in detail.	H	Y		AR, ONESolution Documents Online (DO), SunGard Analytics	
32	Ability for the system to automatically maintain and allow viewing of an audit log of all changes to a customer account.	H	Y		AR	
33	Ability to block postings to an inactive customer account.	H	Y		AR	
34	Ability to develop user-defined flags and warnings.	H	Y		AR	User-defined flags can be set up by custom account categories; however, warnings are not user defined.
35	Ability to block customer account for payment and provide a notification/warning (e.g., to notify the clerk/customer that additional action is needed first or the payment must be paid at a different location).	H	N			
36	Ability to establish effective and end dates for managing all customer flags.	H	Y		AR	
37	Accepts overpayments and stores a credit balance in the appropriate account/customer record, including the appropriate accounting entry based on defined accounts (i.e., suspense accounts).	H	Y		AR, ONESolution Cash Receipts (CRCPT)	
38	Ability to process a refund against customer credit balance from overpayment.	H	Y		AR, CRCPT	
39	Ability to apply overpayment amounts to other invoices for that customer.	H	Y		AR, CRCPT	
40	System warns users when there is customer overpayment.	H	N			
41	Ability to support eGovernment customer self-service function, whereby each customer has the ability to access customer account level information, including viewing their invoices, payments, a statement, etc.	M	N			
42	Ability to see all outstanding receivables on a customer's account across all implemented ERP modules	H	Y		AR, CRCPT	
43	Ability to accept a payment and apply to billings on user defined bill types	H	Y		AR, CRCPT	
44	Ability to report on customers that have had no activity as of a user specified date, so that the customer can be archived from the system and option to reactivate.	M	Y		AR, CRCPT, SunGard Analytics	Data can stay online as long as desired. ONESolution does not provide archive features. This process is handled internally by your IT staff.
45	Miscellaneous Billing and Invoicing					
46	Ability to support recurring billing functions allowing the user to establish effective date and frequency of recurring billing.	H	Y		AR	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Misc Billing, Invoicing AR

4.11 - Misc Billing, Invoicing & AR		ONESolution Accounts Receivable (AR)				
Objective: To provide for fully integrated billing, collection and tracking of all receivables.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
47	Ability to select the "remit to" address on the invoice from a list of centrally approved/managed addresses.	H	Y		AR	
48	Ability to create notifications so that the user is alerted when a billing needs to be created.	H	Y		AR, Workflow	
49	Ability to establish a series of department specific bill types for various charges.	H	Y		AR	Bill Type as associated detail may be set up using Late Fees, Fee Codes, Miscellaneous Codes, and Calc Codes.
50	Ability to establish bill types and rate tables and schedules for each with the ability for authorized users to change these default rates on invoices.	H	Y		AR	
51	Ability to create internal, inter-departmental bills.	H	Y		AR	
52	Ability to accommodate various bill calculation methods using rate tables (e.g., flat rate, unit charge, flat rate plus a unit charge, etc.).	H	Y		AR	
53	Ability for different fields to be required based on bill type, including user defined fields.	M	N			
54	Ability to enter payment with an effective (posting) date for payment	H	Y		AR	
55	Ability for user to define an invoice format specific to each bill type without programming intervention required, and restrict creation and modification of these formats to only authorized users.	H	Y		AR, Easy Laser Form (ELF), Reporting, SunGard Analytics	
56	Ability for the bill print formatting features to be enabled by forms design tools, not performed through mail merge.	H	Y		AR, ELF, SunGard Analytics	
57	Ability to print invoices in a specified order such as customer number, customer name, invoice number, zip code etc.	H	Y		AR	
58	Ability to automatically generate separate GL batches when processing invoices, payments, adjustments, etc.	H	Y		AR	
59	System can produce customer reconciliation statements showing beginning balance, charges, credits and payments, and a new outstanding balance.	H	Y		AR, Reporting, SunGard Analytics	
60	Ability to create standard bill types, business-unit aging reports, past due reports, account statuses, and collections statuses.	H	Y		AR, Reporting, SunGard Analytics	
61	Ability to send an "estimate/deposit" (should not be labeled as an invoice, should be labeled as an "estimate/deposit").	M	Y		AR, Reporting, SunGard Analytics	
62	Ability to establish user-defined receivable types.	H	Y		AR	
63	Ability to input billing information at the departmental level.	H	Y		AR	
64	Ability to generate a credit memo/adjustments to specific invoices or to a group of invoices.	H	Y		AR	
65	Ability to assess, maintain, and track non-sufficient funds (NSF) fees.	M	Y		AR	
66	Ability to manage return payments on customer accounts (i.e., record payment reversals for NSF checks).	H	Y		AR	
67	Ability to import/export invoice line item information from/to external data sources (i.e., Excel) into a working (not yet printed/posted) invoice.	H	Y		AR	
68	Ability to establish payment terms (# days until due) based on bill type.	H	Y		AR	
69	Ability to allow one-time invoices (i.e., one-time customers for miscellaneous sales).	H	Y		AR	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Misc Billing, Invoicing AR

4.11 - Misc Billing, Invoicing & AR		ONESolution Accounts Receivable (AR)				
Objective: To provide for fully integrated billing, collection and tracking of all receivables.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
70	Ability to credit each line item on an invoice to multiple revenue accounts.	M	N			
71	Ability to reprint billings/invoices.	H	Y		AR	
72	Ability to denote if a bill/invoice has been paid when printed	L	N			
73	Ability to specify due dates for bills, based on type of bill or billing frequency, such as 30 days from the printing or mailing date or other user-defined criteria.	H	Y		AR	
74	Ability to e-mail an invoice and save as PDF versus printing and mailing.	H	Y		AR, Reporting, Workflow	
75	Ability to specify invoice numbering schemes specific to each bill type (i.e., alphanumeric).	H	Y		AR	
76	Ability to perform internal billing for hourly work (e.g. County Attorney).	H	Y		GL	
77	Ability to apply pre-payments for those customers that pay in advance.	H	Y		AR	
78	Late Charges/ Interest/Penalty					
79	Ability to automatically calculate interest and penalties on a delinquent bill based on bill type with user defined rules (e.g. billing date, first day of month, etc.).	M	Y		AR	
80	Ability to automatically notify delinquent customers that they are late.	M	Y		AR, Workflow	
81	Ability to establish late charges and penalties as a percentage of overdue amount, a flat penalty, a daily penalty, etc..	M	Y		AR	
82	Ability to establish late charges with user definable frequency as to when late charges are applied (i.e. daily, weekly, monthly, quarterly, etc.).	M	Y		AR	
83	Ability to waive penalty for an individual customer or invoice with proper authorization.	M	Y		AR	
84	Statement Processing					
85	Ability to generate one statement for all bill types being billed to same customer.	M	Y		AR, ELF	
86	Ability to support late notice statement processing with "configurable" language based on the aging results.	M	Y		AR, Reporting, SunGard Analytics	
87	Ability to print statements with zero balances if there was any activity for the month, configurable by bill type.	H	Y		AR, Reporting, SunGard Analytics	
88	Ability to print statement with zero balances on request if there was no activity for the month	L	Y		AR, Reporting, SunGard Analytics	
89	Receivables Management					
90	Ability for the system to be configured to allow decentralized entry and workflow to users for review of the information for accuracy before final posting to the General Ledger and Accounts Receivable.	H	Y		AR, Workflow	
91	Ability to identify if an invoice is "in default" on the customer record.	L	Y		AR	
92	Ability to identify if an invoice is being disputed on the customer record.	M	Y		AR	
93	Ability to have an approval process where a request for an adjustment or write off is routed through a workflow for approval.	H	Y		AR, Workflow	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

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Misc Billing, Invoicing AR

4.11 - Misc Billing, Invoicing & AR		ONESolution Accounts Receivable (AR)				
Objective: To provide for fully integrated billing, collection and tracking of all receivables.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
94	Ability to flag debt for write off once it reaches the timeframe indicated in County policy.	H	Y		AR	
95	Ability to flag notes to be forgiven after a certain number of years.	M	Y		AR	
96	Ability to attach documents to receivables	H	Y		AR, DO	
97	Ability to set security rights for viewing attachments, such as limiting only designated users access to sensitive information.	H	Y		AR, DO	
98	System must provide the ability to compile delinquent receivables for:	-				
99	Write-off the balance	H	Y		AR	
100	Adjustment of the balance	H	Y		AR	
101	Ability to generate notices for mailing to customers resulting from NSF checks that includes a returned check fee.	H	Y		AR, Reporting	
102	Ability to record invoices as deferred revenue.	H	Y		AR	
103	Ability to calculate reserves (allowances) for uncollectibles.	L	R		Reporting, SunGard Analytics	
104	Ability to apply different rules related to when an A/R becomes uncollectible, by invoice type or department.	L	Y		AR	
105	Ability to create an amortization schedule on these for the duration of a lease	L	N			
106	Ability to apply price index increases to leases.	M	N			
107	Ability to separate types of customers and individual accounts in order to have varied aging, late payment charges, and interest calculations.	L	Y		AR	
108	Customer Portal					
109	Ability for customers and citizens to log-in to a web portal and view outstanding balance, and make payments	L	N			
110	Ability for customers to initiate credit card or ACH online.	L	N			
111	Ability for customers to log-in and update their contact information	L	N			
112	Interfaces / Integration					
113	Ability to enter payments from the cash receipts module and update the customer invoice information in the Misc. Billing/AR module	H	Y		AR	
114	Ability to integrate to Accounts Payable for refunds	H	Y		AR, ONESolution Accounts Payable (AP)	
115	Ability to override automatic matching for incoming cash receipts (from the cash receipts module) in order to split the application of payments to multiple invoices.	H	Y		AR, CRCPT	
116	Ability to interface with the General Ledger for financial entries when billing or making adjustment to invoices	H	Y		AR, GL	
117	Ability to have ACH functionality in the Misc. Billing / AR module	H	Y		AR	
118	Ability to export reports to Excel, Word and other common third party software.	H	Y		AR	
119	Reporting					

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

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Misc Billing, Invoicing AR

4.11 - Misc Billing, Invoicing & AR		ONESolution Accounts Receivable (AR)				
<i>Objective: To provide for fully integrated billing, collection and tracking of all receivables.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
120	Ability to pull reports on any user defined and general customer information fields.	H	R		Reporting, SunGard Analytics	
121	Ability to create and save report variants.	H	R		Reporting, SunGard Analytics	
122	Ability to report based on user defined period-to-date; summary or detail.	H	Y		AR	
123	Ability to create an aging report (30, 60, 90, 120, etc.)	H	Y		AR	
124	Ability to report activity in summary by GL account number	H	Y		AR	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

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Payroll

SunGard Public Sector	
Code	Availability Definition
Y	Functionality is provided out of the box through the completion of a task associated with a routine configurable area that includes, but is not limited to, user-defined fields, delivered or configurable workflows, alerts or notifications, standard import/export, table driven setups and standard reports with no changes. These configuration areas will not be affected by a future upgrade. The proposed services include implementation and training on this functionality, unless specifically excluded in the Statement of Work, as part of the deployment of the solution.
R	Functionality is provided through reports generated using proposed Reporting Tools.
T	Functionality is provided by proposed third party functionality (i.e., third party is defined as a separate software vendor from the primary software vendor). The pricing of all third party products that provide this functionality MUST be included in the cost proposal.
M	Functionality is provided through customization to the application, including creation of a new workflow or development of a custom interface, that may have an impact on future upgradability.
F	Functionality is provided through a future general availability (GA) release that is scheduled to occur within 1 year of the proposal response.
N	Functionality is not provided.

4.12 - Payroll	ONESolution Payroll (PY)
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Objective: To provide an automated system to efficiently and effectively support the timely processing of pay and deduction information, manage employee records and facilitate the preparation of paychecks and reports.

Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
1	General Requirements					
2	All payroll functions support bi-weekly pay periods which typically entail 26 bi-weekly payrolls in a calendar year. However, 27 pay periods may occasionally occur in a calendar year.	H	Y		ONESolution Payroll (PY)	
3	Ability for authorized users to create or change employee records (wages, deductions, etc.) in the past, present, and future time periods.	H	Y		PY, ONESolution Human Resources (HR)	
4	Ability to determine employee eligibility for affordable care act coverage.	H	Y		PY	
5	Ability to pay election workers in accordance with Federal and State requirements.	M	Y		PY	
6	System is date driven (start date, end date, etc.) for future flexibility (changes in rates, wage types, calculations, etc.)	H	Y		PY, HR	
7	Ability to pre-populate start and end date (prior to the start of the payroll period that the start date falls in).	H	Y		PY, HR	
8	Ability for system to calculate payroll for mid pay period personnel actions.	H	Y		PY	
9	System provides all mandated State and Federal payroll reports, and includes updates with the standard software maintenance agreement.	H	Y		PY	Numerous mandated state and federal reports are provided standard; however, we cannot guarantee all state and federal requirements are met. Standard software updates are provided.
10	Ability to restrict access to Payroll/Personnel system according to specific end user roles.	H	Y		PY, HR, SPSONE Security	
11	Ability to perform supplemental payroll processing to support tax reporting requirements and perform year-end processing and quarterly tax adjustments.	H	Y		PY	
12	Ability to adjust all accumulated totals that are affected by an adjustment (e.g., FICA-subject wages, taxes, and retirement).	H	Y		PY	
13	Ability to associate every payment and adjustment with the pay period where the adjustment applies.	H	Y		PY	Timecard dates may be dated for previous pay periods but the calculations and adjustments will be processed on the current pay period.

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Payroll

4.12 - Payroll		ONESolution Payroll (PY)				
<i>Objective: To provide an automated system to efficiently and effectively support the timely processing of pay and deduction information, manage employee records and facilitate the preparation of paychecks and reports.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
14	Ability to pay employees every other week but have the choice of producing vendor disbursements (i.e. Federal, state, insurances, etc.) on the same cycle or monthly.	H	Y		PY, ONESolution Accounts Payable (AP)	
15	Ability to change any field affecting payroll processing mid-pay cycle (e.g. position, pay rate, wages, deductions, and job class)	H	Y		PY	
16	Ability to generate multiple checks for an employee within a single pay cycle.	H	N			Each employee can only receive one epaper check per pay period but they can have multiple direct deposits.
17	Ability to provide extensive audit trails of payroll transactions.	H	Y		PY	
18	Ability to pay employees with hourly rate, biweekly salary, and additional special pays in same payroll cycle.	H	Y		PY	
19	Ability to perform both payroll and personnel functions from a single personnel record with automatic update of information in both systems from a single transaction.	H	Y		PY, HR	
20	Ability to maintain payroll information for terminated employees permanently.	H	Y		PY	
21	Ability to create new pay types through use of pay codes. Must be able to define how pay type would behave (i.e. fica/taxable/fringe benefit, cash/noncash etc.)	H	Y		PY	
22	Ability to make adjustments (deductions) to employees' regular pay and define them as taxable/non-taxable, FLSA/non-FLSA, or Pensionable/non-pensionable.	H	Y		PY, HR	
23	Ability to track individual pay types separately on the check stub, with complete names/descriptions for each category, without requiring this information to be shown only at a summary level.	H	Y		PY	
24	Ability to send appropriate electronic notifications to HR/Payroll Personnel when important payroll functions have occurred (checks printed, etc.)	H	Y		PY, Workflow	A new workflow may be required, please refer to the Modification pricing detail.
25	Ability to set and track user-defined employee/position statuses (e.g. permanent, terminated, seasonal, temporary, intermittent)	H	Y		PY, HR	
26	Ability for end-users to submit changes to payroll via an automated workflow (i.e. changes to W4, bank details, time entry, self-service functionality).	H	Y		PY, HR, Workflow	HR and PY are integrated. A custom Workflow is required for an automated notification.
27	Deductions and Contributions					
28	Ability to process, track, and query all deductions, including but not limited to the following information:	-				The ability to select and query from any field throughout ONESolution is standard both on screen and through reporting. The ability to sort by any element is also available with reporting. Any field or groups of fields can be selected. The use of wildcards and ranges is also available.

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Payroll

4.12 - Payroll		ONESolution Payroll (PY)				
<i>Objective: To provide an automated system to efficiently and effectively support the timely processing of pay and deduction information, manage employee records and facilitate the preparation of paychecks and reports.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
29	Basic and additional life insurance (i.e. supplemental, double-supplemental, dependent)	H	Y		PY, HR	
30	Charitable contributions	H	Y		PY, HR	
31	Child Support payments	H	Y		PY, HR	
32	Credit union (or other banking facility)	H	Y		PY, HR	
33	Deductions with a future effective date(s)	H	Y		PY, HR	
34	Deferred compensation (457)	H	Y		PY, HR	
35	Dependent coverage (single +1, family)	H	Y		PY, HR	
36	Federal, state, FICA, Medicare taxes	H	Y		PY, HR	
37	Flexible spending/cafeteria plan/health savings account (health and dependent care)	H	Y		PY, HR	
38	Leave Status	H				
39	Long-term disability insurance	H	Y		PY, HR	
40	Multiple Insurance plans	H	Y		PY, HR	
41	State disability insurance (SDI)	L	Y		PY, HR	
42	Unlimited number of user-defined deductions	H	Y		PY, HR	Deductions are limited to 999.
43	Ability to specify, by pay/deduction code:	-				
44	Which codes apply to which employees.	H	Y		PY, HR	
45	Which are for retroactive pays.	H	Y		PY	
46	Which deductions apply by pay period (some are not deducted on the third pay period of each month) and employee/bargaining group.	H	Y		PY	
47	Deductions with begin and stop dates for such items as:	-				
48	Recurring deductions	H	Y		PY	
49	Minimum/maximum percentage of earnings amount	H	Y		PY	
50	Minimum/maximum fixed dollar value	H	Y		PY	
51	Priority	H	Y		PY	
52	Frequency for withholding	H	Y		PY	
53	Ability to establish multiple deduction matching rules (e.g. deferred compensation (457), health savings account), allowing for match based on employee contribution level	H	Y		PY	
54	Ability to allow for leave without pay with the ability to continue employer paid deductions (FMLA, Injury Pay - Safety).	H	Y		PY, HR	
55	Ability to have online real-time update capability of the deduction table.	H	Y		PY	
56	Ability to provide mass update capabilities on payroll tables.	H	Y		PY	Some limitations apply.
57	Ability to set-up arrears rules by deduction type.	H	Y		PY	
58	Ability to allow the selection of the method of computing employee and employer contribution amounts based on the following:	-				
59	Flat dollar amount	H	Y		PY, HR	
60	Percentage of the total contribution amount	H	Y		PY, HR	
61	Amount per hour worked	H	Y		PY, HR	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

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Payroll

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Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
62	Formula	H	Y		PY, HR	ONESolution supports user-defined calculation codes to offer flexibility and customization when calculating contributions, deductions, and hours. These calculation codes allow the user to direct the system in how it performs mathematical calculations (from simple to complex) and designate how the system applies special rules.
63	Percent of earnings	H	Y		PY, HR	
64	Data table (i.e. tax table, insurance type table) that could be based on length of service, age, number of dependents etc.	H	Y		PY, HR	
65	With the calculation of a matching amount	H	Y		PY, HR	
66	Ability to produce audits of employee deductions for the purpose of detecting the absence of a required deduction or the existence of an unauthorized deduction.	H	R		PY, SunGard Analytics	
67	Ability to determine if a deduction should be applied to a particular payment based on such criteria as earnings type, effective dates, and employee group restrictions.	H	Y		PY	
68	Ability to determine if earnings are sufficient to withhold a deduction.	H	Y		PY	
69	Ability to accumulate totals per employee deduction for the following employee and employer contribution amounts:	-				
70	Current period wage period	H	Y		PY	
71	Month-to-date	H	Y		PY	
72	Quarter-to-date	H	Y		PY	
73	Year-to-date	H	Y		PY	
74	Fiscal-to-date	H	Y		PY	
75	Life-to-date	H	Y		PY	
76	Date range (for the check or pay period date)	H	R		PY, SunGard Analytics	
77	Ability to calculate a single employer percentage contribution to pension plans.	H	Y		PY	
78	Ability to calculate a multiple employer percentage contribution to pension plans.	H	Y		PY	
79	Ability to assign employee retirement contribution rates based on County hire date, or a user-defined retirement plan start date (for hires from other jurisdictions).	H	Y		PY	
80	Ability to set up deductions with different taxability for Income taxes, Social Security and Medicare taxes (for example on deferred comp, section 125 plan earnings) .	H	Y		PY	

Priority

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Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
81	Ability to calculate and deduct life insurance, short-term and long-term disability premiums each month for all employees based on gross wages and employee's age.	H	Y		PY	
82	Ability for user defined deductions to have user defined calculation methods	H	Y		PY	
83	Ability to generate automatic G/L journal entry for all deductions each pay period.	H	Y		PY	
84	Ability to auto adjust all deductions at termination	H	N			Auto calculations are not available.
85	For employee benefits on leave without pay (LWOP), family leave employees with no pay, and COBRA, ability for system to state which fields are needed to track direct pay agreements, and track direct start, end dates, and changes.	M	Y		PY	Additional information may be necessary to ensure compliance.
86	Garnishments					
87	Ability to setup varying computational methods for each garnishment type, such as determining an employee's disposable earnings for each garnishment type (gross minus required withholdings) including accommodations for varying tax filing status'.	H	Y		PY	
88	Ability to enter specific garnishment withholding amounts for an employee for each pay period.	H	Y		PY	
89	System supports multiple garnishment types including:	-				
90	Child Support	H	Y		PY	
91	Federal/State Levies	H	Y		PY	
92	Creditor	H	Y		PY	
93	Bankruptcy	H	Y		PY	
94	Other user defined types	H	Y		PY	
95	Multiple garnishment types as defined above applied across multiple states (i.e. Child Support)	H	Y		PY	
96	Ability to record the following information with each garnishment:	-				
97	Name and address of the levying party	H	Y		PY, ONESolution Person/Entity (PE)	
98	Case number	H	Y		PY, PE	
99	Garnishment amount	H	Y		PY, PE	
100	Balance	H	Y		PY, PE	
101	Start and end date	H	Y		PY, PE	
102	Ability to flag employee when garnishment balance and interest is paid	H	Y		PY	
103	Ability to generate an individual or combined garnishment check	H	Y		PY, AP	
104	Ability to cancel garnishment check and refund with appropriate workflow	H	Y		PY, AP	Assuming refund is to an employee. Custom workflow would be required.
105	Ability to calculate and deduct garnishment admin fee	H	Y		PY	

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Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
106	Ability to have garnishment deductions that can be paid out to multiple vendors	H	Y		PY, AP	This presumes that the question is asking whether or not multiple garnishments may be paid out, not that a single garnishment dollar figure assigned to one employee may be paid out to multiple vendors.
107	Ability to calculate withholding of specific amount up to a pre-described amount (balance due/maximum deduction amount).	H	Y		PY	
108	Ability to calculate withholding at a percentage rate of disposable pay up to a pre-described amount (balance due/maximum deduction amount).	H	Y		PY	
109	Ability to establish minimum earnings standards which preempt the deduction from being taken (e.g., 30 X minimum wage exempt from garnishment).	H	Y		PY	
110	Ability to track each garnishment independently (to track multiple garnishments per employee).	H	Y		PY	
111	Ability to properly calculate multiple garnishments for one employee	H	Y		PY	
112	Ability to prioritize garnishments based on State law.	H	Y		PY	
113	Ability to update calculations based on most current federal and state regulations.	H	Y		PY	
114	Ability to calculate court-ordered medical insurance premiums as garnishments when computing disposable income.	H	Y		PY	
115	Earnings					
116	Ability to allow an unlimited number of user defined earning types and attributes.	H	N			Earnings types are limited to 999.
117	Ability to accumulate totals per employee earnings type:	-				
118	Current period wage period	H	Y		PY	
119	Month-to-date	H	Y		PY	
120	Quarter-to-date	H	Y		PY	
121	Year-to-date	H	Y		PY	
122	Fiscal-to-date	H	Y		PY	
123	Life-to-date	H	Y		PY	
124	Date range (for the check or pay period date)	H	R		PY, SunGard Analytics	
125	Ability to compute, accrue, track, and query all earnings information (MTD, QTD, YTD, FTD, LTD, date range), including but not limited to:	-				
126	Regular Pay	H	Y		PY	
127	Overtime Pay (straight 1.0, 1.5, 2.0, 2.5)	H	Y		PY	
128	Call back pay - employees are guaranteed a minimum number of hours when called back in	H	Y		PY	
129	Crew leader pay - temporary increase	H	Y		PY	
130	Compensation time earned	H	Y		PY	
131	Compensation time paid	H	Y		PY	

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Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
132	Earnings type subject to FLSA, retirement, FICA, income tax, or Unemployment Insurance	H	Y		PY	
133	Family death (funeral) leave	H	Y		PY	
134	Football pay - for employees that work the football games, this pay is reimbursed by the university and needs to be tracked separately.	H	Y		PY	
135	Family Leave - no pay, comp taken, personal holiday, sick leave, vacation	H	Y		PY	
136	Pay stub visibility of hours previously worked or taken but paid in the current pay period to distinguish from the current pay period earnings	H	Y		PY	
137	Incentive / award paid	H	Y		PY	
138	Jury duty	H	Y		PY	
139	Lump sum paid leave (vacation, comp time hours, holiday paid, personal leave, floating holiday and banked holidays etc.)	H	Y		PY	
140	Military Active Leave	H	Y		PY	
141	Military Training	H	Y		PY	
142	On-call pay	H	Y		PY	
143	Paid Leave	H	Y		PY	
144	Unpaid Leave	H	Y		PY	
145	Personal Leave	L	Y		PY	
146	Sick leave	H	Y		PY	
147	Short term disability	L	Y		PY	
148	Step Increase	L	Y		PY	
149	Administrative Leave Paid	M	Y		PY	
150	Termination leave payout (vacation, comp time hours, holiday paid, personal leave, floating holiday and banked holidays etc.)	H	Y		PY	
151	Holidays of all types: holidays worked, family holiday worked, banked holidays, half day holidays, holiday in lieu etc.	H	Y		PY	
152	Temporary Promotion Pay	H	Y		PY	
153	Temporary Assignment Pay	H	Y		PY	
154	Severance Pay	H	Y		PY	
155	Workers Compensation leave status	H	Y		PY	
156	Assignment Differential	H	Y		PY	
157	Shift Differential	H	Y		PY	
158	Night pool premium (a different kind of shift differential)	H	Y		PY	
159	Variable taxing rates and methods (e.g. flat percent or annualized percentage table) for any earnings type on a single paycheck	H	Y		PY	
160	Ability to identify retirement eligible wages from gross wages.	H	Y		PY	
161	Ability to have different base wages for calculating different deductions and earnings (union dues, fringe, etc.)	H	Y		PY	
162	Ability to build salary range tables per job classification.	H	Y		PY, HR	
163	Ability to override the job classification salary range table on a position level.	H	Y		PY, HR	

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Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
164	Ability to pay one employee based on multiple positions (additional appointments) with multiple job titles, pay rates, departments, locations, roles, classifications, cost centers, etc., during the same pay cycle without the need for manual journal entries and show cross reference in payroll register and check stub.	H	Y		PY, HR	
165	Ability to split employee pay and benefits across multiple organizations, departments, and cost centers based on a fixed percentage, dollar amount, or worked hours.	H	Y		PY, HR	The split is based on percentage. More information is necessary to ensure compliance.
166	Ability to calculate regular rate of pay, per FLSA requirements: Rate of Pay = ((Total hours X Base Rate) + (additions to pay))/total hours worked. System must also allow multiple rates to be used and any other allowable FLSA calculation methods.	H	Y		PY	
167	Ability to allow the FLSA calculation to include non-worked hours, such as leave pay.	H	Y		PY	
168	Ability to establish and manage a separate care leave bank to which employees can donate, or allow employees to donate leave directly to another employee, and go through an approval workflow.	M	Y		PY	
169	Ability for earnings to be based on quarters of an hour, or other increments (using 4 digits for rounding).	H	Y		PY	
170	Other Earnings					
171	Ability to change earnings/pay in the past, present, future and hold changes in suspense awaiting release by authorized user/department prior to updating employee record	H	Y		PY, HR	
172	Ability to pay earnings, including but not limited to based on the following calculation types:	-				
173	Flat amount per pay period	H	Y		PY, HR	
174	Percent of salary rate (base pay rate)	H	Y		PY, HR	
175	Hourly rate	H	Y		PY, HR	
176	Bi-weekly salary	H	Y		PY, HR	
177	Monthly salary	H	Y		PY, HR	
178	Annual salary	M	Y		PY, HR	
179	Fixed Amount	H	Y		PY, HR	
180	Ability to accommodate special pay codes/circumstances including but not limited to the following items: call-out pay, standby pay (after hours) payments - Hours worked after business hours per the various rules.	H	Y		PY	
181	Ability to restrict an earnings type to a specified group or groups of employees	H	Y		PY	
182	Ability to compute total hours worked multiplied by rate per hour when less than a standard pay period amount is due to an individual (e.g., salary employee on unpaid leave).	H	Y		PY	
183	Ability of system to calculate and adjust taxable wages for non-cash fringe benefits (imputed income) above a configurable amount	H	Y		PY	

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Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
184	Ability for departmental request of supplemental pay (e.g., assignment or military pay) with appropriate workflow rules.	H	Y		PY, HR, Workflow	A new workflow may be required, please refer to the Modification pricing detail.
185	Ability to calculate and pay additional sources of employee compensation, including but not limited to the following:	-				
186	Allowance (clothing, uniform, etc.)	H	Y		PY, HR	
187	Car Allowance	H	Y		PY, HR	
188	Lump sum payment for unused leave	H	Y		PY, HR	
189	Employee reimbursements under a non-accountable plan	H	Y		PY, HR	
190	Other reimbursements and additions to pay	H	Y		PY, HR	
191	Prior period adjustments	H	Y		PY, HR	
192	Supplemental payments	H	Y		PY, HR	
193	One time payment	H	Y		PY, HR	
194	Ability to incorporate payments outside the payroll module (i.e. AP) to an employee record for tax reporting (i.e. W2's)	H	Y		PY, HR	
195	Retro Pay/Deductions					
196	Ability to automatically re-calculate deductions in current period for prior period changes in employees' deductions (insurance premiums, changes to benefits enrollments, union dues, retirement contributions, etc.).	H	N			Numbers 196 and 198: Calculations/adjustments are manual.
197	Ability to handle pay rule changes without custom programming.	H	Y		PY	
198	Ability to calculate benefits in arrears for new hires	H	N			
199	Ability to automatically calculate pay or wage adjustments in current period when pay-related information in prior periods is changed - rate, hours, allowances, pay code, etc. Ability to calculate based on individual or group.	H	Y		PY	Prior period overtime can be adjusted using timecards. The Retro Utility can be used to adjust based on normal number of hours a day or pay rate has changed.
200	Ability to reimburse employees for pre-tax and post-tax deduction overpayments	H	Y		PY	
201	Ability to identify that a payment is retroactive, and the dates associated with it, including the date the retroactive pay occurred.	H	Y		PY	
202	Ability to track all retro active changes to employee records.	H	Y		PY	
203	Ability to track retro active payment and deductions on the payroll journal and employee pay stub.	H	Y		PY	
204	Payroll Processing					
205	Ability to forecast/simulate an employee's paycheck based on criteria/employee data entered (i.e. Tax changes etc. W4)	H	Y		PY, EO	This is achieved using the what-if tool in Employee Online.
206	Ability to "lock" employees records and time sheets during and after payroll processing to prevent changes while payroll is calculated for the payroll period.	H	Y		PY	Employee records are managed by effective dates and locking employee records is not necessary or recommended.
207	Ability to allow future changes to employee records if the start date of change is after the current pay period end date during payroll processing.	H	Y		PY, HR	

Priority

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Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
208	Ability to make mass pay rate changes including and excluding certain pay types as needed	H	Y		PY, HR	
209	Ability to run proposed current and future payroll for projections and validation of payroll results, and report information	H	Y		PY, HR	
210	Ability to perform end of year payroll postings for pay periods that cross two fiscal years.	H	Y		PY, HR	
211	Ability to automate year-end payroll accruals when a pay period crosses a fiscal year.	H	Y		PY, HR	
212	Ability to auto-generate year end accruals and reversals.	H	Y		PY, HR	
213	Direct Deposit					
214	Ability to create a file for direct deposit in ACH format for vendors and others as needed.	H	Y		PY, HR, AP	
215	Ability to create a file for direct deposit in ACH format for employees salary payments.	H	Y		PY	
216	Ability to change the format of the bank file when changes are requested from the bank based on authority.	H	Y		PY	
217	Ability to have multiple financial institutions per employee designated for direct deposit.	H	Y		PY, HR	
218	Ability to allow direct deposit as:	-				
219	Full net amount to one financial institution	H	Y		PY, HR	
220	Percentages of the net amount to more than one financial institution/account	H	Y		PY, HR	
221	Fixed amounts to more than one financial institution/account	H	Y		PY, HR	
222	Ability to direct payments to pay cards and create file to upload to pay card provider.	M	Y		PY, HR	
223	Ability to prenote prior to an employee's first pay cycle.	L	Y		PY, HR	
224	Ability to override prenote process.	L	Y		PY, HR	
225	Ability to accept direct deposit changes directly from bank (e.g., for routing information).	L	N			
226	Ability to email check stubs	H	Y		PY, EO	Check stubs are available via the proposed Employee Online application.
227	Check Printing					
228	Ability to provide computer-generated payroll checks.	H	Y		PY	
229	Ability to print checks in prescribed sequence that can be changed at any time by users.	L	Y		PY	Sorting by criteria is available, e.g., department, check distribution, and name.
230	Ability to view pay stub/earning statement through the system on or after the payment date.	H	Y		PY, EO	
231	System must provide flexible processing schedules for the ability to rerun payroll, if needed.	H	Y		PY	
232	Ability to restart the check process for the following:	-				

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Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
233	One check	H	Y		PY	
234	Small group of checks	H	Y		PY	
235	Entire check run	H	Y		PY	
236	Ability to automatically advance to next paycheck to continue stub printing.	H	Y		PY	
237	Ability to have special payroll runs at any time (i.e. separately from a normal payroll run or at the same time).	H	Y		PY	
238	Ability to void payroll check or direct deposit and reissue a new check or process a direct deposit for the same payment.	H	Y		PY	
239	Ability to print single payroll checks for employees even if they are working in multiple positions or funded from multiple funding sources.	H	Y		PY	
240	Ability to issue checks outside of the processing cycle.	H	Y		PY	Supplemental pay periods can be processed at any time.
241	Ability of the advice / check stub to be simple to read/understand and have all relevant detailed information regarding the employee, earnings, and deductions, including annual accumulators as defined by user.	H	Y		PY	
242	Ability to print the name of financial institution on direct deposit advice.	H	Y		PY	
243	Ability to support MICR printing	H	Y		PY	
244	Ability to support printing the check signature with proper security of the signature.	H	Y		PY	
245	SPECIAL CHECK PROCESSING					
246	Ability to handle the following special payroll processing situations:	-				
247	Reissue a voided check, where there is no adjustment to records, except the check number associated with the payment	H	Y		PY	
248	Paying an additional amount, where certain deductions previously applied are excluded (e.g. health insurance)	H	Y		PY	
249	Off cycle processing of pay check (i.e. department forgot to turn in pay req), where all regular deductions are applied	H	Y		PY	
250	Termination check, where all outstanding accruals are paid with the ability to exclude certain deductions	H	Y		PY	
251	Ability for all special checks (except re-issued checks) should have same behavior for vendor payments/journal entries/check printing/ach as regular payroll checks	H	Y		PY	
252	Payroll Taxes					
253	Ability to automatically update tax tables (rates and limits) as required by the state or federal government, including but not limited to the following tax categories:	-				
254	Federal income tax	H	Y		PY	
255	State income tax	H	Y		PY	
256	FICA (OASDI and Medicare)	H	Y		PY	
257	Earned income credit	L	Y		PY	

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Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
258	Ability to have default taxes withheld using single with zero exemptions as the default.	H	Y		PY	Employee must have tax assignment.
259	Ability to allow any legally allowable number of exemptions (marital status and dependents) for each taxing entity.	H	Y		PY	
260	Ability to mark an employee as completely exempt from federal and/or state taxes	H	Y		PY	
261	Ability for employees to withhold an additional user-specified amount for Federal or State taxes.	H	Y		PY	
262	Ability to withhold Federal and State income taxes on the basis of aggregated/supplemental earnings for a pay period.	H	Y		PY	
263	Ability to define different tax rates for different earnings (i.e. earning1 can be at aggregate rate based on W4 information and Earning2 can be at 3% etc.)	M	Y		PY	
264	Ability to support and deduct multiple pension types and calculations	H	Y		PY	
265	Ability to adjust (withhold or refund) employees Federal, State, County, or City withholding taxes by pay period.	H	Y		PY	
266	Ability to adjust (debit or credit) an employee's Federal, State, County, or City year-to-date taxable gross wage and withholding amount totals.	H	Y		PY	
267	Ability to exclude wages withheld for deductions from Federal, State, County, and City income tax withholdings, as part of the process of defining a deduction.	H	Y		PY	
268	Ability to maintain an employee's OASDI and Medicare contribution total for unlimited prior tax years.	H	Y		PY	
269	Ability to automatically and manually adjust (withhold or refund) OASDI and Medicare by employee in the current pay period, quarterly, monthly, or annually.	H	Y		PY	
270	Ability to adjust (debit or credit) OASDI and Medicare year-to-date totals for employee and employer withholding amounts and employee's gross wages on a quarterly, monthly, or annual basis.	H	Y		PY	
271	Ability to calculate Advanced Earned Income Credit.	L	Y		PY	
272	Void Check Processing					
273	Ability for the reversal (void paycheck) process to be automated to reverse all employer/employee records (including voluntary deductions, time and attendance, and PLT accruals).	H	Y		PY	
274	Ability for Payroll Division to initiate process to void a paycheck	H	Y		PY	
275	Ability to have multiple voided checks per pay cycle by employee.	H	Y		PY	
276	Ability to record each replacement check number in the payment history record for the check that is replaced and the replacement number should not overlay the original check number.	H	N			Payroll History records are maintained and reversed for the original check and a new record is created for the final check (where applicable). Check numbers are not referenced on the related records.

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Payroll

4.12 - Payroll		ONESolution Payroll (PY)				
<i>Objective: To provide an automated system to efficiently and effectively support the timely processing of pay and deduction information, manage employee records and facilitate the preparation of paychecks and reports.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
277	Ability to locate and view every check record using the replacement check number, employee ID number, or check date as a search key.	H	Y		PY	Replacement checks do not have special numbering. But searches can be done by date, pay period, or employee information.
278	GL - Journal Entries					
279	Ability to automatically post payroll transaction data to the General Ledger after regular payroll and special (off cycle) payrolls	H	Y		PY, ONESolution General Ledger (GL)	
280	Ability to specify posting dates for posting payroll transactions.	H	Y		PY, GL	
281	Ability to post payroll transaction to multiple funds and cost centers based on employee records (for example, organizational assignments, multiple positions).	H	Y		PY, GL	
282	Ability to create GL journal entries which allow for interfund transactions and still balance in total and by fund (e.g. employees who are paid from several funds, but whose tax withholdings are accumulated in one fund).	H	Y		PY, GL	
283	Ability to create monthly and annual payroll accrual journal entries.	H	Y		PY, GL	
284	Ability to create detail journal entries to allocate labor charges to various cost centers/projects/grants.	H	Y		PY, GL	
285	Ability to select a date for future posting of automated journal entries and manually update this date.	H	Y		PY, GL	Additional information is necessary to determine if this functionality is met by the system. Payroll may be posted to a future user-defined date that can be overridden prior to posting payroll.
286	Ability to create automated journal entries for fringe benefit cost to multiple cost centers for retirement, workers' comp, or unemployment on a percentage of salary; medical insurance and disability insurance which are based on actual plan cost-table.	H	Y		PY, GL	
287	Payroll Calendars					
288	Calendar to support bi-weekly pay periods which typically entail 26 bi-weekly payrolls in a calendar year. However, 27 pay periods may occasionally occur in a calendar year.	H	Y		PY	
289	Different calendars for determining (minimum = 99):	-				The calendar code is 8 alpha-numeric characters in length.
290	Multiple FLSA periods (e.g. 7, 14, 24 and 28 day periods)	H	Y		PY	FLSA periods do not have to be defined by calendar.
291	28 day work period for employees qualifying for law enforcement overtime exemption under FLSA. These employees continue to receive bi-weekly paychecks. Currently first paycheck in 28 day work period defaults to 80 hours. Second paycheck includes adjustments for leave usage and overtime payment	H	Y		PY	
292	Beginning and ending dates of the pay period	H	Y		PY	
293	Multiple Holidays calendars for different job classes	H	Y		PY	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Payroll

4.12 - Payroll		ONESolution Payroll (PY)				
<i>Objective: To provide an automated system to efficiently and effectively support the timely processing of pay and deduction information, manage employee records and facilitate the preparation of paychecks and reports.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
294	User defined hour duration of holidays(e.g. 4, 6, 8, 10 hour holiday)	H	Y		PY	
295	Integration and Interfaces					
296	Ability to interface with budget for department, project and fund calculations	H	Y		PY, ONESolution Budgeting (BU), ONESolution Position Budgeting (PB)	
297	Payroll system is integrated with the Time & Attendance module to input hours worked	H	Y		PY	
298	Ability to provide interfaces with federal and state tax deposit software.	H	N			Integration is not available at this time but it may be considered as a new interface through modification.
299	Ability to interface with bank for positive pay, including pre-note functionality	H	Y		PY	
300	Ability to interface with Accounts Payable for paying vendors (e.g., third party remittances), eliminating/minimizing need for reconciliations	H	Y		PY, AP	
301	Ability to interface with benefit providers and deferred compensation providers [e. retirement plan (401, 457 plan providers), health providers (medical, dental, vision), voluntary benefit providers (life insurance, flexible spending, pre-paid tuition, etc.)]	H	Y		PY	Standard interfaces are provided. If a custom interface is needed it can be created through a modification.
302	Ability to interface with payroll check print program	H	Y		PY	ONESolution has the ability to interface with payroll check print programs, but more specific information would be required to determine if a custom interface would be required.
303	Ability to integrate with projects and grants for tracking labor	H	Y		PY	
304	Reporting					
305	Ability to have user designed standard and ad hoc reporting, including detailed exception reporting (e.g., for auditing), which include but are not limited to the following:	-				
306	Ability to produce an employee listing which has the employee number, name, hire date, current rate of pay, position name, department, years of service.	H	R		PY, HR, SunGard Analytics	
307	Ability to report/inquire on all employees for a particular deduction or earning code.	H	R		PY, HR, SunGard Analytics	
308	Ability to produce a summary report for the current payroll which includes a total of each deduction and each type of earning.	H	R		PY, HR, SunGard Analytics	
309	Ability to report on calculated compensated absences showing ending balances in hours and calculated pay.	H	R		PY, HR, SunGard Analytics	
310	Ability to view mid-period earnings calculations for termination pay.	H	R		PY, HR, SunGard Analytics	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Payroll

4.12 - Payroll		ONESolution Payroll (PY)				
<i>Objective: To provide an automated system to efficiently and effectively support the timely processing of pay and deduction information, manage employee records and facilitate the preparation of paychecks and reports.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
311	Ability to view and download all employee data stored in database.	H	R		PY, HR, SunGard Analytics	ONESolution contains standard utilities that support numerous data import and export requirements. In order to use these standard features, data must be presented in a supported format such as, CSV or Microsoft Excel. If specific formatting needs, scope, and complexity go beyond the standard format, SunGard will work with you to provide design considerations and level of effort estimates.
312	Ability to view a Payroll Register in user-defined order, (i.e. showing gross pay, payroll fund, all system-calculated taxes and deductions, net pay, and check number).	H	R		PY, HR, SunGard Analytics	
313	Ability to provide reports (paper and inquiry) immediately after payroll has run (e.g., Payroll Register, Exception Reports, Journal Entries)	H	R		PY, HR, SunGard Analytics	
314	List of gross wages in excess of user specified amounts	H	R		PY, HR, SunGard Analytics	
315	Ability to print/report/identify, prior to issuance of first pay check, weekly lists of all employees engaged who do not have direct deposit instructions.	M	R		PY, HR, SunGard Analytics	
316	Produce a report of audit trail changes made to employees records and identify who made the changes (e.g., for recalculating payroll).	H	R		PY, HR, SunGard Analytics	
317	Ability to produce a report showing benefits participation by benefit, carrier and, coverage level.	H	R		PY, HR, SunGard Analytics	
318	Ability to create Payroll Projection Reports, forecasting payroll amounts by department, fund, etc., through year-end. Compares to budgeted amounts.	H	R		PY, HR, PB, SunGard Analytics	
319	Ability to report on retroactive pay detail, by pay period	H	R		PY, HR, SunGard Analytics	
320	Ability to report/inquire on all hours and type of hours worked by all types of employees including their labor distribution accounts.	H	R		PY, HR, SunGard Analytics	
321	Ability to track total compensation by employee by time period	H	R		PY, HR, SunGard Analytics	
322	Ability to track all pay and type of pay earned by all types of employees.	H	R		PY, HR, SunGard Analytics	
323	Ability to report/inquire on employee and employer deductions as well as the employee earnings for a specified date range.	H	R		PY, HR, SunGard Analytics	
324	Ability to assign security by department, groups or any other user defined category to each and all reports.	H	Y		PY, HR, SunGard Analytics, SPSONE Security	
325	Ability to produce all of the wage and tax reports required to comply with Federal and State laws, rules and regulations, including the following:	-				
326	Internal Revenue Service (for income tax) and Social Security Administration. Quarterly(941) W2's	H	R		PY, HR, SunGard Analytics	
327	State Tax reports (state taxable wages and withholdings,	H	R		PY, HR, SunGard Analytics	

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Payroll

4.12 - Payroll		ONESolution Payroll (PY)				
<i>Objective: To provide an automated system to efficiently and effectively support the timely processing of pay and deduction information, manage employee records and facilitate the preparation of paychecks and reports.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
328	State Department of Labor for Unemployment Insurance/Workers Compensation Payroll Audits	H	R		PY, HR, SunGard Analytics	
329	Bureau of Census - government payroll reports	H	R		PY, HR, SunGard Analytics	
330	W-2s & 1099s					
331	Ability to generate a transmittable electronic file for W-2s & 1099s.	H	Y		PY	
332	Ability to post year-end Forms (W-2) for each person employed during the tax year, viewable through an employee self service module.	M	Y		PY, EO	
333	Ability to maintain the information required to produce W-2's.	H	Y		PY	
334	Ability to maintain the information required to produce W-2Cs.	H	Y		PY	
335	Ability to produce duplicate W-2 and W-2C forms to replace lost or misplaced forms.	H	Y		PY	Numbers 335-336: Only W-2 forms are supported.
336	Ability to produce early Forms W-2, forms W-2C, and duplicates on a demand basis.	M	Y		PY	
337	Ability for employees to download W-2 information into tax software	M	N			
338	Ability to generate 1099s and 1099Rs for wages paid after death of employee.	M	Y		PY	
339	Ability to generate and transmit/store electronic files for 1094 and 1095 forms.	M	Y		PY	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17
Project and Grant Accounting

SunGard Public Sector	
Code	Availability Definition
Y	Functionality is provided out of the box through the completion of a task associated with a routine configurable area that includes, but is not limited to, user-defined fields, delivered or configurable workflows, alerts or notifications, standard import/export, table driven setups and standard reports with no changes. These configuration areas will not be affected by a future upgrade. The proposed services include implementation and training on this functionality, unless specifically excluded in the Statement of Work, as part of the deployment of the solution.
R	Functionality is provided through reports generated using proposed Reporting Tools.
T	Functionality is provided by proposed third party functionality (i.e., third party is defined as a separate software vendor from the primary software vendor). The pricing of all third party products that provide this functionality MUST be included in the cost proposal.
M	Functionality is provided through customization to the application, including creation of a new workflow or development of a custom interface, that may have an impact on future upgradability.
F	Functionality is provided through a future general availability (GA) release that is scheduled to occur within 1 year of the proposal response.
N	Functionality is not provided.

4.13 - Project and Grant Accounting ONESolution General Ledger (GL), ONESolution Job/Project Ledger (JL), ONESolution Grant Management (GM)

Objective: To efficiently administer and comply with all project and grant obligations, track all project and grant activities, and support all required reporting.

Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
1	Project/Grant Set-Up					
2	Ability to create user-maintained master files for:	-				
3	Jobs / Activities	H	Y		ONESolution General Ledger (GL), ONESolution Job/Project Ledger (JL)	
4	Projects	H	Y		GL, JL, ONESolution Grant Management (GM)	
5	Sub-Projects	H	Y		GL, JL, GM	
6	Grants	H	Y		GL, JL	
7	Ability to create project/grant master file that allows for tracking and reporting, including but are not limited to the following:	-				In instances where a specific field tag is not available for a particular data item, the requirement can be met by re-purposing system-defined fields or using user-defined or coded value fields where available. Additionally, data items can be tracked using Threaded Notes or Documents Online.
8	Department (responsible for the project or grant)	H	Y		GL, JL	
9	Status: fully funded, partially funded, non-funded	M	Y		GL, JL	
10	Alphanumeric project/grant numbers (coding assigned by authorized users to be used to identify grants or projects, including case numbers for example)	H	Y		GL, JL, GM	
11	Key dates (Approval date, start date, end date, extension date, date of last draw, final performance report)	H	Y		GL, JL, GM	
12	Commission Order # and date	H	Y		GL, JL	The commission date is not available.
13	Grant name (program title)	H	Y		GL, JL, GM	
14	Descriptions / Comments	H	Y		GL, JL, GM	

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Project and Grant Accounting

4.13 - Project and Grant Accounting		ONESolution General Ledger (GL), ONESolution Job/Project Ledger (JL), ONESolution Grant Management (GM)				
Objective: To efficiently administer and comply with all project and grant obligations, track all project and grant activities, and support all required reporting.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
15	Funding source(s)/grantors (e.g., who is providing funding for the grant, project, subproject, activities/task) including contact information	H	Y		GL, JL	
16	Granting agency number	M	Y		GL, JL, GM	
17	Funding source type (i.e. cash, in-kind)	H	Y		GL, JL	
18	Pass-through grant indicator and entity and grant #	H	Y		GL, JL, GM	
19	Sub-grantee	H	Y		GL, JL	
20	Contract number(s) for projects and grants--could have multiple contracts for each	H	Y		GL, JL, GM	
21	Catalog of Federal Domestic Assistance (CFDA), if applicable	H	Y		GL, JL, GM	
22	Amendments (dates, dollars, activity being amended) and allows for multiple amendments	H	Y		GL, JL, GM	
23	Contractor(s) name associated with grants and projects e.g., who is performing the tasks for the grant, project, subproject, activities/task)	M	Y		GL, JL	
24	Detail on contractor (name, contact, address, certifications, Fed ID number, EEO)	M	Y		GL, ONESolution Person/Entity (PE)	
25	Payments and balance available	H	Y		GL, ONESolution Contract Management (CM), ONESolution Accounts Payable (AP)	
26	Total project/grant budget amount	H	Y		GL, JL, GM, ONESolution Budgeting (BU)	
27	Budget detail per grant, project, subproject, activities/task, objective	H	Y		GL, JL, GM, BU	
28	Subproject	H	Y		GL, JL, GM	
29	Activity/Task	H	Y		GL, JL	
30	Objective	L	Y		GL, JL, GM	
31	Grant or project manager assigned with contact information from the Payroll / Personnel module for validation.	H	Y		GL, JL, GM, PE	Clarification needed to ensure full compliance regarding gaining contact information for Payroll/Personnel. Contact information used for Grant and Project accounting comes from the Person/Entity database.
32	Project/grant type	H	Y		GL, JL, GM	
33	Project milestones and phases	H	Y		GL, JL, GM	Numbers 33 and 34: Phase tracking is available. Milestone tracking is not available at this time.
34	Project milestone and phase start and end dates (planned and actual)	H			GL, ONESolution Project Allocation (PA)	
35	Relevant GL accounts (for revenues and expenditures)	H	Y		GL, JL, GM	
36	Retainage requirements, with the ability to adjust and track history	H	Y		GL, CM, AP	
37	Penalties	M	N			This may be tracked in notes.
38	Accounting basis (e.g. cash vs. accrual)	M	Y		GL, JL, GM	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Project and Grant Accounting

4.13 - Project and Grant Accounting		ONESolution General Ledger (GL), ONESolution Job/Project Ledger (JL), ONESolution Grant Management (GM)				
Objective: To efficiently administer and comply with all project and grant obligations, track all project and grant activities, and support all required reporting.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
39	Percentage complete (based on dollar amount, units, date, or milestones)	H	R		SunGard Public Sector Analytics (SunGard Analytics)	
40	Indicator of whether or not there is Grant matching	H	Y		GL, JL, GM, ONESolution Project Allocation (PA)	
41	Multiple other user defined fields	H	Y		GL, JL, GM	This requirement can be met by re-purposing system-defined fields or using user-defined or coded value fields where available. Additionally, data items can be tracked using Threaded Notes or the proposed Documents Online.
42	Scope, including changes and approvals of those changes	H	N			
43	EEOC and Davis/Bacon information	H	Y		GL, JL, GM	
44	Minority requirements	H	Y		CM	Numbers 44 and 45: Available on the contract level.
45	Prevailing wage requirements	H	Y		CM	
46	Ability to set-up and manage the following types of grants:	-				
47	In-Kind Contribution	H	Y		GL, JL, GM, PA	
48	In-Kind Match	H	Y		GL, JL, GM, PA	
49	Federal	H	Y		GL, JL, GM	
50	State	H	Y		GL, JL, GM	
51	Foundation	H	Y		GL, JL, GM	
52	Local	H	Y		GL, JL, GM	
53	Other user defined grant types	H	Y		GL, JL, GM	
54	Ability to track and reconcile expenses incurred for in-kind grants.	H	Y		GL, JL, GM, PA	
55	Ability to associate projects and sub-projects with grants, with the ability to link multiple grants to a project and multiple projects to a grant.	H	Y		GL, JL	
56	Ability to associate a new project to an existing asset in the fixed assets module	H	Y		GL, ONESolution Fixed Assets (FA)	
57	Ability to designate whether or not projects are to be capitalized.	H	Y		GL, JL, GM	
58	Ability to have multi-level project/grant roll up.	H	Y		GL, JL, GM	
59	Ability to automatically create project numbers with user-defined segments (e.g. first 2 digits are the year, next digit is the function, next is the project/grant designation, next is the sequential number, etc.).	H	N			These are manually assigned.
60	Ability to support different project numbering schema by department, including user-defined numbers, with duplicate checking.	H	N			
61	Ability to attach and drill down to budget approval documents.	H	Y		GL, ONESolution Documents Online (DO)	
62	Ability to create project/grant cycles that are different than the fiscal year.	H	Y		GL, JL, GM	
63	Ability to set grant-specific criteria in the system and create a checklist to ensure all requirements are met.	H	Y		GL, JL, GM	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Project and Grant Accounting

4.13 - Project and Grant Accounting		ONESolution General Ledger (GL), ONESolution Job/Project Ledger (JL), ONESolution Grant Management (GM)				
Objective: To efficiently administer and comply with all project and grant obligations, track all project and grant activities, and support all required reporting.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
64	Pre-Award Grant Activities					
65	Ability to track grant applications status (e.g., in progress, submitted) and next steps (e.g., due dates).	H	Y		GL, JL, GM, DO	
66	Ability to automate the process for requesting and establishing a new grant via a highly configurable multi-step approval process workflow, and be able to view the status of the workflow.	H	Y		GL, JL, GM, Workflow	
67	Workflow can be configured to be dependent upon grant attributes (e.g. grantor, grant type, dollar amount, user-flagged).	H	Y		GL, JL, GM, Workflow	
68	Ability to accept grant applications with supporting documentation online.	H	N			
69	Project/Grant Budgeting					
70	Ability to designate/plan funds as multi-year or annually	H	Y		GL, JL, BU	ONESolution Budgeting offers a collection of flexible tools designed to assist in the creation, maintenance and analysis of current and future. Advanced Reporting seamlessly integrates with ONESolution Budgeting and Position Budgeting applications, to radically transform the entire planning cycle, from target setting and budget rollout to reporting analysis and forecasting. What-If and forecasting features are enhanced when Advanced Reporting is used in conjunction with ONESolution Budgeting.
71	Ability to automatically carry over project balances as well as project set-up information between fiscal years, unless flagged as closed.	H	Y		BU	
72	Ability to notify designated staff (by grant/project) a defined number of days prior to expiration.	H	Y		BU	
73	Ability to create a planned budget based on project scope	H	Y		BU	
74	Ability to integrate project cost planning with budget planning module	H	Y		BU	
75	Ability to enter and maintain time or phase-based budgets for a project, including multi-year projects.	H	Y		BU	
76	Ability to forecast hours/fees required to complete the project based on remaining activities from project budget.	M	N			
77	Ability to budget for a grant before the grant has been approved.	H	Y		GL, BU	
78	Ability to support entry of project/grant cost estimates prior to approval of the budget.	M	Y		GL, BU	

Priority

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County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Project and Grant Accounting

4.13 - Project and Grant Accounting		ONESolution General Ledger (GL), ONESolution Job/Project Ledger (JL), ONESolution Grant Management (GM)				
Objective: To efficiently administer and comply with all project and grant obligations, track all project and grant activities, and support all required reporting.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
79	Ability to provide drill down capabilities on budgets, cost estimates, actuals.	H	Y		BU, SunGard Analytics	
80	Project/Grant Activity					
81	Ability to associate a project/grant number with a financial transaction even after the transaction has posted with appropriate security, workflow and audit trail.	H	N			
82	Ability to include attached documents in workflows for projects and grants.	H	Y		GL, Workflow	
83	Ability to record labor time, machine usage, services/subcontract costs, and material usage data for individual grants.	H	Y		GL, JL	
84	Ability to link grant set-up to GL accounts when posting transactions	H	Y		GL, JL	
85	Ability to designate funds as restricted (e.g., solicitations, donations and contributions)	M	Y		GL, JL	
86	Ability to have an audit trail (accountability) of correspondences/updates documentation to project managers generated in the system	H	Y		GL, Workflow	
87	Project/Grant Costing					
88	Ability to set-up cost allocation plans on projects and grants	H	Y		GL, JL, GM, PA	
89	Ability for the project/grant accounting module to allow for journal entry of costs	H	Y		GL, JL	
90	Ability to split any transaction by percent or flat amount (e.g., labor, inventory, equipment use, square footage, etc.) to one or more projects/grants.	H	Y		GL, JL	
91	Ability to automatically allocate employee salary and benefit costs to grants based on hours worked or user/grant defined percentages.	H	Y		GL, ONESolution Payroll (PY)	
92	Ability to define specific employee benefit types that can be allocated to each project/grant.	H	Y		GL, PY	
93	Ability to display unencumbered balance and unexpended balance for each project/grant.	H	R		GL, JL, SunGard Analytics	
94	Ability for automatic notification of cost overruns based on percentage or dollar amount, with the ability to configure by each project/grant.	H	R		SunGard Analytics	
95	Ability for auto warning/notification when budget surpasses a defined percentage or dollar amount	H	R		SunGard Analytics	
96	Ability to recognize project expenditures and revenues on an accrual basis (when the work is performed) rather than when the invoice is received or when payroll is processed. This provides the ability to maintain an accrual basis of accounting and identify potential budget concerns on a timely basis.	H	Y		GL, JL, PO, ONESolution Accounts Receivable (AR)	More information is required regarding receivables to ensure full compliance.
97	System can calculate and provide reports for indirect rates for staff and overhead.	H	R		SunGard Analytics	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
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County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Project and Grant Accounting

4.13 - Project and Grant Accounting		ONESolution General Ledger (GL), ONESolution Job/Project Ledger (JL), ONESolution Grant Management (GM)				
Objective: To efficiently administer and comply with all project and grant obligations, track all project and grant activities, and support all required reporting.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
98	Ability to change an allocation formula without affecting prior allocations.	H	Y		GL, JL, PA	
99	Grant Tracking					
100	Ability to generate a notification based on effective/expiration dates for fixed term appointments/grant funded positions.	H	Y		GL, JL, GM, Workflow	
101	Ability to generate an asset for grant funded projects.	H	Y		GL, JL, GM, FA	
102	Ability to notify designated staff (by grant/project) a defined number of days prior to deadline for grant reporting submission.	H	Y		GL, JL, GM, Workflow	
103	Ability to electronically notify in advance of upcoming key grant completion dates.	H	Y		GL, JL, GM, Workflow	
104	Ability to electronically notify in advance of upcoming grant spending deadlines including final close out.	H	Y		GL, JL, GM, Workflow	
105	Ability to track and report on non-financial performance measures against a grant/project or sub-activity within a grant project.	H	N			
106	Ability to accumulate and report on project/grant personnel costs by person by day.	H	Y		GL, PY	
107	Ability to report on project/grant budget to actual status	H	Y		GL, JL, GM, SunGard Analytics	
108	Ability to establish system wide grant rules that may disallow the charging of expenditures to grants that have a closed or inactive status.	H	Y		GL, JL	
109	Ability to specify expenses that cannot be charged to a specific grant or group of grants (unallowable costs)	M	Y		GL, JL	
110	Ability to accumulate and report on project/grant equipment costs by establishing equipment rate schedules (this is a non-cash transaction--just an allocation to the proper project/grant coding).	H	N			
111	Ability to track grant activity costs, until the new grant is awarded i.e. pre-award activities	H	Y		GL, JL, GM	
112	Ability to set-up grant matching from multiple funds	H	Y		GL, JL, PA	
113	Ability for authorized users to reclassify the grant coding/reference number after transactions are posted with detailed audit trail that is reportable.	H	N			
114	Grant Reimbursements					
115	Ability to create a bill/receivable for grant activity billed to funder based upon a user defined set of accumulated grant expenditures.	H	Y		GL, JL, GM, AR	
116	Ability to configure a grant reimbursement request workflow.	H	Y		GL, JL, GM, AR, Workflow	
117	System alerts the project/grant manager in advance if spending is nearing the allowable reimbursable amount particularly as it relates to accumulating salary & benefits costs	H	R		SunGard Analytics	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Project and Grant Accounting

4.13 - Project and Grant Accounting		ONESolution General Ledger (GL), ONESolution Job/Project Ledger (JL), ONESolution Grant Management (GM)				
Objective: To efficiently administer and comply with all project and grant obligations, track all project and grant activities, and support all required reporting.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
118	A system that can track reimbursement by project/grants, especially when there are multiple grants for a single project (e.g., vehicle) or multiple projects funded by a single grant	H	Y		GL, JL, GM, AR	
119	Ability to track expenditures related to closed or inactive grants as non-reimbursable.	L	Y		GL	
120	Project/Grant Close					
121	Ability to inactivate a grant/project.	H	Y		GL, JL, GM	
122	Prior to closing a grant or project, have the ability to check for open or pending items (i.e. if the grant or project is identified on an open encumbrance, un-related project, un-related grant, unpaid payment document, fixed asset, etc.), prompt the user about whether or not this project or grant should be closed.	H	Y		GL, JL, GM, Workflow, SunGard Analytics	
123	System transfers construction-in-progress accounts to fixed asset accounts at project close or completion.	H	N			
124	System allows creation of an asset before project close	H	Y		GL, FA	
125	Ability for one project to be converted into multiple assets	H	Y		GL, FA	
126	Ability to hold a grant open after the grant term – to accumulate grant costs & accommodate end of grant corrections and reclassifications.	H	Y		GL, JL, GM	
127	Interfaces / Integration					
128	Ability to associate a grant / project number with the transaction, for all source transactions (including: requisitions, purchase orders, vouchers, invoices, contracts, cash receipts, general ledger transactions) to or from other modules within the system using the proper chart of account codes	H	Y		GL, JL, GM	
129	Ability to attach images / electronic documents to the project or grant record in the master file.	H	Y		GL, JL, GM, DO	
130	Ability to provide access to citizens to query the amount spent on specific projects/events.	L	T		OpenGov	
131	Ability to interface with a Time & Attendance module and software to link hours worked for projects and grants.	H	Y		GL, PY	
132	Ability to provide life cycle tracking (budget and actual) for each project from financial inception to completion across multiple years and funding sources.	H	Y		GL, JL, GM, SunGard Analytics	
133	Ability to have an automatic system notification that payments are in process (AP).	H	Y		GL, JL, AP, Workflow	
134	Ability to interface with State and Federal grant reporting.	H	M		Custom Interfaces	Custom interfaces are required, please refer to Interface pricing details.

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Project and Grant Accounting

4.13 - Project and Grant Accounting		ONESolution General Ledger (GL), ONESolution Job/Project Ledger (JL), ONESolution Grant Management (GM)				
Objective: To efficiently administer and comply with all project and grant obligations, track all project and grant activities, and support all required reporting.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
135	Reporting					
136	System provides a dashboard to track real-time status of project/grant activity with graphical representation of information through charts.	M	R		SunGard Analytics	
137	Ability to report on a multi-year grant and view information covering all years of the grant at a summary level and broken down by each year	H	R		SunGard Analytics	
138	System provides reports for salary, interdepartmental, and other expenses and compares this information to budgets for grants, based on grant year.	H	R		SunGard Analytics	
139	Ability to run a report on grant status based on key words in a narrative.	L	N			
140	Ability to interface with the Fixed Asset module to generate reports on assets related to grants	H	Y		GL, FA	
141	Ability to create reports in compliance with Single Audit Act. Indicates Federal and pass-through projects. Tracks EEOC and Davis/Bacon information for contractors, etc. including tracking revenue by CFDA number.	H	R		SunGard Analytics	
142	Ability to provide all requirements as defined by the various federal granting agencies.	M	R		SunGard Analytics	Numerous requirements mandated by various federal agencies are provided as a standard; however, we cannot guarantee all federal requirements are met.
143	Ability to generate analyses for (including but not limited to) variances and percent completion.	M	R		SunGard Analytics	
144	Ability to prepare projects in progress reporting, including fiscal performance.	H	R		SunGard Analytics	
145	Allow user-specified grouping of individual projects for summary reporting purposes (e.g. multiple projects associated with widening the same street over a number of years).	H	R		SunGard Analytics	
146	System provides project and grant status reports for project and grant managers to track status and progress	H	R		SunGard Analytics	Numerous standard reports including Grant / Project summary, detail, tracking, status, etc., reports are provided with ONESolution. SunGard Analytics allows Users to easily customize many of these reports or create new reports. If an existing report does not exactly match your requirements, many reports can be easily modified or new reports can be created by the user. Training on report writing is provided. If you do not wish to modify or create reports, reporting services are available from SunGard for an additional charge.
147	Projects can be identified as and reports broken out by: (could be more than one)	-				

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Project and Grant Accounting

4.13 - Project and Grant Accounting		ONESolution General Ledger (GL), ONESolution Job/Project Ledger (JL), ONESolution Grant Management (GM)				
Objective: To efficiently administer and comply with all project and grant obligations, track all project and grant activities, and support all required reporting.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
148	Capital projects	H	R		SunGard Analytics	
149	Operating projects	H	R		SunGard Analytics	
150	Special projects	H	R		SunGard Analytics	
151	Special District Projects	H	R		SunGard Analytics	
152	Maintenance projects	H	R		SunGard Analytics	
153	Bond project	H	R		SunGard Analytics	
154	Other user defined project types	H	R		SunGard Analytics	
155	Ability to query projects by one or multiple of the below criteria:	-	R		SunGard Analytics	
156	Budget	H	R		SunGard Analytics	
157	Schedule (5-Year, 10-Year, 20-Year)	H	R		SunGard Analytics	
158	Department	H	R		SunGard Analytics	
159	Status (open, closed, inactive, etc.)	H	R		SunGard Analytics	
160	Type	H	R		SunGard Analytics	
161	Funding source(s)	H	R		SunGard Analytics	
162	Other user defined fields	H	R		SunGard Analytics	

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Purchasing

SunGard Public Sector	
Code	Availability Definition
Y	Functionality is provided out of the box through the completion of a task associated with a routine configurable area that includes, but is not limited to, user-defined fields, delivered or configurable workflows, alerts or notifications, standard import/export, table driven setups and standard reports with no changes. These configuration areas will not be affected by a future upgrade. The proposed services include implementation and training on this functionality, unless specifically excluded in the Statement of Work, as part of the deployment of the solution.
R	Functionality is provided through reports generated using proposed Reporting Tools.
T	Functionality is provided by proposed third party functionality (i.e., third party is defined as a separate software vendor from the primary software vendor). The pricing of all third party products that provide this functionality MUST be included in the cost proposal.
M	Functionality is provided through customization to the application, including creation of a new workflow or development of a custom interface, that may have an impact on future upgradability.
F	Functionality is provided through a future general availability (GA) release that is scheduled to occur within 1 year of the proposal response.
N	Functionality is not provided.

4.14 - Purchasing	ONESolution Purchasing (PO)
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Objective: To provide systematic coordination of procurement activities.

Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
1	General Requirements					
2	All purchasing related applications provide direct interface/integrate with all related financial modules, including third party software such as NIGP Codes, as applicable	H	Y		ONESolution Purchasing (PO)	The system has the ability to interface with outside systems using an upload utility, which requires a .csv file.
3	Ability to support automatic entry into other modules, such as contract management, accounts payables and fixed assets. Document history and real-time retrieval online, linking requisitions to purchase orders, invoices and checks.	H	Y		PO, ONESolution Contract Management (CM), Accounts Payable (AP), Fixed Assets (FA), Documents Online (DO), SunGard Public Sector Analytics (Analytics)	
4	System allows each department to initiate the procurement process through requisition entry into the financial system.	H	Y		PO	
5	Ability to drill down to all supporting documents included in and related to the procurement transaction (from requisition to invoice/payment issuance).	H	Y		PO, AP, SunGard Analytics	
6	Ability to electronically generate and maintain annual, blanket, and standard purchase orders transactions using an online requisitioning system for all procurements.	H	Y		PO	
7	Ability to look up the real-time status of procurements including requisitions and purchase orders.	H	Y		PO	
8	Ability to retrieve existing data from one process to another without re-keying (i.e. vendor number entry to automatically populate requisition data such as vendor name, address and remittance type; Department shipping location, etc.).	H	Y		PO	
9	Ability to default the shipping address (with multiple locations) on purchase orders based on the user that is requesting the goods / services.	H	Y		PO	
10	Ability to scan/attach documents (e.g., specifications, back-up documentation, invoices, packing slips, warrants, etc.) to requisitions, purchase orders and payment vouchers.	H	Y		PO, DO	

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Purchasing

4.14 - Purchasing		ONESolution Purchasing (PO)				
<i>Objective: To provide systematic coordination of procurement activities.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
11	Ability to automatically generate recurring payables/purchase orders for frequently ordered merchandise, i.e. recurring expenditures or progress payments on contracts/lease agreements.	H	Y		PO, AP	Provides the ability to create recurring payables.
12	Ability to validate the following information upon data entry to ensure data integrity and internal control, such as:	-				
13	General Ledger Account Code	H	Y		PO, ONESolution General Ledger (GL)	
14	Requisition number	H	Y		PO	
15	Vendor number	H	Y		PO, ONESolution Person/Entity (PE)	
16	Ability to view available budget at entry and provide either a notification or stop further processing based on system configuration and user authority.	H	Y		PO, GL	Based on setup, the system will provide users with a warning or a block.
17	Ability to generate customized notification e-mails for automated distribution throughout workflows (internal and external customers/vendors)	H	Y		PO, Workflow	
18	Ability to process direct payments (items that do not require a purchase order, i.e. - utility bills, employee reimbursements, payments to other government entities, etc.).	H	Y		AP	
19	Ability to cross-reference a direct payment request with vendor master file and PO file to obtain a list of existing POs for that vendor.	H	Y		AP	
20	System provides a wizard to guide staff through the procurement process	H	N			
21	Vendor File and History					
22	Ability to restrict addition of a vendor unless a the vendor profile/application is complete with all required and applicable information including automated W-9 verification and insurance (as required) documentation.	H	Y		PE	
23	Ability to place a vendor "on hold", restricting payments or PO's from being issued.	H	Y		PE	
24	Ability to allow authorized users to override either user-specified or system-generated vendors and prices.	H	Y		PO	
25	Ability to search on partial name information and then select from a list of the closest matches.	H	Y		PE	
26	Ability to have a single vendor file accessed from the Accounts Payable and Purchasing modules (including 1099 and W-9 information).	H	Y		PO, AP, PE	
27	Ability to change 1099 status without losing prior history	H	Y		PE	
28	Ability to have a free text area where comments about a vendor may be attached to the vendor file record.	H	Y		PO, DO	
29	Ability to allow for multi-site delivery addresses.	H	Y		PO	
30	Ability to allow both "order from" and "remit to" vendor address with option of electronic remittance.	H	Y		PO, PE, Workflow	
31	Ability to associate multiple vendors' remit addresses with a single umbrella vendor entry (parent/child relationship).	H	Y		PO, PE	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Purchasing

4.14 - Purchasing		ONESolution Purchasing (PO)				
<i>Objective: To provide systematic coordination of procurement activities.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
32	Ability to enter vendor number or name and have the system complete address, delivery, terms, etc. information from the vendor master file.	H	Y		PO, PE	The system will enter the address and phone code when the vendor name or address is entered.
33	Ability to track by vendor purchases by user defined start and end date or time periods.	H	Y		PO, PE, SunGard Analytics	
34	Ability to identify vendors who do not meet government or state regulations (i.e. Debarment, OSHA, EEO).	L	Y		PE	
35	Ability to change purchase order information if an error has been made prior to printing of the purchase order.	H	Y		PO	
36	Ability to designate certain vendor types as one-time that are able to be inactivated or cleared (non-reportable or sensitive data) from the system by AP at any time (e.g., witnesses, jurors, refunds on personal property, based upon security and records retention policies). These vendors do not require a W-9.	H	Y		PE	
37	Ability to track the following vendor information:	-				
38	Ownership Status (MBE, WBE, DBE, Small Business, Local Preference, etc.)	M	Y		PE	
39	Tax Status (exempt or non-exempt)	H	Y		PE	
40	Ownership Type (Sole Proprietor Non-profit, Corp, Partnership, etc.)	H	Y		PE	
41	Open Purchase Order Number and Amounts	H	Y		PE, PO	
42	Open Invoice Numbers and Amounts	H	Y		PE	
43	Tax ID Number	H	Y		PE	
44	Vendor Number	H	Y		PE	
45	Vendor License(s) held, date(s) of expiration, and supporting documentation	M	Y		PE	
46	Terms Code (Payment i.e. 2%-net 10 net 30 days and Shipment, FOB-Destination)	M	Y		PE	
47	Purchase History File (dates, quantity, products, purchase order numbers, vendor payments, trade-ins and discounts) for Current and Prior year(s)	H	Y		PE, PO, AP	
48	1099 Code	H	Y		PE	
49	Ability to show the total purchases by user defined time periods (start/end dates) and drill down to requisitions and PO with all supporting documents attachments.	H	Y		PE, PO, SunGard Analytics	
50	Ability to generate an internal notification if a vendor changes its Tax ID through the portal.	M	N			
51	Ability to classify vendors as confidential per business rules	H	Y		PE	
52	Ability to detect and prevent duplicate vendor files i.e. similar names, same Tax ID, same address, etc..)	H	Y		PE	Blocks can be applied to vendor name, SSN, and Tax ID.
53	Ability to prevent vendor maintenance from affecting the vendor information on historical transactions. This can be overridden with the proper security access	H	Y		PE	
54	Ability to track acceptable payment type in the vendor file (e.g. p-card, e-payables, CPS, etc.)	H	Y		PE	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Purchasing

4.14 - Purchasing		ONESolution Purchasing (PO)				
<i>Objective: To provide systematic coordination of procurement activities.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
55	Requisition Processing					
56	Ability to enable or disable requisitions by department	H	Y		PO	
57	Ability to support the use of business rules such as for requisition types, dollar threshold limitations; informal bids and formal competitive process; categorize Low Value Assets vs. Fixed Assets.	H	Y		PO	
58	Ability to set different workflow levels for approval by department	H	Y		PO	
59	Ability to classify the purchase type (i.e. Goods & Trade Services, IT Equipment, Maintenance/MOU Agreements, Professional Services, Construction, Leases, Real Estate transactions and etc.) Please identify any limitations in the comments field.	H	Y		PO	
60	Ability to classify a document type as follows:	-				
61	Regular/Standard Purchase Order	H	Y		PO	
62	Blanket Purchase Order (encumbered or non-encumbered)	H	Y		PO	
63	Confirming Purchasing Order	H	Y		PO	
64	Ability to default, with security override, the related Asset number if the requisition is tied to a contract or project that is also tied to an asset (i.e., Project A is for construction of building 123 - all requisitions referencing Project A should automatically be tied to the building asset.	H	Y		PO, Workflow	
65	Ability to link a fixed asset to an existing trackable asset (capital, buildings, furniture, equipment, etc.) with user defined thresholds.	H	Y		PO, FA	
66	Ability to save and place on hold an incomplete requisition.	H	Y		PO, Workflow	
67	Ability to require sole source transactions to include justification documentation, either attached or in comments.	H	Y		PO	
68	Ability to require requisitioners to attach quote(s) to requisitions based upon business rules.	L	N			The system allows for attached quotes but does not require them.
69	Ability to group and report on requisitioned items by vendor or commodity code for volume purchase purposes.	H	Y		PO	
70	Ability to validate proposed vendor on the requisition against existing vendor file.	H	Y		PO	
71	Ability to create a requisition without a pre-existing vendor	H	Y		PO	
72	Ability to automatically default to information for a user's department.	H	Y		PO	
73	Ability to default fiscal year for each requisition, but allow users to modify if desired	H	Y		PO	
74	Ability to enter default and customized comments on purchase orders and requisitions with full text editing features (e.g. indent, bold, paragraph, etc.).	H	N			
75	Ability to support both centralized and decentralized entry of requisition and purchase orders .	H	Y		PO	
76	Ability to maintain history on all requisitioner transactions and view requisitions by initiator.	H	Y		PO	
77	Ability to perform the following tasks or include the following information in the requisition and purchase order process:	-				
78	Quantity, price and description	H	Y		PO	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Purchasing

4.14 - Purchasing		ONESolution Purchasing (PO)				
<i>Objective: To provide systematic coordination of procurement activities.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
79	Initiator	H	Y		PO	
80	Calculate and extend price, including discount terms	H	Y		PO	
81	Calculate Sales Tax based on systematically maintained sales/use tax rates	L	Y		PO	
82	Retrieve vendor information automatically	H	Y		PO	
83	Specify Unit of Measure (Ea., Ft, lb., C, M, etc.)	H	Y		PO	
84	Multiple budgetary accounts	H	Y		PO	
85	Departmental contact, address, and phone number	H	Y		PO	
86	Shipping instructions / freight terms (FOB)	H	Y		PO	
87	Identify various funding sources for different procurement requirements including federal and state grants funds	H	Y		PO	
88	Ability to email purchase orders, with all associated/attached documents included.	H	Y		PO, Workflow	Purchase orders can be emailed. Additional charges may be incurred to include associated/attached documents. Further discovery is required.
89	Ability to automatically transfer data codes, text and requisition information from requisitions to PO.	H	Y		PO	
90	Ability to view/change an unapproved requisition by requisitioner or as authorized by Purchasing.	H	Y		PO, Workflow	
91	System can select a default ship-to address based on requesting department (with authorized user override capability).	H	Y		PO	
92	Ability to inquire on historical POs and convert them into a new requisition.	H	Y		PO	
93	Ability to automatically pre-encumber funds upon entry of the requisition.	H	Y		PO	
94	Ability to reverse the pre-encumbered funds upon cancellation of the requisition.	H	Y		PO	
95	Ability to automatically release pre-encumbrances based on user-determined criteria at year-end.	H	Y		PO	
96	Ability to liquidate related pre-encumbrance balances and establish encumbrances, upon approval/award of a purchase order.	H	Y		PO, GL	
97	Ability to have the option to use a user defined commodity codes or a NIGP (National Institute of Governmental Purchasing) codes	H	Y		PO	
98	Ability to assign requisitions to a user automatically based on commodity code or requesting department, with an override ability.	H	Y		PO, PE	
99	Ability to search for the appropriate commodity code related to the good / service being requested on a per line item basis, when creating a requisition and/or purchase order.	H	Y		PO, PE	
100	Ability to import standard NIGP codes based upon periodic updates by an outside agency	H	Y		PE	
101	Ability to provide the use of commodity codes, project and grant information to the various tracking applications.	H	Y		PO, PE, AP, ONESolution Contract Management (CM), GL, ONESolution Job/Project Ledger (JL)	
102	Encumbrance / Purchase Order Processing					

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Purchasing

4.14 - Purchasing		ONESolution Purchasing (PO)				
<i>Objective: To provide systematic coordination of procurement activities.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
103	Ability to see requisitions from the purchase order screen	H	Y		PO	
104	Ability to automatically or individually roll encumbrances forward to subsequent year(s) and be able to identify encumbrances by budget year.	M	Y		PO	
105	Ability for system to do a check when a PO is cancelled to verify if the unencumbered funds were rolled over from the previous year or if they are budgeted for in the current year.	H	Y		PO, Workflow	
106	Ability to increase or decrease the amount of an encumbrance (within the budget approval workflow process).	H	Y		PO, GL, BU, Workflow	
107	Ability to maintain an audit trail of all purchase order changes.	H	Y		PO	
108	Ability to automatically encumber funds in the financial system when purchase order gets final approval.	H	Y		PO	
109	Ability to liquidate the outstanding balance of an encumbrance when the related payment is a final payment or the PO is cancelled/terminated with the ability to track current and prior year purchase order liquidations separately.	H	Y		PO	
110	Ability to prohibit when an authorized payment is greater than the outstanding encumbrance balance and require follow-up actions.	H	Y		PO	
111	Ability to allocate purchase order line items to multiple General Ledger accounts (e.g., departments and project codes).	H	Y		PO	
112	Ability to handle multiple partial receipts of goods/services against specific purchase orders.	H	Y		PO	
113	Ability to prohibit duplicate purchase order, request for quote, and contract numbers.	H	Y		PO, CM, ONESolution Bid/Quote Management (BQ)	
114	System supports multi-year/roll over PO's.	M	Y		PO	
115	Ability to allocate shipping charges to the Purchase Order lines, as required.	H	Y		PO	
116	Ability to reference contract number on purchase order.	H	Y		PO	
117	Ability to view an open purchase order file (with user-defined criteria) which includes summaries of open purchase order amounts and encumbrances.	H	Y		PO, SunGard Analytics	
118	Ability to change purchase requisitions/purchase orders and have those changes be reflected in the appropriate encumbrances, even after the fiscal period that the PO relates to has been closed. (Authorized users only)	L	Y		PO	
119	Ability to assign a purchase order number, when no requisition exists, for authorized users.	H	Y		PO	
120	Ability to suspend further processing if the budget is exceeded when entering a requisition.	H	Y		PO, BU	
121	Ability to inform requesting department of any variances from requisition to purchase order and purchase order to payment.	H	Y		PO, Workflow, SunGard Analytics	
122	Ability to automatically close a purchase order and release the encumbrance after all purchase order line items are either canceled or received and paid (When flagged to do so).	H	Y		PO	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Purchasing

4.14 - Purchasing		ONESolution Purchasing (PO)				
Objective: To provide systematic coordination of procurement activities.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
123	Ability to set a maximum amount that one vendor can get paid within a given time period (e.g. no more than \$6,000 in 90 days) and notify users that the bid process must be used after this point and restrict further purchases. There must be the ability to exclude certain purchase types or vendors (e.g. Utility bills) from this requirement.	H	N			
124	Ability for check cancellation to provide the option of restoring funds back to the appropriate account code/encumbrance	H	Y		PO	
125	Ability to enter comments and/or special instructions on purchase orders including canned statements and messages.	H	Y		PO	ONESolution allows for the ability to enter comments and/or special instructions and the Req Codes can be used for canned text.
126	Ability to specify comments that are for internal use only.	H	Y		PO	
127	Ability to copy purchase orders from the current or prior years.	H	Y		PO	
128	Ability to enter purchase requisitions and purchase order change orders, and update encumbrances as appropriate.	H	Y		PO	
129	Ability to segregate responsibilities for 3-way (or 2-way) matching functions based on user permissions.	H	Y		PO	
130	Ability to designate certain purchase order types to always require a 3-way match (e.g. standard and blanket purchase orders) and others to only require a 2-way match based on the purchase order type and dollar amount. Ability to route accordingly	H	Y		PO	
131	Ability for employees to scan, attach, and upload multiple supporting documents to a requisition or PO at the same time in a single batch	H	Y		PO, DO	
132	Blanket Purchase Order					
133	A system with the ability to create blanket PO's with parameters including: approved vendor, total blanket order cost not-to-exceed, time period, and estimated or specific quantities with specific unit prices for each item/unit of measure.	H	Y		PO	
134	Ability to easily view blanket purchase order balances at any time.	H	Y		PO	
135	System triggers notification to purchasing staff or/and various departments when a blanket PO is close to reaching its dollar an/or term period limit.	H	Y		PO, Workflow	
136	Ability to have an unlimited number of change orders/extensions to a blanket purchase order (not automatic), subject to Purchasing and Contracting policies.	H	Y		PO	
137	Ability to copy blanket POs each year with minimal re-entry/edits.	H	Y		PO	
138	Ability to encumber or not-encumber a blanket purchase order, based on blanket purchase order type or funding availability.	H	Y		PO	
139	Ability to make changes on a blanket purchase order as a change order or amended blanket purchase order pursuant to purchasing policies.	H	Y		PO	
140	Ability to track the following information on a blanket purchase order:	-				
141	Payments made	H	Y		PO	
142	Number of orders	H	Y		PO	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Purchasing

4.14 - Purchasing		ONESolution Purchasing (PO)				
Objective: To provide systematic coordination of procurement activities.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
143	Quantities	H	Y		PO	
144	Average quantity per order	H	Y		PO	
145	Fund/org and account	H	Y		PO	
146	Totals	H	Y		PO	
147	Department/Division/User	H	Y		PO	
148	Bid Processing					
149	Ability to automatically tabulate Request for Quotes (RFQ) and Invitation for Bids (IFB).	H	Y		BQ	
150	Ability to create Invitations to Bid from purchase orders	H	Y		BQ	
151	Ability to track vendor bid bonds	H	Y		BQ, PE	
152	Ability to post bid and RFP documents and identify when they will be visible for outside users.	H	Y		BQ	
153	Ability to support an ongoing RFP-like process called a "Notice of Funding Availability," for which: <ul style="list-style-type: none"> • There is no close date and applications for funding can continuously be received, reviewed, and funded until closed by staff. • Contracts can be awarded from these funding applications • Staff can set a total funding level which the awarded contracts cannot exceed 	H	N			Additional information is necessary to determine if this functionality is met by the system.
154	Ability to use workflows to ensure that all steps are completed properly, such as ensuring that quotes are received.	H	Y		BQ	
155	Receiving					
156	Ability to flag or prohibit the following with the ability of authorized users to override:	-				
157	The receiving date from being earlier than the requisition date	H	Y		PO	
158	The unit price from being greater than the unit price approved on the purchase order	H	Y		PO	
159	Where the total invoice amount/shipment amount is greater than the approved purchase order amount, the quantity received from being greater than the quantity approved on the purchase order/contract.	H	Y		PO	
160	Ability to "receive all lines" in order to speed data entry.	H	Y		PO	
161	Ability to partially receive items	H	Y		PO	
162	Ability to input receipt of items based on the quantity of items or dollar amount received	H	Y		PO	
163	Receiver or other authorized user has option on partial receipt to close remaining amount of purchase order.	H	Y		PO	
164	Ability to distinguish between quantity or services received	H	Y		PO	
165	System ability to distinguish between low value assets and fixed assets.	H	Y		PO, FA	
166	System requires receiver of fixed assets to enter ID, serial number, description and physical location	H	Y		PO, FA	
167	Receiver can record quantities received in excess of quantity ordered.	H	Y		PO	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Purchasing

4.14 - Purchasing		ONESolution Purchasing (PO)				
<i>Objective: To provide systematic coordination of procurement activities.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
168	System generates a report by PO#, Vendor # or other user defined criteria to identify orders that have not been received in a timely manner.	H	Y		PO, SunGard Analytics	
169	Ability to do a receiving adjustments, Return adjustment and cancel remaining items	H	Y		PO	
170	Ability to allow for the recording of goods returned to the vendor.	H	Y		PO	
171	Change Order Processing					
172	Ability to clearly identify PO amendments/change orders (What has changed, what revision number, dates, etc.).	H	Y		PO	
173	Ability to allow for change orders to be processed against an existing purchase order.	H	Y		PO, Workflow	
174	System requires approval for change orders over a system-defined percentage of the original amount, with the ability to vary this percentage by department.	M	Y		PO, Workflow	
175	Ability to track/see all change orders associated with a purchase order.	H	Y		PO, SunGard Analytics	
176	Ability to suspend further processing and required the requisition to be updated after resolving budget issue when a change order is processed that will exceed the budgeted amount available.	H	Y		PO	
177	Vendor Self-Service Portal					
178	Ability to provide an externally facing, integrated, online purchasing portal for RFP posting, vendor registration and responses, award notices, etc.	M	N			
179	Ability to allow vendors to access and maintain their own vendor profile information, including the services they provide (NIGP commodity codes).	M	Y		Click2Gov Vendor Management (C2G/VM)	
180	System validates vendor changes such as mergers, vendor name change, dissolution, etc. with appropriate legal supporting documentation, and prevents the altering of payment information once invoices have been linked to POs or approved payment has been processed.	M	N			
181	Ability to create and maintain vendor registration files with the following information:	-				
182	Name(s) and Address(es) including dba's	L	Y		C2G/VM	Name and address are supported.
183	Preferred Payment Method	L	N			
184	Tax Identification/Social Security Number, Exempt/Non-Exempt	L	Y		C2G/VM	
185	System generated vendor # with validation by Accounts Payable	L	Y		C2G/VM	
186	License Type (user-defined)	L	Y		C2G/VM	
187	License Number (If applicable)	L	N			
188	NIGP Commodity Code(s)	L	Y		C2G/VM	
189	DUNS Number (If applicable)	L	N			
190	Preferred remittance option and remittance instructions	L	Y		C2G/VM	Preferred remittance option is supported.
191	Website	L	N			
192	Independent Contractor Status	L	N			
193	Ability to allow vendor to attach electronic documents such as W-9, certificate of liability insurance, additional insured endorsement, licenses, and etc.	L	N			

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Purchasing

4.14 - Purchasing		ONESolution Purchasing (PO)				
<i>Objective: To provide systematic coordination of procurement activities.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
194	Ability for vendors to be able to submit responses to Bids and RFPs and provide for a tracking ID upon successful finalization of submission documents.	L	N			
195	Ability for users to view and download any documents (e.g., RFP, Bid, Addendums, tabulations, etc.).	L	F			
196	Ability to restrict bid notification to only those vendors that are active.	L	Y		BQ	
197	Ability to check the status of a bid or RFP in the system.	L	Y		BQ	
198	Ability to view and report on bid data information (e.g., bid expiration date, insurance expiration date, performance bond expiration date)	L	Y		BQ	
199	System can send reminders to vendors through the portal when an expiration date is nearing for documents that are expiring (e.g. insurance, certifications, etc.).	L	F		Vendor Online, Workflow	
200	Ability to accept digital signatures on bid and RFP submissions.	L	F		Bid Online	
201	Ability for vendors to search based on user-defined criteria (e.g., commodity code, vendor search, etc.) on bid/RFPs and/or their summaries regardless of their status.	L	F		Bid Online	
202	Ability to alert vendors that they already registered (e.g. search by TIN, SSN, address, commodity code and other fields) and suspend further entry.	L	F		Vendor Online	
203	Ability to restrict vendors from changing County-defined information.	L	F		Vendor Online	
204	Ability to check the status of payments online.	L	Y		C2G/VM	
205	Ability to view bid tabulation results online	L	F		Bid Online	
206	Ability to automatically send vendors approved purchase orders via e-mail or the portal, with attachments.	L	Y		PO, Workflow	
207	Ability to interact with vendors online, place orders, receive invoices.	L	F		Vendor Online	
208	Workflow/Approval Processing					
209	Ability to send purchase requisition and purchase order approval and rejection notifications to initiators and other staff.	H	Y		PO, Workflow	
210	System supports workflow from purchase requisition approver to additional approval levels based on commodity (i.e. computer equipment) before workflowing to Purchasing.	H	Y		PO, Workflow	
211	Ability to use electronic workflow capabilities to approve purchase requisitions, create and approve purchase orders, and apply invoices/payments, including notifications, queues, and electronic signatures. Workflows to route based on amounts and item types (e.g., IT equipment, grant items, etc.).	H	Y		PO, Workflow	Workflow is used to approve requisitions, create and approve Purchase Orders, include notifications, and electronic signatures. Workflow can route based on amount, item types, etc.
212	Ability to re-assign approvals to another person, due to an absence (i.e. vacation-forwarding capabilities).	H	Y		PO, Workflow	
213	Ability to support a separate 'emergency purchase' with shortened workflow and less requirements.	H	Y		PO, Workflow	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Purchasing

4.14 - Purchasing		ONESolution Purchasing (PO)				
<i>Objective: To provide systematic coordination of procurement activities.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
214	Ability to send system generated reminder notices based on user-defined criteria including: requisition awaiting approval to approver; items invoiced and not received, items received but not invoiced , and pending PO approvals exceeding a number of days to PO approvers	H	Y		PO, Workflow	
215	Ability to incorporate hyperlinks notifying approvers of requests to approve	H	Y		PO, Workflow	
216	Ability to view other users' queues, status (open, received, invoiced, paid, partially filled/back ordered, partially paid), and audit trails of workflows (e.g., who approved each step), and drill into components of the workflow (e.g., purchase order and attached electronic documents).	H	Y		PO, Workflow, AP, Reporting	Users can view approvals waiting to be approved in a user's que and workflow audit trails.
217	Ability to send workflow approvals via e-mail and the recipient respond to that approval by responding to the e-mail with 'Approve,' 'Reject,' etc.	H	Y		PO, Workflow	
218	Ability to create workflow and approvals on change orders	H	Y		PO, Workflow	
219	Procurement Cards					
220	Ability to process procurement card transactions.	H	Y		ONESolution P-card (PCARD)	
221	Ability to track P-Card purchases for all assets or other such purchases	H	Y		PCARD	
222	Ability to interface with a third party procurement card provider.	H	Y		PCARD	A procurement card import utility is provided with the system.
223	Ability to initiate an approval workflow for issuing procurement cards.	H	Y		PCARD	
224	Ability to support the linking of individual procurement card transactions to a general ledger account and the validation of these accounts.	H	Y		PCARD	
225	Ability to have p-card transactions go through an approval process and encumber the budget at time of purchase (or prior).	L	Y		PCARD	
226	Ability to track and report on procurement card system transactions by various criteria such as vendor, user names, departments, etc.	H	Y		PCARD	
227	Online Queries and Reporting					
228	Ability of the system online inquiry feature and reporting/extracting to excel to include the following items (based upon user defined time period - start/end dates):	-				
229	Open purchase orders	H	Y		PO, SunGard Analytics	
230	Closed purchase orders	H	Y		PO, SunGard Analytics	
231	Partially-filled purchase orders	H	Y		PO, SunGard Analytics	
232	Blanket purchase orders	H	Y		PO, SunGard Analytics	
233	Purchase order history for all items	H	Y		PO, SunGard Analytics	
234	Open requisitions	H	Y		PO, SunGard Analytics	
235	Vendors by class/item	H	Y		PO, SunGard Analytics	
236	Contractor/vendor information	H	Y		PO, SunGard Analytics	
237	Open contracts/projects	H	Y		PO, SunGard Analytics	
238	Encumbered amounts on each project	H	Y		PO, SunGard Analytics	
239	Amount spent on each project	H	Y		SunGard Analytics	
240	Spend analysis by commodity	H	Y		SunGard Analytics	
241	Ability to search files by vendor name.	H	Y		PO	
242	Ability to search by vendor phonetically (i.e. sounds like, soundex).	H	N			

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Purchasing

4.14 - Purchasing		ONESolution Purchasing (PO)				
<i>Objective: To provide systematic coordination of procurement activities.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
243	Ability to search on vendor name using wild card or "starts with" and "ends with" functions.	H	Y		PE	
244	Ability to search variations of vendor names (e.g., "Intl" or "International", and DBA names), including cross referencing common abbreviations.	H	Y		PO	A custom business rule may be written to set-up naming conventions to address client specific search needs. Nickname and DBA fields are provided.
245	Ability to search and determine if invoice has been paid.	H	Y		PO	
246	Ability to query by invoice number.	H	Y		PO	
247	Ability to provide tracking on construction, multiple payments and retainage.	H	Y		PO, AP, CM	
248	Ability to perform a purchase order/requisition inquiry by the following:	-				
249	Vendor number	H	Y		PO	
250	Vendor name	H	Y		PO	
251	Purchase order number	H	Y		PO	
252	Requisition number	H	Y		PO	
253	Remit to name	H	Y		PO	
254	GL account number	H	Y		PO	
255	Ordering department, division, and user	H	Y		PO	
256	Ability to query pending or unpaid receipts for each PR, PO or others	H	Y		PO	
257	Ability to report on invoices processed by AP for a defined time period	H	Y		PO, AP, SunGard Analytics	
258	Ability to query and report on MBE/WBE categories, monthly and annually, By department/division Activity	M	Y		PO, SunGard Analytics	
259	Ability to report on Construction Project costs and excluding Consulting Services Monthly or as needed	H	Y		SunGard Analytics	
260	Ability to report monthly on all PR and PO but user define dollar amount	H	Y		PO, SunGard Analytics	
261	Ability to view all PO, BPO, and Contracts in alpha, chronological, code order.	H	Y		PO	
262	Ability to view all description lines of the PO at one time.	H	Y		PO, Reporting, SunGard Analytics	
263	Ability to create ad-hoc queries and reports in a user-friendly manner that don't require skills with a specific report writer i.e. simple navigational tools, tutorials, etc.	H	Y		SunGard Analytics	
264	Ability to create dashboard reports that are unique to each user.	H	Y		SunGard Analytics	
265	Ability to view requisitions assigned to staff in real time, or in a user-defined time period.	H	Y		PO	
266	System supports the use of commodity codes, project and grant information to the various tracking applications.	H	Y		PE, GL, JL, GM	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Time and Attendance

SunGard Public Sector	
Code	Availability Definition
Y	Functionality is provided out of the box through the completion of a task associated with a routine configurable area that includes, but is not limited to, user-defined fields, delivered or configurable workflows, alerts or notifications, standard import/export, table driven setups and standard reports with no changes. These configuration areas will not be affected by a future upgrade. The proposed services include implementation and training on this functionality, unless specifically excluded in the Statement of Work, as part of the deployment of the solution.
R	Functionality is provided through reports generated using proposed Reporting Tools.
T	Functionality is provided by proposed third party functionality (i.e., third party is defined as a separate software vendor from the primary software vendor). The pricing of all third party products that provide this functionality MUST be included in the cost proposal.
M	Functionality is provided through customization to the application, including creation of a new workflow or development of a custom interface, that may have an impact on future upgradability.
F	Functionality is provided through a future general availability (GA) release that is scheduled to occur within 1 year of the proposal response.
N	Functionality is not provided.

4.15 - Time and Attendance	ExecuTime and ONESolution PY
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Objective: To provide an automated system for scheduling and tracking employees' hours that is integrated with the payroll system.

Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
1	General Requirements					
2	Ability to track time for part-time and seasonal employees	H	T		ExecuTime	
3	Ability to easily identify, via warnings or visual identifiers, when workers are being scheduled for overtime.	M	T		ExecuTime	
4	Ability to identify employees who are eligible for overtime scheduling based on one or multiple factors, such as:	-				
5	Overtime balance	M	R		ExecuTime	
6	Seniority	M	T		ExecuTime	
7	Rank	M	R		ExecuTime	
8	Vacation	M	R		ExecuTime	
9	Assigned equipment	M	T		ExecuTime	
10	Additional user-defined factors	M	T		ExecuTime	
11	Ability to automatically schedule employees for open overtime and after-hours shifts based on the factors above.	H	T		ExecuTime	Employees are given the ability to accept or decline an offer or to request to pick-up a shift.
12	Ability to create open overtime shift automatically upon approval of an absence request, with the option to either cover the entire absence or to meet staffing shortages only.	L	T		ExecuTime	
13	Ability to create open overtime and after-hours shifts for which employees can volunteer.	H	T		ExecuTime	
14	Ability to notify employees when an open overtime shift is available	L	T		ExecuTime	
15	Ability to create an unlimited number of pre-defined shifts.	H	T		ExecuTime	
16	Ability to define shift start and stop times using a 12-hour or 24-hour clock.	H	N			Only a 24 hour clock is supported.
17	Ability to accommodate multiple shift start and stop times	H	T		ExecuTime	
18	Ability to attach employees to shifts at any point in the rotation.	H	T		ExecuTime	
19	Ability to create "templates" of the most commonly used shifts so that these can be assigned easily to employees or groups of employees.	H	T		ExecuTime	
20	Ability to manage staffing workload of employees needed for each department or job by shift.	H	T		ExecuTime	
21	Ability to highlight open shifts that require coverage.	H	T		ExecuTime	

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Time and Attendance

4.15 - Time and Attendance			ExecuTime and ONESolution PY			
<i>Objective: To provide an automated system for scheduling and tracking employees' hours that is integrated with the payroll system.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
22	Ability to assess coverage to determine over and understaffing.	H	T		ExecuTime	
23	System allows employees to post shifts to trade with other employees, with an approval workflow for traded shifts.	H	T		ExecuTime	
24	Ability for employees to volunteer for all or part of an open shift, with the restriction that employee meets qualification/rank/job class	L	T		ExecuTime	Employees can volunteer for the entire shift.
25	Ability to prohibit employees from covering shifts when that would create overtime for them.	L	N			A warning can be displayed on the schedule to identify the shift causes OT.
26	Ability to fill open shifts automatically, using user-defined priority rules.	L	T		ExecuTime	
27	Ability to automatically apply schedule rules, such as minimums and maximums per employee, per day, per period.	H	T		ExecuTime	A work limit policy can be applied to notify proper users of violations or nearing violations.
28	Ability to automatically enforce schedule rules, such as a minimum amount of time off between shifts, and a maximum number of consecutive hours, both of which may differ by employee group.	L	N			
29	Scheduling					
30	Ability to easily transfer time that is planned as a schedule into time reported as worked, without rekeying but with employee approval of each entry.	H	T		ExecuTime	
31	Ability to notify supervisor when an employee is approaching 1,000hrs worked in a single year, for employees that qualify for the PERS 1,000 hour work limit regulation.	H	T		ExecuTime	
32	Ability to allow an employee to create work scheduling preferences and for supervisors to view worker scheduling preferences when manually assigning shifts.	H	N			
33	Ability to account for pre-scheduled absences in the schedule generation, such as vacations, sick, FMLA, and other time off.	H	T		ExecuTime	
34	Ability to create an automatic notification to workers when changes to a schedule occur.	H	T		ExecuTime	
35	Ability to define schedules with varying lengths (e.g. 4 hours per day, 8 hours per day, etc.).	H	T		ExecuTime	
36	Ability to create and view schedules in the future.	H	T		ExecuTime	
37	Ability to allow a supervisor to view which workers have viewed and confirmed receipt of their schedule.	H	N			
38	Ability to allow staff to view published schedules using mobile devices. Please specify devices the solution is compatible with in the comments section.	H	T		ExecuTime	The following mobile devices are supported: iPhone/iPad Safari, Android Chrome, and Windows Phone 8+.
39	Ability to allow workers to click a link in an email to confirm receipt of a schedule.	H	N			
40	Ability to allow for scheduling of shift patterns to be automatically repeated, or rolled forward to future weeks automatically.	H	T		ExecuTime	
41	Ability to handle multiple different lengths of recurring shift patterns (e.g. two weeks for one department and a month for another department)	H	T		ExecuTime	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Time and Attendance

4.15 - Time and Attendance			ExecuTime and ONESolution PY			
<i>Objective: To provide an automated system for scheduling and tracking employees' hours that is integrated with the payroll system.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
42	Ability for a payroll administrator or manager/supervisor to enter or create schedules for employees.	H	T		ExecuTime	
43	Ability to create schedule groups, and assign employees to those schedule groups.	H	T		ExecuTime	
44	Ability to allow for schedules of all employees within a scheduling group to be changed by editing the group schedule.	H	T		ExecuTime	
45	Ability to allow for the schedules of employees within a scheduling group to be individually edited without changing the schedules of other employees in the scheduling group.	H	T		ExecuTime	
46	Ability to provide for a shift for an individual employee within a schedule group to be modified for a temporary assignment without affecting the group schedule or the employee rotation.	H	T		ExecuTime	
47	Ability to accommodate unlimited schedule changes and adjustments on demand.	H	T		ExecuTime	
48	Ability to schedule shifts that cross multiple days (e.g. start at 6:00 p.m. on day one and complete at 2:00 a.m. on day two).	H	T		ExecuTime	
49	Ability to schedule meals and breaks, as well as start and end times.	H	T		ExecuTime	
50	Ability to define scheduling policy and flag any schedules that do not comply.	M	T		ExecuTime	
51	Ability to view employee certifications and designations (e.g. salvage inspection, reconstruction, field training) during the scheduling process	M	T		ExecuTime	
52	Ability to track employee seniority by job to use in call-in or priority scheduling processes.	H	T		ExecuTime	Overall seniority is tracked.
53	Ability to manage baseline staffing requirements, view on the schedule and notify staff when they are not being met.	H	T		ExecuTime	
54	Ability to define minimum staffing requirements by day and shift	L	T		ExecuTime	By shift is supported and a running total of man hours can be viewed by 15 minute increments.
55	Ability to manually modify minimum staffing level for specific days/shifts (e.g. special event, anticipated weather event)	L	N			
56	Ability to define minimum staffing requirements by specific employee qualifications (e.g. supervisor/step-up, telecommunicator, etc.)	L	T		ExecuTime	Shifts can be created by individual qualifications.
57	Ability to designate staff assignments that do not count towards minimum staffing levels (e.g. training, meeting, admin re-assignment)	L	T		ExecuTime	
58	Ability to support complex scheduling structures, such as a situation where staff have four consecutive 12-hour days, followed by four consecutive days off, and an additional day off every six weeks.	H	F		ExecuTime	
59	Ability to automatically alert scheduler when an employee reaches the set number of hours based on the employee group and classification (e.g. part-time employees).	H	T		ExecuTime	A work limit policy can be applied to notify proper users of violations or nearing violations.

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Time and Attendance

4.15 - Time and Attendance			ExecuTime and ONESolution PY			
Objective: To provide an automated system for scheduling and tracking employees' hours that is integrated with the payroll system.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
60	Ability to display schedule assignments at a time and labor terminal.	H	T		ExecuTime	They are available from the browser UI and with mobile access if the PC or mobile device is being used as the terminal.
61	Ability to schedule workers based on skills, shift, etc.	M	T		ExecuTime	
62	Ability to set work schedules by worker or job class.	H	T		ExecuTime	
63	Ability to enforce real-time leave balances and usage rules for the dates they are scheduled.	H	T		ExecuTime	
64	Employee Set-Up					
65	Ability to store Time and Attendance records for both employees and volunteers.	H	T		ExecuTime	
66	Ability to setup workers default time and attendance settings with the following:	-				
67	Standard work week (40.0 hours) divided into 5 working days (Monday-Friday)	H	T		ExecuTime	
68	Alternate work schedule (other than 8 hours a day)	H	T		ExecuTime	
69	Days worked other than a Monday through Friday work week	H	T		ExecuTime	
70	Differential shifts (multiple)	H	T		ExecuTime	
71	Various programmatic cost accounting codes and grant accounting	H	T		ExecuTime	
72	Ability to support 15+ shift differentials across all departments	M	T		ExecuTime	Various differential codes can be made available and either assign automatically based on time of day worked or assigned manually if needed.
73	Ability for the system to track, on a given timesheet line, the following information, and report on this data:	-				
74	Hours of a service code/cost center, activity code	H	T		ExecuTime	
75	Number of an activities for an activity or civil code (e.g. patients seen, pamphlets handed out)	H	T		ExecuTime	
76	Data Collection					
77	Ability to create time sheets by Pay Period, per individual worker (employees, interns and volunteers).	H	T		ExecuTime	
78	Ability to support both centralized (one employee entering time for multiple employees) and decentralized (each employee entering their own time) time entry	H	T		ExecuTime	
79	Ability to collect and enter time using the following methods of entry:	-				
80	Employee Self Service	H	T		ExecuTime	
81	Kiosks	H	T		ExecuTime	
82	Proximity Cards	M	T		ExecuTime	
83	Web / Mobile (please list compatible devices in the comments section)	H	T		ExecuTime	The following mobile devices are supported: iPhone/iPad Safari, Android Chrome, and Windows Phone 8+.
84	Ability to enter comments with time and attendance information as needed.	H	T		ExecuTime	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Time and Attendance

4.15 - Time and Attendance			ExecuTime and ONESolution PY			
<i>Objective: To provide an automated system for scheduling and tracking employees' hours that is integrated with the payroll system.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
85	Ability to adjust for daylight savings time related to time and attendance reporting.	H	T		ExecuTime	
86	Ability to allow one employee to enter hours for all workers on a specific shift.	H	T		ExecuTime	
87	Ability to have online edits performed at the time of entry with all errors detected, highlighted for immediate correction.	H	T		ExecuTime	
88	Ability to charge time to the following:	-				
89	Account(s)	H	T		ExecuTime	
90	Department(s)	H	T		ExecuTime	
91	Project(s)	H	T		ExecuTime	
92	Location(s)	H	T		ExecuTime	
93	Work Order(s)	H	T		ExecuTime	
94	Grant(s)	H	T		ExecuTime	
95	Calculation Rules Enforcement and Time Evaluation					
96	Ability to provide for the configuration of time and attendance calculation rules separate from scheduling rules.	H	T		ExecuTime	
97	Ability to update pre-defined rules and have the changes reflected immediately for time entry and processing.	H	T		ExecuTime	
98	Ability for time and attendance calculation rules and other system settings to be effective dated.	H	N			Some rules related to an employee's profile can be applied to a previous, current, or next pay period.
99	Ability to define time and attendance calculation rules at the department, employee, or group level.	H	T		ExecuTime	
100	Ability to view an employees time allocation across cost centers (as a result of time recorded, not related to how the employee is budgeted for).	H	T		ExecuTime	
101	Ability to apply time and attendance calculation rules online at the point of entry, such as activity transfers, job transfers and other changes of status that would result in a different rate or type of pay.	H	T		ExecuTime	Depending on the transfer, best practice suggests lining up permanent transfer with pay periods for greater efficiency.
102	Ability to apply time and attendance calculation rules (overtime, break rules, etc.) in accordance with federal, state, and local laws to reduce FLSA compliance risk. Ability to support different rules for different departments (i.e. 28 day/local 45 etc.)	H	T		ExecuTime	
103	Ability to calculate overtime payments (FLSA Regular Rate of Pay) using weighted average hourly rate (Rate of Pay = ((Total hours X Base Rate) + (additions to pay))/total hours worked) in the defined work period (i.e. 7 days or 28 days) for government employees with one or more pay rates.	H	Y		ONESolution Payroll (PY)	
104	Ability to identify which additional pays are included in FLSA OT hourly rate calculation.	H	Y		PY	
105	Ability to pay varying overtime rates using a separate OT pay code if an employee has physically worked less than 40 hours in week per FLSA cycles (based on contract/MOU i.e. 37.5 hours, etc.).	H	T		ExecuTime	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Time and Attendance

4.15 - Time and Attendance		ExecuTime and ONESolution PY				
<i>Objective: To provide an automated system for scheduling and tracking employees' hours that is integrated with the payroll system.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
106	Ability to automatically calculate overtime and other premiums based on actual worked hours.	H	T		ExecuTime	
107	If overtime and premium hours are not automatically calculated, system alerts users if rules are not met.	H	N			
108	Ability to alert users if scheduled hours of work create OT or comp time liability.	H	T		ExecuTime	OT and comp time will be broken out automatically on time sheet.
109	Ability to pay additional pay to exempt employees (Safety Fire/Sheriff) within different cycles with the appropriate approvals.	H	T		ExecuTime	
110	Ability to record overtime even when staff have worked below the typical minimum number of hours required for overtime.	H	T		ExecuTime	
111	Ability to record overtime based on special regulations for OT (e.g. law enforcement receives OT after 171 hours in a 28 day pay period)	H	T		ExecuTime	
112	Ability to enter and report overtime by user-definable segments (i.e. General Ledger, Cost Centers, Organizational Units, Divisions, etc.) or grant-eligible employees.	H	T		ExecuTime	
113	Ability to specify earning codes that count as hours worked for purposes of determining overtime eligibility and vary these rules by group.	H	T		ExecuTime	
114	Ability to pay double time and 1.5 time for specific groups under specific conditions (i.e., holidays).	H	T		ExecuTime	
115	Ability to automatically calculate overtime and other premiums based on the employees' actual hours (without a schedule.)	H	T		ExecuTime	
116	Ability to calculate overtime hours for different employee groups with different FLSA/work periods.	H	T		ExecuTime	
117	Ability to calculate FLSA overtime on only one position's hours for an employee in multiple positions (e.g., an employee who works hours in an exempt position and hours in a non-exempt position).	H	N			
118	Ability to calculate shift differential automatically based on the time that an employee's shift is scheduled to start.	H	T		ExecuTime	
119	Ability for employees or managers to override shift differentials.	H	T		ExecuTime	
120	Ability to allocate employee payroll cost to alternate accounts, based on employee transactions, supervisor edits, or scheduled transfers.	H	T		ExecuTime	
121	Ability to maintain a calendar of holidays. Separate and distinct holiday calendars and rules can be maintained and automatically assigned to different groups of employees.	H	T		ExecuTime	A holiday schedules feature allows for holidays to be defined for various employee groups if need.
122	Ability for holiday hours to automatically be populated on the timesheet.	H	T		ExecuTime	
123	Ability to manage different holiday pay policies based on union group and FTE status (FT vs. PT), including holiday pay and apply special rules for hours worked on a holiday.	H	T		ExecuTime	
124	Ability to automate calculation/pro-rate leave accruals for an employee, regardless of when employees are hired or transferred (e.g., mid-pay period or mid fiscal year).	H	Y		PY	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Time and Attendance

4.15 - Time and Attendance		ExecuTime and ONESolution PY				
<i>Objective: To provide an automated system for scheduling and tracking employees' hours that is integrated with the payroll system.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
125	Ability to perform multiple overtime calculations based on user-defined rules that differ by group. Rules may be defined to allow managers to override.	H	T		ExecuTime	
126	Ability to choose justification for overtime from a list of options and provide workflow for supervisor sign-off	H	T		ExecuTime	
127	Ability to provide for real time alerts to timekeeping exceptions, such as approaching overtime, minor employee rules violations, and absences.	M	T		ExecuTime	
128	Ability to ensure compliance with federal and state labor laws, collective bargaining agreements, and organization policies.	H	T		ExecuTime	Most are met, but specifics will need to be analyzed to confirm all are met.
129	Ability to support biometric, RFID, and badge-based time entry	M	T		ExecuTime	Supported via clocks.
130	Ability to set an allowable grace period for timeclocks that will show an employee as clocking in on time (e.g. 6 minutes before or after the start time)	M	T		ExecuTime	
131	System supports employees clocking in and out multiple times during a shift (for lunch, breaks, etc.)	H	T		ExecuTime	
132	System supports capturing timeout reason codes. (i.e. sick leave, doctor, vacation, break, lunch)					
133	Automatically manages leave such as vacation requests, sick leave and other leave types through pre-configured rules that monitor the number of workers off at any given time.	H	R		ExecuTime	
134	Approvals					
135	Ability to electronically approve and route time and attendance data	H	T		ExecuTime	
136	Ability to support multiple user configurable approval processes.	H	N			
137	Ability for employees to electronically approve their timesheets.	H	T		ExecuTime	
138	Ability for an employee to signify that they attest to the accuracy of all time charges and totals as presented on the timesheet, before the actual Approval is accepted. The attestation language must be configurable. If the employee does not attest to the accuracy then the timecard is not approved.	H	T		ExecuTime	
139	Ability for Managers/Supervisors to approve an employee's time in place of an employee when the employee is not available to do so, and record a reason.	H	T		ExecuTime	
140	Ability for Managers/Supervisors to view employee timesheets that require approval (both summary and detailed level).	H	T		ExecuTime	
141	Ability for Managers/Supervisors and Payroll department to approve the employee's time.	H	T		ExecuTime	
142	Ability for Managers/Supervisors and Payroll department to update the employees time when approving, for instance missing vacation and sick leave, etc.	H	T		ExecuTime	
143	Ability to define a set of comments used to annotate manual changes and other edits of employee records.	H	T		ExecuTime	
144	Ability to attach comments to identify reasons for a manual change (i.e. key error, duplicate, etc.).	H	T		ExecuTime	
145	Ability to provide comments as part of exception reporting capability within the solution.	H	T		ExecuTime	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Time and Attendance

4.15 - Time and Attendance			ExecuTime and ONESolution PY			
<i>Objective: To provide an automated system for scheduling and tracking employees' hours that is integrated with the payroll system.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
146	Ability for an employee to acknowledge their time card if a change has been made by their supervisor or payroll (i.e. added, edited, and deleted items).	H	T		ExecuTime	
147	Ability for a Manager to submit modified time cards without the employee's acknowledgement; system must provide for notifying employee and tracking for subsequent employee approval.	H	T		ExecuTime	
148	Ability to provide for a pay period lock function for use by payroll to prevent further timecard edits by supervisors or employees, for a specific period.	H	T		ExecuTime	
149	Ability for authorized users to make modifications to a employee timecard after approval, with documentation of these changes, and have pay for these retroactive adjustments appear on the next paycheck.	H	F		ExecuTime	No additional cost.
150	Ability of multiple users to access time sheet prior to approval.	H	T		ExecuTime	
151	Ability to route back through approval workflow if changes are made to the time sheet.	H	T		ExecuTime	
152	Ability to allow vacation requests to be approved and prioritized by seniority and request date.	H	T		ExecuTime	By request date is available.
153	Timecard Edits					
154	Ability to adjust or correct time entries captured in the current period, but not yet paid.	H	T		ExecuTime	
155	Ability to adjust or correct time entries paid in previous pay periods.	H	T		ExecuTime	
156	Ability for managers and payroll department to be alerted to approve changes made to time entries in previous pay periods.	H	T		ExecuTime	
157	Ability to easily navigate from the error report to the time card to make edits.	H	T		ExecuTime	
158	Ability to define default time entries for earnings, including but not limited to, hours, holiday data, and labor distributions and the ability to override and make changes to this default information.	H	T		ExecuTime	
159	Ability to recalculate all totals immediately after a value is changed.	H	T		ExecuTime	
160	Ability for all historical employee time and attendance information, including any adjustments, to be available online for audit or review purposes.	H	T		ExecuTime	
161	Ability for the manager and payroll department to make mass edits to selected (or all) employees.	H	N			
162	Ability to provide user access to update current time and attendance data at any time.	H	T		ExecuTime	
163	Ability to make manual adjustments to prior time and attendance leave usage entries that automatically adjusts leave balances.	H	T		ExecuTime	
164	Ability to manually enter (positive or negative) adjustments including retroactive pay.	H	T		ExecuTime	
165	Vacation and Sick Leave Accruals Calculations and Enforcement					
166	Ability to prorate employee leave accrual calculations based on FTE.	H	Y		PY	
167	Ability to configure multiple categories of leave accumulators (including vacation, sick, FMLA, and comp adjustments) in the system.	H	Y		PY	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Time and Attendance

4.15 - Time and Attendance		ExecuTime and ONESolution PY				
Objective: To provide an automated system for scheduling and tracking employees' hours that is integrated with the payroll system.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
168	Ability to identify and allocate accrual and usage of vacation, sick time, etc., for those staff who are allocated to multiple funds, departments and positions.	H	Y		PY	
169	Ability for employees to view accrual balances and history via the self service portal.	H	T		ExecuTime	
170	Ability to calculate vacation and sick leave accrual and accrual rate based on hire date and applicable accrual table.	H	Y		PY	
171	System allows for bereavement leave that differs by department and relation to the deceased.	H	Y		PY	
172	Ability to prevent new employees (> 6 months of employment with the County) from taking vacation leave, but allow them to take sick leave or leave without pay.	H	Y		PY	
173	Ability to assign additional vacation and sick leave time to an employee, to support negotiations made during hiring.	H	Y		PY	
174	Ability to limit vacation accruals to a maximum level and convert any additional accruals to sick leave on the employee anniversary date.	H	Y		PY	
175	Ability to alert user at entry of exceeding accrued balances.	H	T		ExecuTime	
176	Ability to allow use of sick/vacation accrual in amounts more than the scheduled absence, with alert/override (policy specific to 911 operators on "short-week")	L	T		ExecuTime	
177	Ability to alert an employee and/or their manager that a leave balance is running at a pre-determined low level	H	N			
178	Ability to override entry of exceeding accrual balance with proper authority.	M	T		ExecuTime	
179	Ability for employees to donate vacation time to another employee with approval from the manager of the receiving employee.	H	Y		PY	The approval process is manual.
180	Ability to record leave time and accruals per pay period and annually based on combination of years of service and employee group for several types of leave plans (Police, traditional Vacation/Sick, personal days, according to County policies).	H	Y		PY	
181	Leave amounts accrued in a pay period receive pro-rata adjustments if compensable hours are less than 80	H	Y		PY	
182	Ability for authorized users to grant users a defined number of hours/days of leave (i.e. grant 30 days of personal leave if something does not qualify for FMLA)	H	Y		PY	
183	Ability to automatically adjust the paid leave accrued balances by type when leave is taken (vacation, sick, sick incentive, holiday, floating holiday, etc.	H	T		ExecuTime	
184	Ability to track lost accruals (over the maximum allowed) vacation/sick time.	M	Y		PY	
185	Ability to track detailed leave information: type, leave date, hours taken, remarks, start/stop dates.	H	T		ExecuTime	
186	Ability to limit the usage of vacation, sick leave, and comp time based on accumulated balances, with exceptions allowed.	H	N			

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Time and Attendance

4.15 - Time and Attendance		ExecuTime and ONESolution PY				
<i>Objective: To provide an automated system for scheduling and tracking employees' hours that is integrated with the payroll system.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
187	Ability to automatically calculate and report a change in leave accrual rate based on a change in standard pay hours for the pay period or an employee's years in service.	H	Y		PY, SunGard Public Sector Analytics (SunGard Analytics)	Numbers 187, 189, and 191: Included in report development, please refer to pricing details.
188	Ability to store and retrieve "to-date" and "year-to-date" leave accrued, taken, paid, lost (over max), and forfeited.	H	Y		PY	
189	Ability to calculate vacation, sick, and comp payoffs at termination including current period accrual, current period taken, and remaining balance.	H	Y		PY, SunGard Analytics	
190	Ability to support different payout rules based on leave type and department.	H	Y		PY	
191	Ability to determine the dollar amount of vacation liability.	H	Y		PY, SunGard Analytics	
192	Ability to apply comp time as either straight time or time and a half.	H	T		ExecuTime	
193	Ability to auto pay comp time and banked holiday balances on a user-defined date; must allow exceptions.	M	Y		PY	
194	Ability to create an automatic notification to the employee when an employee's vacation/sick time balance is running above/below a user defined maximum/minimum level.	H	N			
195	Ability for employees to request time off in the current and future year, based on available balances.	H	T		ExecuTime	
196	Ability to require a minimum period in advance of time off requests that is configurable by department.	H	Y		PY	Defined per pay cycle not by department.
197	Ability to accrue leave at different rates based on hire date and years of service (e.g. leave accrued differently if hired at the County before a certain date, then based on years of service after that hire date).	H	Y		PY	
198	Ability for vacation and sick leave balances to be adjusted manually as required with audit trail of such manual adjustments.	H	Y		PY	
199	Ability for vacation balances to have carry-over rules that differ by employee group. For example, carrying over at year end with varying limits, or not carrying over at all	H	Y		PY	
200	Ability for probationary periods to be defined within which vacation balances are accrued, but may be accrued at different rates or are not available for taking.	H	Y		PY	
201	Ability to allow different employee groups to be assigned different vacation policies based on their employee type, status, or bargaining agreement.	H	Y		PY	
202	Ability for employee to track status of vacation, comp time, and sick leave request in the employee self service module.	H	T		ExecuTime	
203	Ability for a requesting employee and the approving manager to be able to record comments associated with the vacation and sick leave request.	M	T		ExecuTime	
204	Ability to provide a complete audit trail of all vacation and sick leave requests, denials, approvals, or manual entries that must be kept and easily reported.	L	T		ExecuTime	
205	Ability for vacation, comp time, and sick leave balances to be visible and be enforced at point of request according to the vacation, comp time, and sick leave policy.	H	T		ExecuTime	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Time and Attendance

4.15 - Time and Attendance		ExecuTime and ONESolution PY				
Objective: To provide an automated system for scheduling and tracking employees' hours that is integrated with the payroll system.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
206	Ability for the enforcement of vacation and sick leave to be point in time - that is, the balances are enforced for the date for which the vacation and sick leave request is made. This must include accurate projections of future balances.	L	T		ExecuTime	Based on current balance, and factors in future leave time being taken.
207	Ability for leave use rules to be defined to enforce a minimum number of hours taken (e.g. vacation must be taken in 8 hour increments), which can vary by department.	L	T		ExecuTime	Minimum hours can be enforced by leave type.
208	Ability for vacation and sick leave balances to be available for review by employees in the employee self-service module.	H	T		ExecuTime	
209	Ability to report employee leave liabilities, by individual, and by department.	H	T		ExecuTime	
210	Labor Distribution					
211	System supports multiple user defined labor cost components. (i.e. FICA, overtime, salary)	H	T		ExecuTime	
212	Ability to distribute labor costs according to user defined labor cost components by department, fund, and account etc....	H	T		ExecuTime	
213	Ability to distribute labor and fringe costs to different cost centers or GL accounts.	H	Y		PY	
214	Ability to track and calculate, on a daily basis, labor cost of projects (FEMA reporting).	H	Y		PY, SunGard Analytics	Additional information is necessary to determine if the required reporting is supported.
215	Ability to track uncompensated hours for employees by project or task (i.e. exempt overtime).	H	T		ExecuTime	
216	Ability to track uncompensated hours for volunteers by project (also for potential matching portion of grants).	H	T		ExecuTime	
217	Ability to track hours worked as a result of a catastrophic event/disaster.	H	T		ExecuTime	
218	Ability to track hours with no cost allocation for projects or initiatives	H	T		ExecuTime	
219	Ability to provide cost accounting options for task, location, and project.	H	T		ExecuTime	
220	Ability to generate internal billing with comments/description for cost allocation in distributing labor costs for project/grants/departments.	H	Y		PY	Numbers 220 and 222-223: Additional information is necessary to determine if this functionality is met by the system.
221	Ability to assign and track grant and project costs and work orders for maintenance.	H	T		ExecuTime	Allows for tracking time worked.
222	Ability to have a percentage allocation set up for the cost centers	H	Y		PY	
223	Ability to accommodate batch splitting for labor distribution during pay periods that cross accounting periods.	H	Y		PY	
224	Workers Compensation					
225	Ability to track light duty assignments and restrictions for either workers' comp or FMLA.	M	Y		PY, HR	
226	Ability to accommodate a temporary work assignment (TWA).	L	Y		PY, HR	
227	Ability to accommodate a return to work plan:	-				
228	Job Placed	L	Y		PY, HR	Numbers 228-237: May be stored as an attachment.

Priority

H - High | M - Medium | L - Low

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M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Time and Attendance

4.15 - Time and Attendance		ExecuTime and ONESolution PY				
<i>Objective: To provide an automated system for scheduling and tracking employees' hours that is integrated with the payroll system.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
229	Temporary or Permanent	L	Y		PY, HR	
230	Qualified Injured Worker Flag	L	Y		PY, HR	
231	Date of Notification of Permanent Change	L	Y		PY, HR	
232	Permanent Modified or Permanent Alternate Job Flags	L	Y		PY, HR	
233	Number of Days	L	Y		PY, HR	
234	Date to Return to Normal Duty	L	Y		PY, HR	
235	Retraining Required	L	Y		PY, HR	
236	Other User Defined fields	L	Y		PY, HR	
237	Indicator for Industrial/ non-Industrial work accommodations	L	Y		PY, HR	
238	Ability to set different worker's comp rates for the different job classifications and calculate workers comp premiums.	H	Y		PY, HR	
239	Ability to notify Supervisor and Payroll department of Workers Compensation status and dates (e.g., when employee is on workers compensation, return date, etc.)	H	Y		PY, HR	A new workflow may be required, please refer to the Modification pricing detail.
240	Ability establish multiple compensable workers comp pay calculations.	H	Y		PY, HR	
241	Ability to define leave balances first to be used (when claim is pending) and first to be restored (upon approval of claim).	M	Y		PY, HR	Number 241 and 243: If fields necessary for specific information are not available a modification may be required.
242	Ability to record physical restrictions (lifting, confined space entry, etc.) (table-driven).	M	Y		PY, HR	
243	Ability to effective date restrictions with an end date and generate a notification to the employee, supervisor and risk management.	H	Y		PY, HR, Workflow	A new workflow may be required, please refer to the Modification pricing detail.
244	Ability to analyze gross and net pay calculations when in a workers compensation pay status and prevent negative gross amounts.	H	Y		PY, HR	
245	Absence Management - General					
246	Ability for an employee to request leave through the self service portal.	H	T		ExecuTime	
247	Ability for an employee to view the status of a leave request	H	T		ExecuTime	
248	Ability to support the management of FMLA and other leave policies.	H	T		ExecuTime	ExecuTime can track FMLA days taken or planned to be taken in the future.
249	Ability to alert administrative authority and Human Resource when there is a potential FMLA qualifying absence.	L	Y		PY, HR, Workflow	A new workflow may be required, please refer to the Modification pricing detail.
250	Ability to have FMLA preconfigured templates built into in the system.	M	Y		PY, HR	Additional information is required to understand the necessary templates.
251	Ability to track hours and cost of time off, either with or without pay (e.g., military leave, jury duty, FMLA leave, etc.).	H	Y		PY, HR	
252	Ability to track FMLA leave used, either in pay of non-pay status, for previous 12 months (rolling calendar).	H	R		ExecuTime	
253	Ability for all required letters and forms to be automatically generated to support leave processes.	M	N			

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Time and Attendance

4.15 - Time and Attendance		ExecuTime and ONESolution PY				
Objective: To provide an automated system for scheduling and tracking employees' hours that is integrated with the payroll system.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
254	Ability to provide notification when documentation such as medical certification or fit for duty forms have not been returned by the specified timeframe. Ability to configure specified timeframes/requirements by department.	M	N			
255	Ability to define how paid time should be used with unpaid time. For example supplementing workers comp benefits with vacation or sick leave.	H	N			
256	Ability to provide visibility to managers when an employee is expected to return from a leave of absence so that over scheduling does not occur.	H	T		ExecuTime	Advanced Scheduling provides visibility.
257	Ability to provide easy to understand leave information in calendar format for employee and manager review.	M	T		ExecuTime	
258	Ability to track absenteeism and support a workflow for notifications after a certain number of absences, varying by department	H	N			
259	Ability to handle leave without pay including stopping autopay, stopping accruals and tracking arrears.	H	Y		PY, HR	
260	Reporting Features					
261	Ability to view time history for an employee	H	T		ExecuTime	
262	Ability to track all hours worked by user defined hour codes.	H	R		ExecuTime	
263	Ability to report on overtime taken by reason code	L	N			
264	Ability to create user defined exception reports including but not limited to:	-				
265	Hours worked below budgeted hours	H	T		ExecuTime	Advanced Scheduling offers a scheduled versus actual feature.
266	Active employees with no hours	H	T		ExecuTime	
267	Payroll exception (i.e., using vacation hours when on probation)	H	Y		ExecuTime	
268	Ability to report on average hours worked per week and notify employees if they drop below a user defined minimum.	H	N			
269	Ability to report on average hours worked per week and notify employees if they exceed the maximum hours allowed for hourly employees.	H	R		ExecuTime	
270	Ability to create a report that shows all employees with over/under scheduled hours per week paid and what type of hours for Regular/Temporary etc.	H	N			
271	Ability to report on scheduled, but uncompleted work, showing scheduled overtime shifts worked by employee, scheduled overtime shifts worked by reason, and hours for other assignments such as training.	L	N			The information is available in the system but not in one standard report.
272	Ability to track and report on the amount of time worked by project.	H	T		ExecuTime	
273	Ability to run reports on flexible time parameters	H	T		ExecuTime	
274	Ability to report an comparison of clock ins vs. schedule	M	T		ExecuTime	Advanced Scheduling offers a scheduled versus actual feature.
275	Ability to allow a participant to log into a web site (self-service) and view all history of time worked.	L	T		ExecuTime	
276	Ability to produce attendance reports for any employee by pay period and annual total (calendar and rolling years), to contain the following:	-				
277	Department	H	T		ExecuTime	
278	Each employee in the department, with multiple employees per page	H	T		ExecuTime	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Time and Attendance

4.15 - Time and Attendance		ExecuTime and ONESolution PY				
<i>Objective: To provide an automated system for scheduling and tracking employees' hours that is integrated with the payroll system.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
279	Pay period	H	T		ExecuTime	
280	General Leave - all tracked categories	H	T		ExecuTime	
281	Accounts charged	H	T		ExecuTime	
282	Pay rate(s) - for each type of earnings	H	Y		PY/HR	
283	Standard hours	H	T		ExecuTime	
284	Hours worked	H	T		ExecuTime	
285	OT Hours worked	H	T		ExecuTime	
286	Temporary work assignment hours worked for regular employees	L	T		ExecuTime	
287	Holidays worked	H	T		ExecuTime	
288	Leave accrual balances	H	T		ExecuTime	

Section 10. Client References

The following client reference list is confidential and proprietary information to SunGard. This list is furnished and accepted on the express condition it shall not be duplicated or disclosed, in whole or in part, except to your staff and agents when necessary for evaluation purposes, without prior written consent of SunGard.

7.13 Client Reference Form

Vendor name:	SunGard Public Sector
Customer name:	Kettering, OH
Customer contact:	Scott Schwarberg
Customer phone number:	937-296-2401
Customer E-mail address:	scott.schwarberg@ketteringoh.org
System which Solution Replaced:	Migration

Describe Nature of Project and Services Provided to This Client:
SunGard customer since 1995. Migrated from legacy IFAS platform to ONESolution in 2014.
Configuration of Solution Implemented (Hardware, Software):
Running ONESolution version 15.2 Financials and HR/Payroll on Microsoft platform with SQL database; Horizon Cloud Services environment.

Vendor name:	SunGard Public Sector
Customer name:	St. Joseph, MO
Customer contact:	Mark Townsend
Customer phone number:	816-271-4618
Customer E-mail address:	mtownsend@ci.st-joseph.mo.us
System which Solution Replaced:	Migration

Describe Nature of Project and Services Provided to This Client:
SunGard customer since 1998. Migrated from legacy IFAS platform to ONESolution in 2012.
Configuration of Solution Implemented (Hardware, Software):
Running ONESolution Version 15.2 on Microsoft based hardware and SQL database, premise solution.

Vendor name:	SunGard Public Sector
Customer name:	Douglas County, KS
Customer contact:	Marni Penrod
Customer phone number:	785-832-5279
Customer E-mail address:	mpenrod@douglascounty.com
System which Solution Replaced:	GEMS

Describe Nature of Project and Services Provided to This Client:
Converted Financials, and HR/Payroll from GEMS to ONESolution, Go Live 2015. Project included Business Process Review and Onsite Project Management with integrated Change Management. Participated with the County to reengineer business process, automating through workflow and eliminating data silos.
Configuration of Solution Implemented (Hardware, Software):
Running ONESolution version 15.2 Financials, HR/Payroll, and SunGard Analytics on Microsoft platform with SQL database, premise solution.

Vendor name:	SunGard Public Sector
Customer name:	Anoka County, MN
Customer contact:	Cory Kampf
Customer phone number:	763-325-5302
Customer E-mail address:	cory.kampf@co.anoka.mn.us
System which Solution Replaced:	Oracle

Describe Nature of Project and Services Provided to This Client:
SunGard customer since 2012. Migrated from Oracle to ONESolution. Project included implementation and support.
Configuration of Solution Implemented (Hardware, Software):
Running ONESolution version 15.3 Financials and HR/Payroll on Microsoft platform with SQL database, premise solution.

Vendor name:	SunGard Public Sector
Customer name:	Salt Lake City, UT
Customer contact:	Aaron Bentley
Customer phone number:	801-535-7934
Customer E-mail address:	aaron.bentley@slcgov.com
System which Solution Replaced:	Not available

Describe Nature of Project and Services Provided to This Client:
SunGard customer since 1993. Their initial project included a full ERP implementation including financials, procurement, payroll and human resources as well as project management, training, consulting, report development, workflow development, and other SunGard development services. Over the past few years Salt Lake City has increased their focus on advanced reporting and analytics, expanding their initial project, implementing SunGard Analytics, CAFR Constructor, Cognos TM1, as well as multiple dashboards.
Configuration of Solution Implemented (Hardware, Software):
Running ONESolution version 15.2 on Microsoft platform with SQL database, premise solution.

Section 11. License and Maintenance Agreements

SunGard welcomes the opportunity to respond to this Request for Proposal (RFP) and looks forward to building on our relationship with the County with respect to its current use of SunGard Public Administration software. The responses of SunGard to questions posed by the County's RFP are provided in good faith based on SunGard's interpretation of the RFP; however, such responses do not constitute or give rise to contractual commitments on behalf of SunGard. The contractual terms and conditions under which SunGard proposes to provide the software and services identified in the accompanying Proposal, for the fees provided for in the accompanying Proposal, are those expressly set forth in SunGard's then-current Order form agreement for software license and services (the "SunGard Order form"), a current copy of which is enclosed with this response, along with additional, mutually acceptable terms and conditions as negotiated in good-faith.

The advantage derived from using the SunGard Order form is that the terms of such agreement have been developed over the course of many years and are specifically tailored to the products that are offered by SunGard. With hundreds of clients and its status as a leading supplier of software solutions to public safety and local government entities across the country, SunGard has a long and successful history of negotiating agreements with public entities. Many of these entities have required that certain contractual provisions be included in agreements entered into between SunGard and the respective entity. As demonstrated by SunGard's extensive client base, through good faith negotiation, SunGard has been able to address a wide variety of concerns and mandates set forth by the respective entities. SunGard has every confidence that in the instant case, we will be able to address all terms and conditions to the satisfaction of both parties. However, SunGard rejects any express or implied acceptance of any other terms or conditions other than those expressly enumerated in the SunGard Order form, as any such agreement may be negotiated by the parties, even if those terms or conditions are included in the RFP, in SunGard's submission of this response, or in any other written or oral communications between the parties.

Please note that references by SunGard to enhancements, improvements, new releases, or other functional and/or technical items that are not available in general release as of the date of this proposal ("Future Functionality") do not represent commitments on the part of SunGard that it will develop or deliver any such items. Accordingly, SunGard does not include in its agreements with customers any commitments or obligations relating to the development or delivery of specific Future Functionality.

The SunGard Order Form serves as the main contract between SunGard and our customer. This agreement contains the terms and conditions for licensing SunGard software. SunGard's standard Order Form is included as part of this proposal. This section contains the following information and sample contracts:

- Premise Order Form
- Premise Exhibit A
- Cloud Services Agreement
- Cloud Standard Terms
- Source Escrow Agreement
- Sample Insurance Certificate

Premise Order Form

ORDER

By the signatures of their duly authorized representatives below, the SunGard entity identified below and the customer identified below ("Customer"), intending to be legally bound, agree to all of the provisions of this Order, and agree that this Order represents a separate contract between such SunGard entity and Customer, effective upon the latest date shown on the signature page below. ("Order Execution Date"). This Order incorporates and is governed by all of the terms of the SunGard Standard Terms and Conditions attached hereto as Exhibit A ("SST") as if the SunGard entity was "SunGard" and Customer was "Customer" thereunder. Capitalized terms not defined in this Order have the meaning given them in the SST.

The terms and conditions contained in this Order, including prices, will be honored as set forth herein, provided the Order is fully executed and delivered by _____.

SunGard Public Sector	<Customer>
By: ** DRAFT SAMPLE **	By: ** DRAFT SAMPLE **
Print Name:	Print Name:
Print Title:	Print Title:
Date Signed:	Date Signed:

CUSTOMER # _____ SUNGARD ORDER # _____

SOLUTION AND RELATED INFORMATION

1. **SOLUTION:** SunGard ONESolution Public Administration
2. **INITIAL TERM:** [Perpetual]
3. **SCOPE OF USE:**
 - a. **DESIGNATED LOCATION(s):** _____
 - b. **REGION:** UNITED STATES
4. **LICENSE AND INITIAL SUPPORT FEES:** See Project Cost Supplement

Software Notes:

1. Interfaces are interfaces only. Customer is responsible for obtaining the applicable software, hardware and system software from the appropriate third party vendor.
2. Support for the Initial Support Term is provided at no charge. The Support Fee in the table above represents the support fee for the first Renewal Support Term and is payable only if Customer elects to extend the term through the first Renewal Support Term as provided for in Section 9.3 of the SST.
3. Annual Subscription Fee: The initial annual subscription term for any subscription product(s) listed above shall commence on the Execution Date and extend for a period of one (1) year. Thereafter, the subscription terms shall automatically renew for successive one (1) year terms, unless either party gives the other part written notice of non-renewal at least sixty (60) days prior to expiration of the then-current term. The then-current fee will be specified by SunGard in an annual invoice to Customer thirty (30) days prior to the expiration of then-current annual period.
4. Solution Escrow Fees: The amounts provided for in the Project Cost Supplement are exclusive of the annual software escrow charges that Customer must pay directly to Iron Mountain in order to be named as an escrow beneficiary of the Source Code for the Solution software pursuant to the Source Code escrow agreement. The first year fee of \$850 is payable to SunGard and is due by not later than thirty (30) days after receipt of the fully executed Preferred Beneficiary Acceptance Form, and thereafter, applicable annual fee amounts will be billed by Iron Mountain (such amounts which will be due at the beginning of the applicable annual period in each instance), and should be remitted by Customer directly to Iron Mountain. For the avoidance of doubt, Customer's election to be named an escrow beneficiary is optional."

5. **SUPPORT TERM:**
 - a. **INITIAL SUPPORT TERM:** 12 months from the Order Execution Date.
 - b. **RENEWAL SUPPORT TERM(S):** Additional one year renewal periods commencing upon the expiration of the Initial Support Term (or anniversary thereof).

6. **SERVICES:** See Project Cost Supplement

Services Notes:

1. Pricing is a good faith estimate based on the information available to SunGard at the time of execution of this Order. The total amount that Customer will pay for these services (i.e., the "TOTAL SERVICES FEE") will vary based on the actual number of hours of services required to complete the services. If required, additional services will be provided on a time and materials basis at hourly rates equal to SunGard's then-current list price rates for the services at issue.

2. Travel and living expenses are additional and will be billed monthly as SunGard renders the services.

7. THIRD PARTY PRODUCTS: See Project Cost Supplement

Third Party Products Notes

1. See Attached Supplements
2. Actual shipping charges are additional and will be due upon delivery.

8. PAYMENT TERMS:

APPLICABLE TAXES ARE NOT INCLUDED IN THE PROJECT COST SUPPLEMENT, AND, IF APPLICABLE, WILL BE ADDED TO THE AMOUNT IN THE PAYMENT INVOICE(S) BEING SENT SEPARATELY TO CUSTOMER.

The amounts noted above shall be payable as follows:

License Fee: 100% on the Execution Date.

Annual Support Fees: Support Fees are due thirty (30) days prior to the commencement of the Renewal Support Term for which such fees are being remitted.

Initial Annual Subscription Fees: 100% on the Execution Date.

Installation: On invoice, upon completion.

Project Management: 100% on the Execution Date.

Training Fees: On invoice, upon completion.

Professional Services Fees (includes Configuration mapping, Report Development, Workflow Development, Business Process Review, and Audit): On invoice daily, as incurred.

Conversion Fees: 50% on the Execution Date; 50% on invoice, upon completion.

Custom Modification Fees: 100% on the Execution Date

Implementation Services Fee: 50% on the Execution Date; 50% on invoice, upon completion.

Third Party Products Hardware & Software Fee: 100% on the Execution Date.

Third Party Services Fee: 50% on the Execution Date; 50% on invoice, upon completion.

Third Party Software Initial Annual Maintenance: The initial annual maintenance fee is included in the License fee. The Initial Annual Maintenance Fee amount shown above is for the second year of Third Party Product annual maintenance and is due prior to commencement of the second annual term. Annual Maintenance Fees for subsequent terms are subject to change and will be invoiced by and paid directly to SunGard.

Third Party Software Initial Annual Subscription Fees: 100% on the Execution Date.

9. ADDRESSES:

a. **CUSTOMER ADDRESS FOR INVOICES:** _____

b. **CUSTOMER ADDRESS FOR NOTICES:** _____

c. **CUSTOMER ADDRESS FOR SOFTWARE SHIPMENT:**

d. **SUNGARD’S ADDRESS FOR NOTICES:**

SunGard Public Sector LLC.
Attn: Legal Counsel
1000 Business Center Drive
Lake Mary, FL 32746

10. LIABILITY CAP: The greater of ten thousand US dollars (\$10,000) or the License Fee actually paid by Customer to SunGard under this Order

11. SPECIFIED CONFIGURATION: Host(s) or client server configuration(s) and/or combinations of host(s) and client server configuration(s) within the United States of America for which SunGard supports the Solution. Customer acknowledges that certain Solutions software may require specific host or client configurations. Customer, as soon as reasonably practicable, will provide a detailed written description of the specified configuration so that SunGard can confirm that it is a configuration on which SunGard supports use of the Solution.

12. OTHER TERMS APPLICABLE TO THIS ORDER:

- **PROJECT COST SUPPLEMENT**
 - **SUPPORT SUPPLEMENT**
 - **SUNGARD TRAVEL EXPENSE GUIDELINES**
 - **ONESOLUTION TRANSACTION MANAGER SUPPLEMENT**
- <NOTE – ADDITIONAL SUPPLEMENTS MAY BE REQUIRED BASED ON FINAL SELECTION OF THIRD PARTY PRODUCTS>

PROJECT COST SUPPLEMENT

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SUPPORT SUPPLEMENT

1. SunGard shall provide to Customer, during SunGard's support hours as set forth in the Support Standards below ("Support Hours"), telephone assistance regarding Customer's proper and authorized use of a new edition of a Solution or Custom Modification (the "Release"), as applicable.
2. SunGard shall provide to Customer, during the Support Hours, commercially reasonable efforts in solving Errors reported by Customer in accordance with this Order. Customer shall provide to SunGard reasonably detailed documentation and explanation, together with underlying data, to substantiate any Error and to assist SunGard in its efforts to diagnose, reproduce and correct the Error. These support services shall be provided by SunGard at Customer location(s) if and when SunGard and Customer agree that on-site services are necessary to diagnose or resolve the problem. If a reported Error did not, in fact, exist or was not attributable to a defect in the Solution or an act or omission of SunGard, then Customer shall pay for SunGard's investigation and related services at SunGard's standard professional services rates. Customer must provide SunGard with such facilities, equipment and support as are reasonably necessary for SunGard to perform its obligations under this Order, including remote access to the Specified Configuration.
3. Customer shall promptly install and/or use any Release provided by SunGard to avoid or mitigate a performance problem or infringement claim. All modifications, revisions and updates to the Solution shall be furnished by means of new Releases of the Solution and shall be accompanied by updates to the Documentation whenever SunGard determines, in its sole discretion, that such updates are necessary.
4. Support Surcharge Imposed In Certain Instances: At the commencement of any Renewal Support Term where Customer is operating on a Solution version that is more than two (2) general release versions behind the then-current release for any Solution, SunGard will assess a ten percent (10%) surcharge over and above the support fee for that Renewal Support Term, with such surcharge to be imposed on a prorated basis for the portion of the Renewal Support Term that Customer remains on a general release version that is more than two (2) releases behind the then-current release of the Solution in question. Once Customer is using a release that is no more than two (2) general release versions behind the then-current release, the support surcharge will be removed on a prospective basis, as of the date that Customer is using the release that is no more than two (2) general release versions behind the then-current release.

Support Standards

I. Support Hours: Hours During Which SunGard’s Telephone Support Will be Available to Customer in Connection with the Provision of Maintenance: Unless otherwise noted in the Order as to Support Type, support hours are Monday through Friday, 8:00 A.M. to 5:00 P.M. Customer’s Local Time within the continental United States, excluding holidays (“5x9”).

II. Targeted Response Times.

“Notification” means a communication to SunGard’s help desk by means of: (i) SunGard’s web helpline; (ii) the placement of a telephone call; or (iii) the sending of an e-mail, in each case, in accordance with SunGard’s then-current policies and procedures for submitting such communications.

With respect to SunGard’s support obligations, SunGard will use diligent, commercially reasonable efforts to respond to Notifications from Customer relating to the Solution or Custom Modifications identified in the Order in accordance with the following guidelines with the time period to be measured beginning with the first applicable SunGard “Telephone Support” hour occurring after SunGard’s receipt of the Notification:

Priority	Description	Response Goal*	Resolution Goal*
Urgent 1	A support issue shall be considered Urgent when it produces a Total System Failure; meaning SunGard’s Solution/Custom Modification is not performing a process that has caused a complete work stoppage.	SunGard has a stated goal to respond within 60 minutes of the issue being reported and have a resolution plan within 24 hours.	Although resolution times vary depending on the exact issue and customer environment, SunGard has a stated goal to resolve an urgent issue within 24 hours or provide a resolution plan with urgent issues within 24 hours of the issue being reported. A resolution plan details the steps necessary to understand and possibly resolve the issue.
Critical 2	A support issue shall be considered Critical when a critical failure in operations occurs; meaning SunGard’s Solution/Custom Modification is not performing a critical process and prevents the continuation of basic operations. Critical problems do not have a workaround. This classification does not apply to intermittent problems.	SunGard has a stated goal to respond within two hours of the issue being reported.	
Non-Critical 3	A support issue shall be considered Non-Critical when a non-critical failure in operations occurs; meaning SunGard’s Solution/Custom Modification is not performing non-critical processes, but the system is still usable for its intended purpose or there is a workaround.	SunGard has a stated goal to respond within four hours of the issue being reported.	
Minor 4	A support issue will be considered Minor when the issue causes minor disruptions in the way tasks are performed, but does not affect workflow or operations. This may include cosmetic issues, general questions, and how to use certain features of the system.	SunGard has a stated goal to respond within 24 hours of the issue being reported.	

* Measured from the moment a Case number is created. As used herein a “Case number” is created when a) SunGard’s support representative has been directly contacted by Customer either by phone, email, in person, or through SunGard’s online support portal, and b) when SunGard’s support representative assigns a case number and conveys that case number to the Customer.

Customer must provide remote access to its facility using a SunGard approved remote access client so that SunGard can perform the support obligations and/or services under this Order; and will provide appropriate security access and accounts for SunGard staff and each session participant.

SUNGARD PUBLIC SECTOR TRAVEL EXPENSE GUIDELINES

SunGard will adhere to the following guidelines when incurring travel expenses:

All arrangements for travel are to be made through the SunGard Corporate Travel Agent unless other arrangements have been made with the Customer and are documented in writing.

AIR TRAVEL – SunGard will use the least expensive class of service available with a minimum of seven (7) day, maximum of thirty (30) day, advance purchase. Upon request, SunGard shall provide the travel itinerary as the receipt for reimbursement of the air fare and any fees. Fees not listed on the itinerary will require a receipt for reimbursement.

Trips fewer than 250 miles' round are considered local. Unless a flight has been otherwise approved by the Customer, Customer will reimburse the current IRS approved mileage rate for all local trips.

LODGING – Reasonable lodging accommodations are reimbursable, up to \$125 per night. If, depending on the city, reasonable accommodations cannot be secured for \$125 per night, Customer's prior approval will be required. Upon request by Customer, the hotel receipt received upon departure will be submitted for reimbursement. All food items, movies, and phone/internet charges are not reimbursable.

RENTAL CAR – Compact or Intermediate cars will be required unless there are three or more SunGard employees sharing the car in which case the use of a full size car is authorized. Gas is reimbursable however pre-paid gas purchases will not be authorized and all rental cars are to be returned with a full tank of gas. Upon request, receipts for car rental and gas purchases will be submitted to Customer. SunGard shall decline all rental car insurance offered by the car rental agency as staff members will be covered under the SunGard auto insurance policy. Fines for traffic violations are not reimbursable expenses.

OTHER TRANSPORTATION – SunGard staff members are expected to use the most economical means for traveling to and from the airport (Airport bus, hotel shuttle service). Airport taxi or mileage for the employee's personal vehicle (per IRS mileage guidelines) are reimbursable if necessary. Upon request, receipt(s) for the taxi will be submitted to Customer. Proof of mileage may be required and may be documented by a readily available electronic mapping service. The mileage rate will be the then-current IRS mileage guideline rate (subject to change with any change in IRS guidelines).

OTHER BUSINESS EXPENSES – Parking at the airport or client site is reimbursable. Tolls to and from the airport and while traveling at the client site are reimbursable. Tipping on cab fare exceeding 20% is not reimbursable. Porter tips are reimbursable, not exceeding \$1.00 per bag. Laundry is reimbursable when travel includes a weekend day or Company Holiday. Laundry charges must be incurred during the trip and the limit is one shirt and one pair of pants/skirt per day. With the exception of tips, receipts shall be provided to Customer upon request for all of the aforementioned items.

MEALS

\$57.00 per day Standard Per Diem

\$11.40 – Breakfast

\$14.25 – Lunch

\$31.35 – Dinner

ONESOLUTION TRANSACTION MANAGER SUPPLEMENT

Special Terms Relating to the SunGard Transaction Manager: In addition to any SunGard Transaction Manager configuration and / or setup fee(s) listed above, Customer will be responsible for payment of a monthly usage fee on a monthly basis relating to the SunGard Transaction Manager. Upon the conclusion of each month following installation of the SunGard Transaction Manager (KT / OS-KT), SunGard Public Sector will invoice Customer a monthly usage fee equal to the following:

- i. Eight point five cents (\$0.085) for each transaction processed by the SunGard Transaction Manager during the prior month;
- or
- ii. Five point five cents (\$0.055) for each transaction processed by the SunGard Transaction Manager during the prior month provided that Customer utilizes a SunGard Public Sector approved payment partner for that transaction's related merchant services;
- or
- iii. One hundred Fifty dollars (\$150.00) if the applicable transaction-based monthly usage fee is not greater than One hundred Fifty dollars (\$150.00).

The per transaction rates that are used to calculate each monthly usage fee are subject to change with 90 days notice. Other changes to these special terms relating to the SunGard Transaction Manager may occur at any time as may be required and such changes will be effective upon SunGard's written notice to each Customer who uses the SunGard Transaction Manager services.

For the purpose of the SunGard Transaction Manager, the term "transaction" means a transaction that is submitted to the SunGard Transaction Manager whether such transaction be a credit card, signature debit card, online electronic check transaction, or otherwise. Upon ninety (90) days prior written notice to SunGard Public Sector, Customer may terminate usage of the SunGard Transaction Manager subscription effective upon the last day of the month in which the notice period concludes. The SunGard Transaction Manager is the only solution for real-time, online transaction processing within the SunGard Public Sector suite of internet and core products.

The SunGard Transaction Manager solution is available 24 hours / 7 days per week except when the service is off-line for support and maintenance. Maintenance is scheduled to be performed each Sunday starting at 12:00AM to be completed as soon as possible but no later than 5:00AM.

Upon installation of the SunGard Transaction Manager, Customer's license to use the OnePoint Payment Engine – KL (if applicable) shall terminate.

Rights of Cancellation - Subscription / Transaction Based Services: For any breach of Customer's obligation to remit payment(s) hereunder, SunGard reserves the right to cancel any subscription / transaction based service(s) if the breach of payment is more than sixty (60) days in arrears. Customer may cancel any subscription / transaction based service(s) for convenience by providing ninety (90) days prior written notice to SunGard of its intent and such cancellation will be effective upon completion of the ninety (90) day notice period. All subscription/transaction fees prior to the effective date of any cancellation will be due and payable in full. Thereafter, if Customer desires to reinstate any subscription / transaction based service(s) which are cancelled hereunder, Customer will be responsible for payment of SunGard's then-current reconnect fee plus any subscription / transaction based service fees that would have been payable for the period subsequent to the cancellation of such services if the cancellation had never occurred.

Premise Exhibit A

Version 2016, January

EXHIBIT A - SunGard Standard Terms

These SunGard Standard Terms ("SST") may be incorporated into one or more orders referencing these SST (each, an "Order"). Each Order, together with these SST, shall form a separate agreement (this "Agreement"), by and between the Person identified on the Order ("Customer") and the SunGard company identified on the Order ("SunGard"), applicable to the proprietary solution identified on the Order (the "Solution"), as such Solution may be modified, revised and updated from time to time. Only the Customer and SunGard entities that execute the Order will be liable for the obligations under that Order. Each Order will be effective upon the latest date shown on the signature page of the Order ("Order Execution Date").

1. Scope. Customer may use the Solution only in the ordinary course of Customer's internal business operations for the benefit of Customer and only in accordance with the terms on the Order, the Documentation, this Agreement, including the Scope of Use. Customer shall be liable for any breach of the terms of this Agreement by any persons given access to the Solution by Customer.

2. Specified Configuration. Customer shall, at its expense, procure and maintain the computer hardware, systems software and other items required for use of, or access to, the Solution, including those described in the Order and Documentation (the "Specified Configuration") and for updating the Specified Configuration in accordance with SunGard's published updates. If not yet completed, Customer shall complete its procurement and installation of the Specified Configuration prior to the scheduled start of implementation. Customer shall devote all equipment, facilities, personnel and other resources reasonably necessary to begin using the Solution in production on a timely basis as contemplated by this Agreement and satisfy any Customer requirements necessary for SunGard to complete the professional services described in Section 6. SunGard is not responsible for any delays or additional fees and costs associated with Customer's failure to timely perform its obligations under this Section 2.

3. Payments.

3.1. Fees. Customer shall pay to SunGard the fees stated in the Order, in accordance with the payment terms stated on the Order. SunGard shall invoice all other fees, as and when incurred. All invoices shall be sent to Customer's address for invoices stated on the Order. Except as otherwise specified on the Order, Customer's payments shall be due within thirty (30) days after the invoice date. A late payment fee at the rate of 12% per year (or, if lower, the maximum rate permitted by applicable law) shall accrue on any amounts thirty (30) days past due and unpaid by Customer to SunGard, except for Disputed Amounts. SunGard may not increase the fees and charges payable under this Agreement, unless otherwise stated in this Agreement or in the Order. Except as provided in Section 4.2(c), all fees and other amounts paid by Customer under this Agreement are non-refundable.

3.2. Taxes. The fees and other amounts payable by Customer to SunGard under this Agreement do not include any taxes, duties, levies, fees or similar charges of any jurisdiction ("Taxes") that may be assessed or imposed in connection with the transactions contemplated by this Agreement, excluding only taxes based upon SunGard's net income. Customer shall directly pay any such Taxes assessed against it, and Customer shall promptly reimburse SunGard for any such Taxes payable or collectable by SunGard.

3.3. Certain Remedies for Non-payment. If Customer fails to pay to SunGard, within ten (10) days after SunGard makes written demand therefor, any past-due amount payable under this Agreement (including any applicable late payment fee) that is not a Disputed Amount, in addition to all other rights and remedies which SunGard

may have, SunGard may, in its sole discretion and with further notice to Customer stating the suspension date, suspend performance of any or all of its obligations under this Agreement (other than Section 5). SunGard shall have no liability for Customer's use of the Solution until all such past-due amounts and any applicable reinstatement fees are paid in full.

4. Warranties, Covenants and Limitations.

4.1. Compliance with Laws. SunGard shall comply with all laws, enactments, orders and regulations applicable to it as the provider of services under this Agreement. Customer shall comply with all laws, enactments, orders and regulations applicable to it as the recipient and user of services under this Agreement.

4.2. No Infringement. SunGard shall indemnify and defend Customer against, any third-party claim asserting that the Solution, as and when made available to Customer by SunGard and when properly used for the purpose and in the manner specifically authorized by this Agreement, infringes upon (i) any patent issued as of the date of this Agreement by a country that is a signatory to the Paris Convention, (ii) any copyright of any country that is a member of the Berne Convention as of the date of this Agreement, or (iii) any trade secret or other proprietary right of any Person (collectively, "IP Rights"). SunGard shall have no obligation under this Section 4.2 unless Customer promptly gives notice to SunGard within ten (10) days after the date Customer first receives notice of the applicable infringement claim (provided that later notice shall relieve SunGard of its liability and obligations under this Section 4.2 only to the extent that SunGard is prejudiced by such later notice) and allows SunGard to have sole control of the defense or settlement of the claim. Customer may monitor any such litigation or proceeding at its expense, using counsel of its choosing. The remedies provided in this Section 4.2 are the sole remedies for a claim of infringement or misappropriation hereunder. If any applicable infringement claim is initiated, or in SunGard's sole opinion is likely to be initiated, SunGard may at its option and expense:

- (a) modify or replace all or the allegedly infringing part of the Solution so that it is no longer allegedly infringing, provided that the functionality does not change in any material adverse respect; or
- (b) procure for Customer the right to continue using the allegedly infringing part of the Solution; or
- (c) remove all or the allegedly infringing part of the Solution, and (i) if Customer has paid a one-time upfront initial license fee for the applicable Solution, refund to Customer the corresponding portion of the license fee paid by Customer to SunGard for the applicable Solution, less a reasonable rental charge equal to one-sixtieth (1/60) of the initial license fee for each month of use following the Order Execution Date, or (ii) if Customer is paying for the use of the Solution on a recurring basis, refund to Customer the corresponding portion of the unused recurring

fee(s) paid by Customer to SunGard with respect to the applicable Solution, and in each such case this Agreement shall terminate with respect to the Solution or part thereof removed.

4.3. Harmful Code. Using a recent version of a reputable virus-checking product (to the extent commercially available), SunGard will check the Solution, as well as any systems used to deliver the Solution, for any viruses, worms or similar harmful code ("Harmful Code") and will use commercially reasonable efforts to eliminate any such Harmful Code that SunGard discovers.

4.4. Exclusion for Unauthorized Actions. SunGard is not liable under any provision of this Agreement for any performance problem, claim of infringement or other matter to the extent attributable to any unauthorized or improper use or modification of the Solution by or on behalf of Customer, any unauthorized combination of the Solution with other software or services (other than as specified in the Specified Configuration), any use of any version of the Solution other than the Supported Release, a failure to subscribe to support services if then offered for the Solution, any Third-Party Hardware or Third-Party Services, and Third-Party Software or Open Source Software (except as set forth in Sections 4.10 and 4.12), any wrongful act or omission by Customer, its Affiliates or its customers or any breach of this Agreement by Customer.

4.5. Force Majeure. Neither party shall be liable for, nor shall either party be considered in breach of this Agreement due to, any failure to perform its obligations under this Agreement (other than its payment obligations, which shall be suspended only for so long as the force majeure event renders Customer unable by any means to transmit payments when due hereunder) as a result of a cause beyond its control, including any act of God or a public enemy or terrorist, act of any military, civil or regulatory authority, change in any law or regulation, fire, flood, earthquake, storm or other like event, theft or criminal misconduct by unrelated third parties, disruption or outage of communications (including the Internet or other networked environment), power or other utility, unavailability of supplies or any other cause, whether similar or dissimilar to any of the foregoing, which could not have been prevented by the non-performing party with reasonable care.

4.6. Disclaimer. EXCEPT AS STATED IN SECTIONS 4, 6.5 AND 9.5, THE SOLUTION, DOCUMENTATION AND SERVICES ARE PROVIDED "AS IS," AND ALL OTHER REPRESENTATIONS, WARRANTIES, TERMS OR CONDITIONS, ORAL OR WRITTEN, EXPRESS OR IMPLIED, ARISING FROM COURSE OF DEALING, COURSE OF PERFORMANCE, USAGE OF TRADE, QUALITY OF INFORMATION, QUIET ENJOYMENT OR OTHERWISE (INCLUDING IMPLIED WARRANTIES, TERMS OR CONDITIONS OF MERCHANTABILITY, SATISFACTORY QUALITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE, NON-INTERFERENCE, OR NON-INFRINGEMENT) ARE, TO THE FULLEST EXTENT PERMITTED BY APPLICABLE LAW, EXCLUDED FROM THIS AGREEMENT.

4.7. Limitations Cap. EACH PARTY'S TOTAL LIABILITY UNDER THIS AGREEMENT SHALL UNDER NO CIRCUMSTANCES EXCEED THE LIABILITY CAP.

4.8. Consequential Damage Exclusion. UNDER NO CIRCUMSTANCES SHALL EITHER PARTY (OR ANY OF ITS AFFILIATES PROVIDING OR RECEIVING THE SOLUTION, SERVICES OR OTHER SOFTWARE UNDER THIS AGREEMENT) BE LIABLE TO THE OTHER OR ANY OTHER PERSON FOR LOSSES OR DAMAGES WHICH FALL INTO ANY OF THE FOLLOWING

CATEGORIES: (a) LOST REVENUES, (b) LOST PROFITS, (c) LOSS OF BUSINESS, (d) TRADING LOSSES, (e) INACCURATE DISTRIBUTIONS OR (f) ANY INCIDENTAL, INDIRECT, EXEMPLARY, CONSEQUENTIAL, SPECIAL OR PUNITIVE DAMAGES OF ANY KIND, INCLUDING ANY OF THE FOREGOING LOSSES OR DAMAGES RESULTING FROM CUSTOMER'S USE OF THE SOLUTION OR SERVICES PROVIDED HEREUNDER, OR ARISING FROM ANY BREACH OF THIS AGREEMENT OR ANY TERMINATION OF THIS AGREEMENT, WHETHER SUCH LIABILITY IS ASSERTED ON THE BASIS OF CONTRACT, TORT (INCLUDING NEGLIGENCE OR STRICT LIABILITY) OR OTHERWISE AND WHETHER OR NOT FORESEEABLE, EVEN IF THE RELEVANT PARTY HAS BEEN ADVISED OR WAS AWARE OF THE POSSIBILITY OF SUCH LOSS OR DAMAGES. FOR PURPOSES OF CLARIFICATION, THE FOLLOWING SHALL BE DEEMED "DIRECT DAMAGES" AS BETWEEN CUSTOMER AND SUNGARD FOR THE PURPOSES OF THIS AGREEMENT (i) ANY AND ALL DAMAGES, INCLUDING CONSEQUENTIAL AND SIMILAR DAMAGES, AWARDED TO A THIRD PARTY FOR WHICH INDEMNIFICATION IS PROVIDED BY A PARTY UNDER SECTION 4.2; (ii) CUSTOMER'S OUT-OF-POCKET COSTS TO NOTIFY AFFECTED PERSONS AND/OR PAY FOR CREDIT MONITORING SERVICES FOR SUCH PERSONS FOR A ONE-YEAR PERIOD INCURRED AS A RESULT OF SUNGARD'S BREACH OF SECTION 5.

4.9. Exceptions. THE LIMITATIONS AND EXCLUSIONS SET FORTH IN SECTIONS 4.7 AND 4.8 SHALL NOT APPLY TO: (a) BREACHES OF THE SCOPE OF USE; (b) FAILURE TO PAY FEES WHEN DUE; (c) DAMAGES CAUSED BY EITHER PARTY'S FRAUD OR WILLFUL MISCONDUCT; (d) A PARTY'S LIABILITY FOR DEATH OR PERSONAL INJURY DUE TO THAT PARTY'S NEGLIGENCE; OR (e) A PARTY'S LIABILITY FOR DAMAGES TO THE EXTENT THAT SUCH LIMITATION OR EXCLUSION IS NOT PERMITTED BY APPLICABLE LAW. THE LIMITATIONS SET FORTH IN SECTION 4.7 DO NOT APPLY TO CLAIMS FOR WHICH INDEMNIFICATION IS PROVIDED BY A PARTY UNDER SECTION 4.2.

4.10. Third-Party Software. To facilitate Customer's access and use of the Third-Party Software, the licensor(s) of such Third-Party Software have agreed to allow SunGard to provide the Third-Party Software to Customer subject to the following additional conditions: (i) the Third-Party Software shall be used only in conjunction with any permissible use of the Solution specifically authorized in this Agreement, and (ii) the Third-Party Software shall be used only in accordance with licensor's terms and conditions and documentation for the Third-Party Software which, unless otherwise included in a specific Supplement to the Order, shall be provided to Customer with the receipt of such Third-Party Software. SunGard shall use reasonable efforts to provide Customer the benefit of all indemnities and warranties granted to SunGard by the licensor(s) of the Third-Party Software, to the extent possible without additional cost to SunGard, as and if permitted by SunGard's agreement with the licensor of the Third-Party Software, and to the extent such warranties and indemnities pertain to Customer's use of the Third-Party Software hereunder. In the event of any defect in any Third-Party Software (in the form delivered by SunGard and when properly used for the purpose and in the manner specifically authorized by this Agreement), SunGard will use commercially reasonable efforts to replace or correct the Third-Party Software without charge. If SunGard complies with this provision, it shall face no further liability with respect to any defect in any Third-Party Software.

Unless as otherwise provided in a specific Supplement to the Order, or as provided in the licensor's terms and conditions, SunGard shall

provide Level 1 support of the Third-Party Software. For purposes herein, Level 1 Support shall mean:

- 1) Taking the first support call from Customer and qualifying the call priority, or if an existing case, obtaining case information;
- 2) Gathering information about the case, defining and describing the problem, and determining if the Third Party Software is the cause of the problem. Analyze problem symptoms, attempt to find root cause if appropriate and document result of such attempts. Determining if the problem is a known Third-Party Software problem by accessing third party online support resources; and
- 3) If it is determined to be a Third-Party Software problem, contacting the Third-Party Software technical support. For new cases, opening a case and selecting a priority. For existing cases, providing the case number and information gathered to the Third-Party Software support engineer.

4.11. Third-Party Hardware and Third-Party Services. Customer is hereby advised that the third party, and not SunGard, assumes all responsibility for and liability in connection with the Third-Party Hardware and Third-Party Services, and is solely responsible for delivering the Third-Party Hardware and Third-Party Services to Customer. SunGard Public Sector is not authorized to make any representations or warranties that are binding upon the third party or to engage in any other acts that are binding upon the third party, excepting specifically that SunGard is authorized to represent the fees for the Third-Party Hardware or Third-Party Services as the same is provided for in the Order and to accept payment of such amounts from Customer on behalf of the third party.

4.12. Open Source Software Components. The Solution may be provided with or included Open Source Software, including that Open Source Software identified in the Documentation or on the support services website for the Solution. The Open Source Software is licensed under the terms of the open source license that accompanies or is made available with such Open Source Software, including via a website designated by SunGard. Nothing in this Agreement limits Customer's rights under, or grants Customer rights that supersede, the terms and conditions of any applicable license for such Open Source Software. Open Source Software shall not be deemed to be part of the Solution under this Agreement and SunGard shall have no liability relating to such Open Source Software; provided, however, that SunGard shall be responsible for fixing Errors caused by the Open Source Software to the same extent as SunGard's ongoing support obligations as set forth in Section 8.5 and 9.3 of this Agreement.

4.13. Open Negotiation. Customer and SunGard have freely and openly negotiated this Agreement, including the pricing, with the knowledge that the liability of the parties is to be limited in accordance with the provisions of this Agreement.

4.14. Title and Risk of Loss. In no event will SunGard be deemed to have taken title or any similar right or interest in or of any Third-Party Software or Third-Party Hardware in the chain of distribution to Customer, and title, risk of loss, and/or such similar right or interest in or to the Third-Party Software or Third-Party Hardware will be deemed to vest in Customer either at the point of delivery to carrier for shipment or as otherwise provided for in the licensor's terms and conditions.

4.15. Disclaimer. Except as may be provided in Section 4.10 above, Customer agrees and understands that **SUNGARD MAKES NO WARRANTIES WHATSOEVER, EXPRESSED OR IMPLIED, WITH REGARD TO THE THIRD-PARTY PRODUCTS. ALL WARRANTIES (IF ANY) ARE PROVIDED TO CUSTOMER BY THE LICENSORS, MANUFACTURERS OR PROVIDERS OF SUCH THIRD-PARTY PRODUCTS. SUNGARD PUBLIC SECTOR EXPLICITLY DISCLAIMS ALL WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. EXCEPT FOR ITS OBLIGATION TO REMIT PAYMENT RECEIVED FROM CUSTOMER TO THE THIRD PARTY PURSUANT TO THIS AGREEMENT, SUNGARD WILL HAVE NO LIABILITY WHATSOEVER IN CONNECTION WITH THE THIRD-PARTY PRODUCTS.**

4.16 Other Limitations. The warranties made by SunGard in this Agreement, and the obligations of SunGard under this Agreement, run only to Customer and not to its Affiliates, its customers or any other Persons. Under no circumstances shall any Affiliate or customer of Customer or any other Person be considered a third-party beneficiary of this Agreement or otherwise entitled to any rights or remedies under this Agreement (including any right to be consulted in connection with any variation or rescission of the Agreement agreed between SunGard and Customer), even if such Affiliates, customers or other Persons are provided access to the Solution or data maintained in the Solution via the Internet or other networked environment. Except to the extent specified in an Order, SunGard shall not be deemed Customer's official record keeper for regulatory or other purposes and shall have no obligation to retain any records or data on Customer's behalf after termination or expiration of this Agreement.

5. Confidentiality, Security, Ownership and Use Restrictions.

5.1. Confidentiality. The party receiving Confidential Information ("Receiving Party") of the other ("Disclosing Party") shall not, and shall cause its Authorized Recipients not to, use Confidential Information for any purpose except as necessary to implement, perform or enforce this Agreement. Receiving Party will use the same reasonable efforts to: (a) protect the Confidential Information of Disclosing Party as it uses to protect its own proprietary information and data. Prior to disclosing the Confidential Information to its Authorized Recipients, Receiving Party shall inform them of the confidential nature of the Confidential Information and require them to abide by the terms of this Agreement. Receiving Party will promptly notify Disclosing Party if Receiving Party discovers any improper use or disclosure of Confidential Information and will promptly commence all reasonable efforts to investigate and correct the causes of such improper use or disclosure. If Receiving Party believes the Confidential Information must be disclosed under applicable law, Receiving Party may do so provided that, to the extent permitted by law, the other party is given a reasonable opportunity to contest such disclosure or obtain a protective order.

5.2. Security.

- (a) SunGard will implement commercially reasonable administrative, technical and physical safeguards designed to:
 - (i) ensure the security and confidentiality of Customer Data;
 - (ii) protect against any anticipated threats or hazards to the security or integrity of Customer Data; and
 - (iii) protect against unauthorized access to or use of Customer Data. SunGard will review and test such safeguards on no less than an annual basis.
- (b) If Customer makes the Solution or data maintained by the Solution accessible through the Internet or other networked

environment, Customer shall be solely responsible for all aspects of Internet use, and shall maintain, in connection with the operation or use of the Solution, adequate technical and procedural access controls and system security requirements and devices, necessary for data privacy, confidentiality, integrity, authorization, authentication and non-repudiation and virus detection and eradication.

- (c) To the extent that Third-Party Users are permitted to have access to the Solution, Customer shall maintain agreements with such Third Party Users that adequately protect the confidentiality and intellectual property rights of SunGard in the Solution and Documentation, and disclaim any liability or responsibility of SunGard with respect to such Third Party Users.

5.3. Personal Data. If SunGard processes or otherwise has access to any personal data or personal information on Customer's behalf when performing SunGard's obligations under this Agreement, then:

(i) Customer shall be the data controller (where "data controller" means an entity which alone or jointly with others determines purposes for which and the manner in which any personal data are, or are to be, processed) and SunGard shall be a data processor (where "data processor" means an entity which processes the data only on behalf of the data controller and not for any purposes of its own);

(ii) Customer shall ensure that it has obtained all necessary consents and it is entitled to transfer the relevant personal data or personal information to SunGard so that SunGard may lawfully use, process and transfer the personal data and personal information in accordance with this Agreement on Customer's behalf, which may include SunGard processing and transferring the relevant personal data or personal information outside the country where Customer and the Authorized Users are located in order for SunGard to provide the Solution and perform its other obligations under this Agreement; and (iii) SunGard shall process the personal data and personal information only in accordance with any lawful and reasonable instructions given by Customer from time to time as set out in and in accordance with the terms of this Agreement; and (iv) each party shall take appropriate technical and organizational measures against unauthorized or unlawful processing of the personal data and personal information or its accidental loss, destruction or damage so that, having regard to the state of technological development and the cost of implementing any measures, the measures taken ensure a level of security appropriate to the harm that might result from such unauthorized or unlawful processing or accidental loss, destruction or damage in relation to the personal data and personal information and the nature of the personal data and personal information being protected. If necessary, the parties will cooperate to document these measures taken.

5.4. SG Solution Details. The SG Solution Details are trade secrets and proprietary property of SunGard or its licensors, having great commercial value to SunGard or its licensors. Title to all SG Solution Details and all related intellectual property and other ownership rights shall be and remain exclusively with SunGard or its licensors, even with respect to such items that were created by SunGard specifically for or on behalf of Customer. SunGard and its Affiliates may freely use Feedback without attribution or the need for SunGard, its Affiliates or any third party to pay Customer or any third party any royalties or other fees of any kind. This Agreement is not an agreement of sale, and no intellectual property or other ownership rights to any SG Solution Details are transferred to Customer by virtue of this Agreement. All copies of SG Solution Details in Customer's possession

shall be deemed to be on loan to Customer during the term of this Agreement.

5.5. Use Restrictions. Except to the extent specifically authorized by this Agreement, Customer shall not, shall not attempt to, and shall not permit any other Person under its reasonable control to: (a) use any SG Solution Detail for any purpose, at any location or in any manner not specifically authorized by this Agreement; (b) make or retain any Copy of any SG Solution Detail; (c) create or recreate the source code for the Solution, or re-engineer, reverse engineer, decompile or disassemble the Solution except to the extent specifically permitted by applicable law; (d) modify, adapt, translate or create derivative works based upon the Solution or Documentation, or combine or merge any part of the Solution or Documentation with or into any other software or documentation except to the extent specifically permitted by applicable law; (e) refer to, disclose or otherwise use any SG Solution Detail as part of any effort either (i) to develop a program having any functional attributes, visual expressions or other features similar to those of the Solution or (ii) to compete with SunGard; (f) remove, erase or tamper with any copyright or other proprietary notice printed or stamped on, affixed to, or encoded or recorded in any SG Solution Detail, or fail to preserve all copyright and other proprietary notices in any Copy of any SG Solution Detail made by Customer; (g) sell, market, license, sublicense, distribute or otherwise grant to any Person, including any outsourcer, vendor, sub-contractor, consultant or partner, any right to use any SG Solution Detail or allow such other Person to use or have access to any SG Solution Detail, whether on Customer's behalf or otherwise; or (h) use the Solution to conduct any type of application service provider, service bureau or time-sharing operation or to provide remote processing, network processing, network telecommunications or similar services to any Person, whether on a fee basis or otherwise.

5.6. Notice and Remedy of Breaches. Each party shall promptly give notice to the other of any actual or suspected breach by it of any of the provisions of this Section 5, whether or not intentional, and the breaching party shall, at its expense, take all steps reasonably requested by the other party to prevent or remedy the breach.

5.7. Enforcement. Each party acknowledges that any breach of any of the provisions of this Section 5 may result in irreparable injury to the other for which money damages would not adequately compensate. If there is a breach, then the injured party shall be entitled, in addition to all other rights and remedies which it may have, to have a decree of specific performance or an injunction issued by any competent court, requiring the breach to be cured or enjoining all Persons involved from continuing the breach.

6. Professional Services.

6.1. Professional Services. An Order may identify certain Professional Services. .

6.2. Professional Services Fees. Customer shall pay to SunGard the professional services fees stated on the Order. In each case where professional services fees are not specified on the Order, then the fees for such services shall be based upon SunGard's then standard professional services fee rates.

6.3. Expense Reimbursements. Customer shall reimburse SunGard for reasonable travel, living and other out-of-pocket expenses incurred by SunGard personnel in connection with all services, including, but not limited to, Professional Services and maintenance and support

rendered by SunGard. Reimbursable expenses shall be incurred by SunGard personnel in accordance with SunGard's then current per diem travel expense guidelines, a copy of which will be included in the Order. SunGard shall invoice Customer for reimbursement of these expenses on a monthly basis, as incurred.

6.4. Cooperation and Access to Facilities, Data and Employees. To the extent reasonably necessary for SunGard to perform its obligations under this Agreement, Customer shall provide to SunGard access to Customer's location site, equipment, data and employees, and shall otherwise cooperate with SunGard in its performance hereunder, all as reasonably necessary for SunGard to perform its obligations under this Agreement.

6.5. Professional Services Warranty. SunGard warrants to Customer that Professional Services will be performed in a good and workmanlike manner by qualified personnel, subject to Section 6.4. SunGard shall have no liability under this Section 6.5 unless, within thirty (30) days after the actual date of the particular Professional Services, SunGard receives notice from Customer describing the breach of this warranty, together with adequate supporting documentation and data. Upon receipt of any such notice, SunGard's only obligation under this Section 6.5 is to remedy the breach and reperform the particular Professional Services affected as soon as reasonably practical at no additional charge.

6.6. Compliance with Customer Policies. While SunGard personnel are performing services at Customer's site, SunGard will ensure that such personnel comply with Customer's reasonable security procedures and site policies that are generally applicable to Customer's other suppliers providing similar services and that have been provided to SunGard in writing and in advance. Customer shall promptly reimburse SunGard for any out-of-pocket costs incurred in complying with such procedures and policies.

6.7. Contributed Material. In the process of SunGard's performing Professional Services, Customer may, from time to time, provide SunGard with designs, plans, or specifications, improvements, works or other material for inclusion in, or making modifications to, the Solution, the Documentation or any other deliverables ("**Contributed Material**"). Customer grants to SunGard a nonexclusive, irrevocable, perpetual, transferable right, without the payment of any royalties or other compensation of any kind and without the right of attribution, for SunGard, SunGard's Affiliates and SunGard's licensees to make, use, sell and create derivative works of the Contributed Material.

7. Term and Termination.

7.1. Order Term. The Order may state an initial term for the use of the Solution ("**Initial Term**") and may state renewal terms (each a "**Renewal Term**"). "**Order Term**" means the Initial Term together with any Renewal Terms.

7.2. Termination. Either party may terminate this Agreement by giving notice of termination to the other party if the other party breaches any of its material obligations (other than Customer's failure to pay Support Fees during a Renewal Support Term) under this Agreement and does not cure the breach within thirty (30) days after receiving notice describing the breach in reasonable detail.

7.3. Effect of Termination. The provisions of Sections 3, 4, 5, 7.3 and 10 shall survive any termination of this Agreement, whether under this Section 7 or otherwise. Customer shall be liable for all payments due

to SunGard for the period ending on the date of termination. Upon a termination of this Agreement, whether under this Section 7 or otherwise, or upon the expiration or termination of an Order Term, Customer shall: (i) discontinue all use of the affected Solution and Documentation, (ii) promptly return to SunGard all copies of the affected Solution and Documentation and any other affected SG Solution Details then in Customer's possession; and (iii) give notice to SunGard certifying that all copies of such items have been permanently deleted.

8. Terms Applicable To SaaS, ASP and Hosting. The following provisions in this Section 8 apply solely to Hosting Services and to Orders for and ASP Solution or SaaS Solution.

8.1. SaaS, ASP and Hosting. SunGard shall provide the Hosting Services and/or access to the ASP Solution or SaaS solution, as described and for the term specified on the Order.

8.2. Passwords and Solution Access. If SunGard provides Customer or its Authorized Users with unique access codes to access the Solution (each, a "**Password**"), Customer shall hold any such Passwords in strict confidence and shall not assign, share, misuse or abuse the Passwords or attempt to render ineffective the password protection of the Solution. If Customer suspects or learns that a Password is being used to gain unauthorized access to the Solution, Customer will immediately notify SunGard so that it can change, or assist Customer in changing, the applicable Password. To the extent the Solution is within SunGard's network, SunGard may suspend access to the Solution without advance notice if SunGard reasonably believes the Solution is being used or accessed in an unauthorized, illegal or disruptive manner, provided that SunGard will promptly notify Customer of any such event.

8.3. Customer Data.

(a) Customer shall supply, or cause to be supplied, all Customer Supplied Data. Customer shall transmit the Customer Supplied Data to SunGard by communications link or in another manner described on the Order. As between SunGard and Customer, Customer shall be responsible for ensuring that the Customer Supplied Data is Accurate and complete. Customer represents and warrant to SunGard that Customer has the full legal right for Customer and SunGard, its affiliates and agents to use the Customer Supplied Data for processing hereunder.

(b) Within thirty (30) days after termination of Hosting Services or of an Order for an ASP Solution or SaaS Solution, Customer shall give SunGard an instruction notice regarding the disposition of any tapes, data, files and other property belonging to Customer and then in SunGard's possession. To the extent practicable and at Customer's expense after receipt of such notice, SunGard shall use commercially reasonable efforts to comply with the notice, including converting the data on the Solution to machine-readable form. SunGard may retain such property until SunGard receives all payments due to SunGard under that Order. If Customer fails to give that notice within thirty (30) days after such termination, then SunGard may dispose of such property in a commercially reasonable manner.

(c) In order to improve SunGard's product and service offerings for its customers, SunGard may maintain a database of information residing on the Solution. SunGard and its affiliates may use and distribute such data in an aggregated and de-identified format, including as a part of the development, distribution and licensing of any SunGard product or service offering.

8.4. Regulatory Access. To the extent permitted by law, each party will notify the other promptly of any formal request by an authorized governmental agency or regulator to examine Customer Data or other records, if any, regarding Customer that are maintained in SunGard facilities under this Agreement. Customer will reimburse SunGard for the reasonable out-of-pocket costs SunGard incurs, and for time spent, in making such Customer Data or other records, if any, available for examination and audit by the governmental agency or regulatory authority that has jurisdiction over Customer's business.

8.5. Support. SunGard shall provide to Customer the ongoing support services as described in the Order.

8.6. Data Backup and Disaster Recovery. If the Solution maintains a database then, unless otherwise stated on the Order:

(a) SunGard shall provide an electronic backup of the Customer Data accordance with the backup cycle defined in the Order (and if no backup cycle is defined, at reasonable intervals); and

(b) SunGard shall maintain a disaster recovery plan which includes a procedure for the restoration of Customer's production environment at an alternate facility in the event of a disaster. SunGard's disaster recovery plan shall be tested at least once each calendar year.

8.7. Interruption to Solution. From time to time, SunGard shall be entitled (at its discretion, without incurring liability for so doing) to interrupt the Solution to: (i) perform repairs and other maintenance and install enhancements on SunGard's equipment, software and/or other systems that are required for the provision of the Solution, or (ii) make adjustments to its infrastructure (including, for example, in relation to resources shared by its other customers) and thereby cause a disruption in the provision of the Solution. Except in the case of emergency repairs, maintenance or adjustments, SunGard will (a) give Customer reasonable prior notice of the interruption; (b) limit such interruptions to outside of SunGard's normal business hours; and (c) use commercially reasonable efforts to minimize the impact of the interruption.

8.8. Harmful Code. Using a recent version of a reputable virus-checking product (to the extent commercially available), Customer will check the Specified Configuration for Harmful Code and ensure no Harmful Code is introduced by its end users or from its systems into any systems used in the Solution and will use commercially reasonable efforts to eliminate any such Harmful Code that either Customer or SunGard discovers.

8.9. Volume Increases. Customer shall give notice to SunGard whenever Customer intends to materially increase the volume of data to be processed on the Solution. Any such increase that results in an increase beyond the Scope of Use requires an additional executed Order and the payment of additional fees.

9. Terms Applicable to Software Licenses. The following provisions in this Section 9 apply solely to an Order that provides the right for Customer to install the Solution at the facility identified on the Order..

9.1. Grant. Except as otherwise provided in an Order, SunGard grants to Customer a non-transferable, non-exclusive, term license to use the Solution in accordance with this Agreement and the Scope of Use. The Solution shall be installed in object code form only at Customer's location(s) listed on the Order ("Designated Location(s)"). Customer may, subject to Section 10.4, use or access the Solution at or from Customer locations worldwide. Customer may change a Designated

Location by giving prompt notice thereof to SunGard. Customer may copy and use the Solution installed at the Designated Location for inactive back-up and disaster recovery purposes. Customer may copy the Documentation to the extent reasonably necessary for use of the Solution under this Agreement.

9.2. Initial Installation. SunGard shall deliver to Customer the initial Copies of the Solution stated on the Order by supplying such initial Copies (a) by physical shipment, such as on a disc or other media, or (b) by electronic delivery, such as by posting it on SunGard's network for downloading. Physical shipment is on F.O.B. terms, SunGard's shipping point and electronic delivery is deemed effective at the time SunGard provides Customer with access to download the Solution. The date of such delivery shall be referred to as the "Delivery Date."

9.3. Support. Beginning on the Order Execution Date and continuing for the duration of the initial support term set forth on the Order ("Initial Support Term"), SunGard shall provide the ongoing support services described in that Order; and Customer shall pay to SunGard support fees stated on such Order ("Support Fees"). Upon expiration of the Initial Support Term, the ongoing support services shall automatically renew and Customer shall be obligated to pay the Support Fees for additional annual support periods (each a "Renewal Support Term"), until the earlier of:

(a) a party giving the other notice of its intent to terminate ongoing support services (in accordance with Section 10.1) at least sixty (60) days before the end of the Initial Support Term or Renewal Support Term, as applicable, provided that SunGard shall not provide such notice of support termination if such termination would be effective prior to whichever is the later of (i) the fifth (5th) anniversary of the Order Execution Date; or (ii) the date which falls at the end of the period equal to two (2) times the Initial Support Term; or

(b) termination of this Agreement.

On an annual basis, SunGard may increase the Support Fees payable.

9.4. Support Termination. Upon the effective date of termination of ongoing support services by either party or at any time when Customer has failed to pay Support Fees ("Support Termination Date"): (i) SunGard shall discontinue providing all ongoing support services, including SunGard's obligations under Section 9.3; (ii) any SunGard warranties under this Agreement shall cease to apply for the period after the Support Termination Date; and (iii) SunGard shall not be liable for Customer's use of the Solution after the Support Termination Date except for SunGard's indemnification obligations for any third-party claims covered by Section 4.2 that arose prior to the Support Termination Date (but only to the extent such claim would not have been remedied by a Release made available by SunGard after the Support Termination Date).

9.5. Software Warranty. SunGard warrants to Customer that for a period of twelve (12) months from the Delivery Date, the Solution (as delivered to Customer by SunGard and when properly used for the purpose and in the manner specifically authorized by this Agreement), will perform as described in the Documentation in all material respects. SunGard's sole obligation and liability under this warranty is to comply with the provisions of Section 9.3 of this Agreement.

9.6. Remote Access of Installed Software. Provided that SunGard performs such services in accordance with the confidentiality provisions of this Agreement, Customer shall permit SunGard, at

SunGard's option, to remotely access the Solution installed at the Designated Location for the purpose of providing support services to Customer under Section 9.3 and otherwise implementing the purposes of this Agreement. In remotely accessing such Solution, SunGard will comply with Customer's reasonable security procedures and company policies that have been provided to SunGard in writing. Customer shall promptly reimburse SunGard for any out-of-pocket costs incurred in complying with such procedures and policies.

9.7. Backup. Customer acknowledges that it is the best judge of the value and importance of the data held on Customer's systems and that Customer shall be solely responsible for maintaining secure and complete back-up copies of all data that Customer processes using the Solution, which data will be backed-up on not less than a daily basis and which will be readily available on machines controlled by Customer to facilitate the prompt restoration of such data in the event of any loss of or damage to it. SunGard shall have no liability for any loss or damage caused by Customer's failure to maintain such backed-up copies.

9.8. Audit. At SunGard's expense and upon written request with reasonable notice, Customer will permit SunGard, its personnel or its outside auditors to enter the relevant Customer locations during normal business hours and audit the number of copies of the Solution and Documentation in Customer's possession and information pertaining to Customer's compliance with this Agreement. Such audits shall not occur more than once in any twelve (12) month period (unless SunGard believes, in good faith, that there has been a breach of this Agreement by Customer) and shall be performed in a manner not to disrupt Customer's business and operations and will respect the confidentiality of Customer, its suppliers and customers. Customer will, in a timely manner, reasonably cooperate with the auditors and provide the auditors all assistance as they may reasonably request in connection with the audit. Customer may require auditors acting on behalf of SunGard to execute reasonable confidentiality agreements and comply with Customer's reasonable security requirements, but the requirement will not apply to SunGard's internal auditors otherwise bound by the confidentiality conditions of this Agreement.

10. Other Provisions.

10.1. Notices. All notices, consents and other communications under or regarding this Agreement shall be in writing and shall be deemed to have been received on the earlier of: (a) the date of actual receipt; (b) the third business day after being mailed by first class, certified or air mail or (c) the first business day after being sent by a reputable overnight delivery service. Any notice may be given by facsimile, or email if notice by one of the foregoing is provided promptly thereafter. Customer's address for notices is stated on the Order. SunGard's address for notices is stated on the Order. In the case of (i) any notice by Customer alleging a breach of this Agreement by SunGard or (ii) a termination of this Agreement, Customer shall also mail a written notice to SunGard Data Systems Inc., 680 East Swedesford Road, Wayne, Pennsylvania 19087, Attention: General Counsel and such notices shall identify the name date, specific parties and SunGard Order Number. Either party may change its address for notices by giving written notice of the new address to the other party.

10.2. Defined Terms. As used in this Agreement, the terms below (and their plural forms) have the following meanings:

- (a) **"affiliate"** whether capitalized or not, means, with respect to a specified Person, any Person which directly or indirectly controls, is controlled by, or is under common control with the specified Person as of the date of this Agreement, for as long as such relationship remains in effect.
- (b) **"Authorized Recipient"** means: (i) with respect to Customer, Customer, any Authorized User and any employee of a Customer contractor, provided that the contractor is not a competitor of SunGard; and (ii) with respect to SunGard, SunGard, its foreign and domestic Affiliates and their respective contractors.
- (c) **"Authorized User"** means a Customer employee.
- (d) **"Confidential Information"** means all business or technical information disclosed by Disclosing Party to Receiving Party in connection with this Agreement. Confidential Information includes without limitation: (i) Customer Data and the details of Customer's computer operations; and (ii) the SG Solution Details. Confidential Information does not include information that: (aa) prior to the receipt thereof under this Agreement, had been developed independently by Receiving Party, or was lawfully known to Receiving Party, or had been lawfully received by Receiving Party from other sources, provided such other source did not receive it due to a breach of an agreement with Disclosing Party, and Receiving Party knew of such breach or ought to have reasonably known of such breach; (bb) is publicly known at or after the time either party first learns of such information, or generic information or knowledge which either party would have learned in the course of its work in the trade, business or industry; or (cc) subsequent to the receipt thereof under this Agreement; (1) is published by Disclosing Party or is disclosed generally by Disclosing Party to others without restriction on its use and disclosure; or (2) has been lawfully obtained by Receiving Party from other sources which Receiving Party reasonably believes lawfully came to possess it.
- (e) **"copy"** whether capitalized or not, means any paper, disk, tape, film, memory device or other material or object on or in which any words, object code, source code or other symbols are written, recorded or encoded, whether permanent or transitory.
- (f) **"Customer Data"** means data stored in, or processed by, the Solution; provided that aggregated data that is not personally identifiable data and not identifiable to Customer shall not be deemed Customer Data nor Customer's Confidential Information.
- (g) **"Customer Supplied Data"** means any information or data introduced into the Solution by or on behalf of Customer.
- (h) **"Disputed Amount"** means a good faith dispute by Customer of certain amounts invoiced under this Agreement. An amount will only constitute a Disputed Amount if (i) Customer has given notice of the dispute to SunGard promptly after receiving the invoice and (ii) the notice explains Customer's position in reasonable detail. A disputed will not exist as to an invoice in its entirety merely because certain amounts on the invoice are Disputed Amounts.
- (i) **"Documentation"** means the standard user documentation SunGard provides for the Solution, as such Documentation may be updated from time to time.

- (j) “**Error**” means a failure of a Supported Release to perform in all material respects in accordance with the Documentation.
- (k) “**Export Laws**” means any laws, administrative regulations and executive orders of the U.S., the United Kingdom and any other jurisdiction where any SG Solution Details will be located or from where any SG Solution Details will be accessed under this Agreement relating to the control of imports and exports of commodities and technical data, use or remote use of software and related property or services, embargo of goods or services or registration of this Agreement including the Export Administration Regulations of the U.S. Department of Commerce and the regulations and executive orders administered by the Office of Foreign Asset Control of the U.S. Department of the Treasury.
- (l) “**Feedback**” means any suggestions or recommendations for improvements or modifications to the Solution made by or on behalf of Customer.
- (m) “**including**” whether capitalized or not, means including but not limited to.
- (n) “**Liability Cap**” means the greater of Fifty Thousand U.S. Dollars (US\$50,000) or the amount identified on the Order as the liability cap, provided however that, if no amount is identified on the Order then the liability cap shall be Fifty Thousand U.S. Dollars (US\$50,000).
- (o) “**Open Source Software**” means computer software made generally available at no charge by the copyright holder under a license which provides the right to modify and distribute the software to anyone for any purpose at no charge.
- (p) “**person**” whether capitalized or not, means any individual, sole proprietorship, joint venture, partnership, corporation, company, firm, bank, association, cooperative, trust, estate, government, governmental agency, regulatory authority or other entity of any nature.
- (q) “**Professional Services**” means installation, implementation, training or consulting services including custom modification programming, support services relating to custom modifications, on-site support services, assistance with data transfers, system restarts and reinstallations provided by SunGard under this Agreement.
- (r) “**Release**” means a modification or update to the Solution, which SunGard, in its sole discretion, incorporates into the Solution without requiring its then existing client base to pay a separate fee (other than support fees).
- (s) “**Scope of Use**” means the Designated Computer(s), Designated Location(s), License Term, Platform, Business Purpose, Number of Trades, Number of Work Stations, Number of Developers, Number of Users, Volume Limit, Number of Production Databases, Number of Production Servers, and/or other restrictions or parameters as are stated in Section 5.5 or on the Order. Scope of Use shall not include the processing of any Acquired Business. Customer shall use the Solution in production to process Customer's business; provided that all increases in the Scope of Use require the execution of an amendment amending the Scope of Use.
- (t) “**SG Solution Details**” means any of the following: the Solution and Documentation, the object code and the source code for the Solution, the visual expressions, screen formats, report formats and other design features of the Solution, all ideas, methods, algorithms, formulae and concepts used in developing and/or incorporated into the Solution or Documentation, all future modifications, updates, Releases, improvements and enhancements of the Solution or Documentation, all derivative works (as such term is used in the U.S. copyright laws) based upon any of the foregoing and all copies of the foregoing.
- (u) “**Supported Release**” means, unless otherwise stated in the Order, the latest Release of the Solution that is generally available to SunGard's client base.
- (v) “**Third-Party Product**” means Third-Party Software, Third Party Hardware, Third-Party Data or Third-Party Services.
- (w) “**Third-Party Hardware**” means that hardware specified as third party hardware on the Order.
- (x) “**Third-Party Services**” means those services specified as third party services on the Order.
- (y) “**Third-Party Software**” means the software specified as third-party software on the Order.
- (z) “**Third-Party User**” means any of Customer's customers, or their customers, to the extent such persons are provided access to the Solution or Third-Party Data hereunder.
- 10.3. Parties in Interest.**
- (a) This Agreement shall bind, benefit and be enforceable by and against SunGard and Customer and, their respective permitted successors and assigns.
- (b) Customer shall not assign this Agreement or any of its rights hereunder, nor delegate any of its obligations hereunder, without SunGard's prior written consent, except such consent shall not be required in the case of an assignment of this Agreement (but not of any individual rights or obligations hereunder) to (i) a purchaser of or successor to substantially all of Customer's business (unless such purchaser or successor is a software, data processing or computer services vendor that is a competitor of SunGard, its parent company or any of its Affiliates) or (ii) an Affiliate of Customer, provided in the case of such an assignment, Customer guarantees the obligations of the assignee and the use of the Solution is not broadened beyond the Scope of Use. Any assignment by Customer in breach of this Section shall be void. Any express assignment of this Agreement, any change in control of Customer (or its Affiliate in the case of an assignment to that Affiliate under this Section 10.3(b) and any assignment by merger or otherwise by operation of law, shall constitute an assignment of this Agreement by Customer for purposes of this Section 0 (“**Customer Assignment**”). In the event of a Customer Assignment, or any acquisition of additional business by Customer, whether by asset acquisition, merger or otherwise by operation of law (collectively with the Customer Assignment, “**Customer Additional Business Acquisition**”), Customer shall give notice to SunGard notifying SunGard if Customer desires to use the Solution to process any additional business related to such Customer Additional Business Acquisition (“**Acquired Business**”).

10.4. Export Laws. Customer acknowledges that the SG Solution Details and the services provided by SunGard hereunder and this Agreement are subject to the Export Laws. Customer shall not violate the Export Laws or otherwise export, re-export or use, directly or indirectly (including via remote access), any part of the Solution, Confidential Information or services in a manner, or to or for any person or entity, for which a license or other authorization is required under the Export Laws without first obtaining such license or authorization.

10.5. Relationship. The relationship between the parties created by this Agreement is that of independent contractors and not partners, joint venturers or agents.

10.6. Entire Understanding. This Agreement, which includes and incorporates the Order, and any other schedules, exhibits and addenda hereto states the entire understanding between the parties with respect to its subject matter, and supersedes all prior proposals, marketing materials, negotiations, representations (whether negligently or innocently made), agreements and other written or oral communications between the parties with respect to the subject matter of this Agreement. In the event of a conflict between the provisions of the SST and an Order incorporating the SST, the terms of such Order shall prevail. Any written, printed or other materials which SunGard provides to Customer that are not included in the Documentation are provided on an "as is" basis, without warranty, and solely as an accommodation to Customer. In entering into this Agreement each party acknowledges and agrees that it has not relied on any express or implied representation, warranty, collateral contract or other assurance (whether negligently or innocently made), except those expressly set out in this Agreement. Each party waives all rights and remedies which, but for this Section 10.6, might otherwise be available to it in respect of any such representation (whether negligently or innocently made), warranty, collateral contract or other assurance. Nothing in this Agreement shall limit or exclude any liability for fraud or fraudulent misrepresentation.

10.7. Modification and Waiver. No modification of this Agreement, and no waiver of any breach of this Agreement, shall be effective unless in writing and signed by an authorized representative of the party against whom enforcement is sought. This Agreement may not be modified or amended by electronic means without written agreement of the parties with respect to formats and protocols. No waiver of any breach of this Agreement, and no course of dealing between the parties, shall be construed as a waiver of any subsequent breach of this Agreement.

10.8. Severability, Heading and Counterparts. A determination that any provision of this Agreement is invalid or unenforceable shall not affect the other provisions of this Agreement. Section headings are for convenience of reference only and shall not affect the interpretation of this Agreement. This Agreement may be executed in one or more counterparts, each of which shall be deemed an original and all of which together shall constitute one and the same instrument.

10.9. Personnel. Customer acknowledges that: (a) SunGard expends substantial time and money, on an ongoing basis, to recruit and train its programmers, trainers, data processing, customer support and professional services team personnel ("SunGard Personnel"); (b) SunGard's business is highly competitive, is marketed throughout the United States, Europe and in many other locations worldwide, and requires long sales lead times often exceeding one (1) year; and (c) if

Customer were to hire SunGard Personnel, then SunGard may suffer lost sales opportunities and would incur substantial time and money in hiring and training replacement(s) for those SunGard Personnel. Accordingly, if Customer, directly or through one or more subsidiaries or other controlled entities, hires any SunGard Personnel at any time when such SunGard Personnel is employed or engaged by SunGard or during the six (6) months after such employment or engagement ends, then Customer shall pay to SunGard as liquidated damages (and not a penalty) an amount equal to twelve (12) months of such SunGard Personnel's salary and other compensation (including bonus or commission payments) at the time of leaving his/her employment or engagement with SunGard. For purposes of this provision, "hire" means to employ as an employee or to engage as an independent contractor, whether on a full-time, part-time or temporary basis. This provision will remain in effect during the term of this Agreement and for a period of one (1) year after expiration or termination of this Agreement.

10.10. Jurisdiction and Governing Law. The United Nations Convention on Contracts for the International Sale of Goods does not apply to this Agreement or its subject matter. If Customer is, as of the Order Execution Date, headquartered inside the Americas, then only Section 10.10(a) below applies. If Customer is, as of the Order Execution Date, headquartered in the European Economic Area, Croatia and Switzerland then only Section 10.10(b) below applies. If Customer is, as of the Order Execution Date, headquartered outside of the Americas or the European Economic Area, Croatia and Switzerland then only Section 10.10(c) below applies.

- (a) This Agreement and any dispute or claim arising, directly or indirectly, out of or in connection with it or its subject matter or formation (including non-contractual disputes or claims) is governed by, and shall be construed and enforced in accordance with, the laws of the State of Florida excluding choice of law. Each party irrevocably (i) agrees that a County or Circuit Court in the Eighteenth Judicial Circuit, in and for Seminole County, Florida, or the United States District for the Middle District of Florida, shall have exclusive jurisdiction to settle any dispute, controversy or claim arising, directly or indirectly, out of or in connection with this Agreement, or the breach, termination or validity thereof (including non-contractual disputes or claims) and that such court shall be the proper venue therefor; (ii) waives the right to trial by jury, (iii) consents to service of process by first class certified mail, return receipt requested, postage prepaid, to the address at which the party is to receive notice and (iv) agrees that the prevailing party shall be entitled to recover its reasonable attorney's fees (including, if applicable, charges for in-house counsel), court costs and other legal expenses from the other party.
- (b) This Agreement and any dispute or claim arising, directly or indirectly, out of or in connection with it or its subject matter or formation (including non-contractual disputes or claims) is governed by, and shall be construed and enforced in accordance with, the laws of England and Wales excluding choice of law. Each party irrevocably agrees that the courts of England and Wales shall have exclusive jurisdiction to settle any dispute, controversy or claim arising, directly or indirectly, out of or in connection with this Agreement, or the breach, termination or validity thereof (including non-contractual disputes or claims).

The Contracts (Rights of Third Parties) Act 1999 shall not apply to this Agreement.

- (c) This Agreement and any disputes or claim arising, directly or indirectly, out of or in connection with it or its subject matter or formation (including non-contractual disputes or claims) is governed by, and shall be construed and enforced in accordance with, the laws of England and Wales excluding choice of law. Each party irrevocably agrees that the any dispute, controversy or claim arising, directly or indirectly, out of or in connection with this Agreement, or the breach, termination, or validity thereof (including non-contractual disputes or claims), shall be referred to and finally resolved by the International Court of Arbitration of the International Chamber of Commerce under the Rules of Arbitration of the International Chamber of Commerce ("ICC") for the time being in force, which rules are deemed to be incorporated by reference in this Section. The location and seat of the arbitration shall be (i) London if Customer is headquartered in Europe, Middle East or Africa and (ii) Singapore if Customer is headquartered in Asia Pacific. There shall be one arbitrator. The arbitrator shall be agreed between

the parties. Failing agreement, or if the arbitrator selected is unable or is unwilling to act, the appointing authority shall be the ICC. The arbitration proceedings shall be conducted in English. The decision of the arbitrator shall be final and binding upon both parties and shall be enforceable in any court of law. Each of the parties waives irrevocably their right to any form of appeal, review or recourse to any state court or other judicial authority, insofar as such waiver may be validly made. Notwithstanding anything to the contrary in this Agreement, either party may at any time seek an interim injunction or other interlocutory relief in a court of competent jurisdiction in order to protect any urgent interest of such party, including, but not limited to, the confidentiality provisions of this Agreement. The law governing the arbitration agreement contained in this Section, the arbitration, and the conduct and procedure of the arbitration, shall be the laws of England and Wales. The Contracts (Rights of Third Parties) Act 1999 shall not apply to this Agreement.

Cloud Services Agreement

ASP Order

By the signatures of their duly authorized representatives below, the SunGard entity identified below (“SunGard”) and the customer identified below (“Customer”), intending to be legally bound, agree to all of the provisions of this Order (the “Order”), and agree that this Order represents a separate contract between such SunGard entity and Customer, with an order execution date of the latest date shown on the signature page below (“Order Execution Date”) and order effective date of the first of the month following the Order Execution Date (“Order Effective Date”) and an. This Order incorporates and is governed by all of the terms of the SunGard Standard Terms and Conditions attached hereto as Exhibit 3 (“SST”) as if the SunGard entity was “SunGard” and Customer was “Customer” thereunder.

Capitalized terms not defined in this Order have the meaning given them in the SST.

SunGard Public Sector LLC	<Customer>
By: ** DRAFT SAMPLE **	By: ** DRAFT SAMPLE **
Print Name:	Print Name:
Print Title:	Print Title:
Date Signed:	Date Signed:

SUNGARD ORDER # _____

SOLUTION AND RELATED INFORMATION

1. **SOLUTION:** SunGard ONESolution Public Administration applications identified below:
2. **TRANSMISSION OF CUSTOMER SUPPLIED DATA:** The Solution will be operated by the Customer via workstations. Customer must provide remote access to its facility using a SunGard approved remote access client so that SunGard can perform the support obligations and/or services under this Agreement; and will provide appropriate security access and accounts for SunGard staff and each session participant. In addition, and subject to a separate written agreement between the parties, including agreement upon the additional fees payable in that respect to cover dedicated communication costs, SunGard may provide WAN/VPN connectivity to Customer for accessing the hosted environment for custom application and interfaces.
3. **DOCUMENTATION:** SunGard’s standard user manuals for the Solution listed above.
4. **INITIAL TERM:** <INSERT TERM> months commencing on the Order Effective Date.
5. **RENEWAL RIGHTS:** Upon expiration of the Initial Term set forth above this Order shall automatically renew for successive one (1) year Renewal Terms at the then-current rates. Either party may elect to not enter into a Renewal Term by providing the other party with written notice at least one hundred and twenty (120) days prior to the end of the Initial Term or then-current Renewal Term, as the case may be.
6. **SCOPE OF USE**
 - a. **DESIGNATED LOCATION(s):** _____. Customer’s Authorized Users may access the Solution from anywhere in the United States, subject always to the Export Laws and the total number of Authorized Users licensed hereunder.
 - b. **NUMBER OF NAMED AUTHORIZED USERS:**
 ____ Named Users and ____ Observer licenses of the Solution purchased by Customer and installed on ____ workstations. (Platform support Windows 7 Operating System).
7. **THIRD PARTY SOFTWARE:** <INSERT>

8. FEES

A. License Fees: None.

B. Annual Processing Fees: SEE EXHIBIT 1

a. ADDITIONAL AUTHORIZED USERS FEES: Customer acknowledges that the Annual Processing Fee set forth above has been determined based on the number of Authorized Users licensed on the Order Effective Date. If Customer desires at any time during the term of this Order to increase the number of Authorized Users beyond the number of Authorized Users set forth above, Customer shall provide SunGard with advance written notice and SunGard may increase the Processing Fee payable under this Order accordingly.

b. OTHER FEES:

a) If Customer's use of the Solution increases in any way which would reasonably cause SunGard to incur additional hardware costs to maintain such increased usage, SunGard shall invoice Customer for such fees as are reasonable in respect of such additional hardware cost incurred.

b) <INSERT OTHER APPLICABLE FEES, IF ANY>

C. Professional Services Fees: SEE COST SUMMARY – EXHIBIT 1

D. Scope of Work: As described in Annex 3 attached hereto.

9. The Liability Cap: Shall be the total of the Professional Services and Annual Processing Fees actually paid by Customer to SunGard under this Order during the twelve (12) month period immediately preceding the event giving rise to the claim occurring.

10. PAYMENT TERMS:

a. The Annual Processing Fee is due upon the Order Effective Date and annually thereafter on the anniversary date thereof.

b. Installation, Project Management, and Training Fees are due as follows: 100% on the Execution Date.

c. Implementation and Conversion Fees are due as follows: 100% on the Execution Date.

d. Professional Services Fees (includes Configuration Mapping, Report Development, Workflow Development, Business Process Review, and Audit) are due as follows: 100% on the Execution Date.

e. Custom Modification Fees are due as follows: 100% on the Execution Date.

f. Third Party Products Software & Hardware Fees are due as follows: 100% on the Execution Date.

g. Third Party Products Services Fees are due as follows: 100% on the Execution Date.

h. Travel and Living Expenses: Travel and living expenses are in addition to the prices quoted above and will be invoiced as incurred and shall be governed by the SunGard Public Sector Corporate Travel Expense Guidelines attached hereto as Exhibit 2.

11. ADDRESSES

a. CUSTOMER ADDRESS FOR INVOICES: _____

b. CUSTOMER ADDRESS FOR NOTICES: _____

c. CUSTOMER ADDRESS FOR SOFTWARE SHIPMENT: _____

d. SUNGARD'S ADDRESS FOR NOTICES:

SunGard Public Sector LLC
Attn: Legal Counsel
1000 Business Center Drive
Lake Mary, FL 32746

12. OTHER TERMS:

- a. Customer shall procure the Specified Configuration set forth in Annex 1 in accordance with Section 2 of the SST.
- b. SunGard shall provide the access to the Solution during the hours described in Annex 2 attached hereto, and provide the Solution Support described in Annex 2.
- c. SunGard shall provide and install new releases of the Solution at no additional charge. However Customer shall be responsible for the payment of consulting fees on a time and material basis in respect of any professional services provided by SunGard for the upgrade of any customizations to the Solution made by SunGard at Customer's request; provided the parties enter into a professional services schedule in respect of any such upgrade which shall stipulate the applicable then-current professional fee rates in respect thereof.
- d. As and when Customer is required to upgrade to a new release, SunGard shall make such new release available to Customer in a test environment for a period of at least sixty (60) days (the "**Parallel Run Period**"). Unless Customer reports to SunGard any material errors in such new release, Customer shall accept modifications, revisions and updates in the Solution and Documentation, including changes in programming languages, rules of operation and screen or report format, as and when they are implemented by SunGard. If material errors are discovered during the Parallel Run Period, the Parallel Run Period shall automatically be extended by the number of days between the date that any material errors were reported and the date that SunGard has remedied such errors. Customer acknowledges that modifications, revisions and updates in the Solution permitted by this Order may result in changes in the form, timing or other features of on-line services, reports and other Solution provided under this Order.
- e. If Customer's use of the Solution increases in any way which would reasonably cause SunGard to incur additional hardware costs to maintain such increased usage, SunGard shall invoice Customer for such fees as are reasonable in respect of such additional hardware cost incurred.

13. OTHER TERMS APPLICABLE TO THIS ORDER:

- **SUNGARD PUBLIC SECTOR TRAVEL EXPENSE GUIDELINES (Exhibit 2)**
- **ANNEX 1 - SPECIFIED CONFIGURATION**
- **ANNEX 2 - SOLUTION AVAILABILITY AND SUPPORT**
- **SUPPORT STANDARDS SUPPLEMENT**
- **ONESOLUTION TRANSACTION MANAGER SUPPLEMENT**
- **<NOTE: ADDITION SUPPLEMENTS MAY APPLY BASED ON FINAL PRODUCT SELECTION>**

EXHIBIT 2**SUNGARD PUBLIC SECTOR TRAVEL EXPENSE GUIDELINES**

SunGard Public Sector will adhere to the following guidelines when incurring travel expenses:

All arrangements for travel are to be made through the SunGard Corporate Travel Agent unless other arrangements have been made with the Customer and are documented in writing.

AIR TRAVEL – SunGard Public Sector will use the least expensive class of service available with a minimum of seven (7) day, maximum of thirty (30) day, advance purchase. Upon request, SunGard Public Sector shall provide the travel itinerary as the receipt for reimbursement of the air fare and any fees. Fees not listed on the itinerary will require a receipt for reimbursement.

Trips fewer than 250 miles' round are considered local. Unless a flight has been otherwise approved by the Customer, Customer will reimburse the current IRS approved mileage rate for all local trips.

LODGING – Reasonable lodging accommodations are reimbursable, up to \$125 per night. If, depending on the city, reasonable accommodations cannot be secured for \$125 per night, Customer's prior approval will be required. Upon request by Customer, the hotel receipt received upon departure will be submitted for reimbursement. All food items, movies, and phone/internet charges are not reimbursable.

RENTAL CAR – Compact or Intermediate cars will be required unless there are three or more SunGard Public Sector employees sharing the car in which case the use of a full size car is authorized. Gas is reimbursable however pre-paid gas purchases will not be authorized and all rental cars are to be returned with a full tank of gas. Upon request, receipts for car rental and gas purchases will be submitted to Customer. SunGard Public Sector shall decline all rental car insurance offered by the car rental agency as staff members will be covered under the SunGard Public Sector auto insurance policy. Fines for traffic violations are not reimbursable expenses.

OTHER TRANSPORTATION – SunGard Public Sector staff members are expected to use the most economical means for traveling to and from the airport (Airport bus, hotel shuttle service). Airport taxi or mileage for the employee's personal vehicle (per IRS mileage guidelines) are reimbursable if necessary. Upon request, receipt(s) for the taxi will be submitted to Customer. Proof of mileage may be required and may be documented by a readily available electronic mapping service. The mileage rate will be the then-current IRS mileage guideline rate (subject to change with any change in IRS guidelines).

OTHER BUSINESS EXPENSES – Parking at the airport or client site is reimbursable. Tolls to and from the airport and while traveling at the client site are reimbursable. Tipping on cab fare exceeding 20% is not reimbursable. Porter tips are reimbursable, not exceeding \$1.00 per bag. Laundry is reimbursable when travel includes a weekend day or Company Holiday. Laundry charges must be incurred during the trip and the limit is one shirt and one pair of pants/skirt per day. With the exception of tips, receipts shall be provided to Customer upon request for all of the aforementioned items.

MEALS

\$57.00 per day Standard Per Diem

\$11.40 – Breakfast

\$14.25 – Lunch

\$31.35 – Dinner

ANNEX 1 - SPECIFIED CONFIGURATION

<INSERT SPECIFIED CONFIGURATION/HARDWARE REQUIREMENTS>

ANNEX 2 - SOLUTION AVAILABILITY AND SUPPORT

1. SunGard's Responsibilities

SunGard undertakes all responsibilities as outlined under Parts 1 and 2 of this Annex 2.

2. Customer Responsibilities

SunGard will not be liable for a failure to perform its responsibilities under this Annex 2 to the extent such failure is directly caused by the Customer not complying with its obligations under this Agreement.

- A. Customer will designate named contacts for contacting support. These named contacts will have undertaken specific training under the supervision of SunGard in order to log faults and interact with support services.
- B. Customer may be asked to perform problem determination activities as suggested by SunGard. Problem determination activities may include capturing error messages, documenting steps taken and collecting configuration information. Customer may also be requested to perform resolution activities including modifying processes. Customer agrees to cooperate with such requests, if reasonable.
- C. Customer is responsible for the training and organization of its staff.
- D. SunGard is not required to provide any services relating to problems arising out of any alterations of or additions to the Solution performed or authorized by parties other than SunGard (including its contractors, or third parties under SunGard's control). The Solution does not include development work on software not licensed from SunGard or development work for enhancements or features that are outside the documented functionality of the Solution except such work described in Exhibit 1 and Annex 3. Customer may request consulting and development work from SunGard as a separate billable service.
- E. Customer will appoint a vendor liaison manager who will be Customer's primary contact with SunGard on all commercial matters related to the Solution.

3. Disagreement procedure

In case the parties are in disagreement as to whether SunGard has fulfilled its obligations under this ASP Order the parties shall use all reasonable efforts to amicably settle such dispute within five (5) working days. If the disagreement remains following such five working day period, the parties shall escalate the problem to the following representatives for the respective company to resolve the dispute:

SunGard: Director of Operations (first level); VP of Services (escalation – 1st level); General Manager (escalation – 2nd level)

Customer: _____

The disagreement procedure proposed herein shall not limit either party's right to bring a claim as provided for in the Agreement. Notwithstanding any dispute under this Annex 2, the parties have a duty to continue fulfilling all their other obligations under this Agreement.

PART 1: SOLUTION AVAILABILITY AND HOSTING SERVICES

ONESolution Public Administration Standards Sheet

Hosted ONESolution Standards Sheet

Service Level Commitments

The following Service Level commitments apply to the Customer's production systems. This does not include testing or training systems.

A. Availability

1. SERVICE LEVELS FOR THE APPLICATION SERVICES

SunGard Public Sector shall provide access to the Solution (the "Application Services") in accordance with the following service level commitment provisions.

1. Overall System Availability

1.1 **Target.** In each Service Period, the target for availability of the Application Services is 99.5% ("Availability Target"). "Service Period" means 24 hours per day Monday through Sunday each calendar month that Customer receives the Application Services, excluding scheduled and emergency maintenance times. SunGard Public Sector will notify the Customer of all such maintenance windows.

1.2 **Measurement.** Service availability is measured as the total time that the Application Services are available during each Service Period for access by Customer ("Service Availability"). Unless otherwise specified, the measurement period for Service Availability is each Service Period and Service Availability shall be calculated at the end of each Service Period. Service Availability measurement shall be applied to the production environment and the points of measurement for all Application Services monitoring shall be the servers and the Internet connections at SunGard's hosted environment.

If SunGard's monitoring tool for Service Availability indicates that the Availability Target was not met or otherwise indicates that the Service Availability was lower than anticipated but SunGard can otherwise show, by reasonable evidence and supporting documentation, the actual Service Availability was in fact different, then the Service Availability indicated by such other evidence and supporting documentation shall apply for the purposes of this Part 1 – Service Level Commitment and ASP Procedures.

1.3 **Calculation.** The standard Actual Service Availability in the relevant Service Period will be calculated on a monthly basis using the following calculation:

Total number of minutes available during the monthly Service Period less the total amount of minutes in which Customer does not receive the services, excluding events covered under Section H, "Exceptions." The resulting figure is divided by the total number of minutes available during the monthly Service Period excluding events covered under Section H "Exceptions" to calculate the Actual Service Availability in the relevant Service Period.

Service Availability Targets are subject to change monthly. In an average 30 day month, the Service Availability Target of 99.5% provides 3 hours 16 minutes 58.2 seconds of potential downtime.

1.4 **Remedy.** If following the target measurement at the end of each Service Period, the Availability Target is not met with the result that the Customer's use of the Application Services is severely interrupted then the Customer shall be entitled to a credit calculated as follows:

Actual Service Availability in the relevant Service Period	Percentage Reduction in Monthly Fee payable by Customer in the Immediately Subsequent Service Period
Less than 99.5% but greater than or equal to 99.0%	5%
Less than 99.0% but greater than or equal to 95%	10%
Less than 95%	25%

If during the term of this Order, SunGard fails to meet the service level commitment targets specified above, the Customer's sole and exclusive remedy in relation to such failure shall be the applicable credits specified. In no event shall SunGard be obliged to provide any refund in relation to any credit, but rather the credit shall be applied to the next following invoice due to the Customer. SunGard will utilize monitoring software to track and report actual service availability in the relevant service period. If the actual service availability during the relevant service period does not achieve the Availability Target, SunGard will automatically apply a service credit per the specifications above. However, any credit entitlement that is not reported by SunGard, must be requested by the Customer within six (6) months of its availability shall no longer be available and the Customer will be deemed to have waived any rights in relation thereto and (for the avoidance of doubt) SunGard's failure to meet the relevant service level commitment. In no event will credits due in any given month exceed twenty-five percent (25%) of that month's fees. Customer shall not be entitled to offset any monthly Application Services fee payments nor withhold fee payments on account of a pending credit. Customer shall not be eligible for credits for any period where Customer is more than thirty (30) days past due on their account. The amount of any unused credit shall be paid in cash to Customer upon termination of the Agreement.

SunGard will provide reporting, as provided in Section F, showing performance and monthly service levels.

B. Server Performance

SunGard shall provide sufficient server capacity for the duration of this Order to meet the reasonable performance requirements of the number of concurrent system users provided for in this Order.

SunGard shall provide hardware resources sized for the number of users and software modules licensed in the Order Form Exhibit 1. If the Customer requests, at some later date to add additional software modules, increase user licenses, and/or request additional environments, the hardware and third party software requirements of such additions will be evaluated. If additional resources are required to support such modifications, additional fees may apply.

If the addition of users, unusually heavy use, or other factors require additional resources for support of the Customer (e.g., hardware, software, people, data communications link, etc.), SunGard and the Customer will confer on the matter until a mutually agreeable solution is identified.

Performance monitoring and tuning will be performed as necessary to maintain an average in network interactive response time. "In network" is defined as any point between which the data packet enters the SunGard environment and subsequently departs the SunGard environment. Any point of communications outside of the SunGard protected network environment, shall be deemed as "out of network."

SunGard is not responsible for Internet connectivity and/or performance outside the internal SunGard host site infrastructure.

C. Server Performance Stress Test

At the request of the Customer, SunGard will coordinate a performance stress test with the Customer at an agreed upon time during implementation and, upon request, after go-live. SunGard will work with the Customer to identify critical application screens to benchmark during the performance stress test and coordinate with the Customer to create an accurate test scenario with the Customer's End Users. Customer agrees to provide the resources necessary to simulate the desired load. SunGard agrees to monitor and provide reports showing system utilization. Upon completion of the performance stress test, SunGard and the Customer will mutually agree to the performance benchmarks for the identified critical screens taking into consideration Internet latency, End User workstations limitations, and the Customer's Local Area Network.

D. Scheduled and Emergency Maintenance for Application Services

Scheduled maintenance

System maintenance

SunGard will provide all necessary hosted systems and network maintenance as deemed appropriate and necessary by SunGard. All necessary maintenance will be completed outside of the Customer's standard business hours of operation, unless requested by Customer.

SunGard application maintenance and upgrades

Software maintenance and upgrades will be performed outside of the Customer's standard business hours of operation, unless requested by Customer. Software maintenance and upgrades will be scheduled in advance with the Customer's primary contact.

Hardware maintenance and upgrades

Hardware maintenance and upgrades will be performed outside of the Customer's standard business hours of operation, unless requested by Customer. The primary Customer contact will be notified via the on file e-mail address prior to hardware upgrades being performed.

Emergency maintenance

Emergency situations will be handled on a case-by-case basis in such a manner as to cause the least possible disruption to overall system operations and availability without negatively affecting system stability and integrity. The primary Customer contact will be notified, when possible, via the on file e-mail address, prior to emergency maintenance being performed. If no contact is made, emergency maintenance will move forward as deemed necessary by SunGard management.

E. Incident Response

Incidents are defined as interruptions to existing service and can range in priority from urgent to low depending on the impact to the Customer. Incident priorities are defined as the following:

Priority Level	Impact	Description
1	Urgent	An Incident that (a) results in loss of Customer connectivity to all of the Application Services or (b) results in loss, corruption or damage to Customer's Data.
2	Critical	An Incident that has an adverse material impact on the performance of the Application Services or materially restricts Customer's use of the Managed IT Services as part of Customer's day-to-day operations.
3	Non-Critical	An Incident that does not result in a failure of the Application Services but a fault exists in the Managed IT Services that restricts Customer's use of the Managed IT Services.
4	Minor	An Incident that does not affect or which has minimal adverse impact on the use of the Application Services.

SunGard will make commercially reasonable efforts to respond to Application Services incidents for live production systems using the following guidelines:

Priority Level	Performance Target	Minimum Performance % Goal
Priority 1 (Urgent)	SunGard will respond within 1 hour of the issue being reported.	95%
Priority 2 (Critical)	SunGard will respond within 4 hours of the issue being reported.	95%
Priority 3 (Non-Critical)	SunGard will respond within 16 hours of the issue being reported.	95%
Priority 4 (Minor)	SunGard will respond within 48 hours of the issue being reported.	95%

Measurement. SunGard shall track and report on response and resolution time for application and hosting support issues identified by the Customer.

F. Reporting

SunGard shall measure its performance against the performance metrics as set forth herein and shall provide a report of such performance on a monthly basis. Such report(s) shall be delivered via an agreed upon method and within ten (10) days following the end of the applicable monthly measurement period. SunGard will schedule a performance review with the Customer upon request.

G. Exceptions.

Notwithstanding anything herein, SunGard shall not be responsible for failure to carry out any of its obligations under this Part 1 – Service Level Commitment and ASP Procedures.(including liability to apply any credit for any failure to meet a service level commitment target) if the failure is caused by:

- (a) scheduled downtime in order to carry out maintenance or suspensions in the Application Services that Customer has been notified of in advance that occurs outside of Normal Business Hours provided that in

event of any critical or urgent system issue that does not reasonably permit advance notice to Customer, SunGard shall provide notice as and when commercially reasonable with respect to such urgent issue, or as otherwise reasonably agreed between Customer and SunGard. The system is reserved for maintenance on Sundays from 12 a.m. – 5 p.m., customer local time;

- (b) adverse impact due to the defectiveness of the Customer's environment or Customer' systems or due to Customer data supplied to the Application Services;
- (c) adverse impact as a result of denial of reasonable access by SunGard personnel to relevant portion of Customer's systems or premises that prevents SunGard from addressing and provided that no other commercially reasonable method is available to attain such information;
- (d) adverse impact due to material changes made to the usage of the Application Services by Customer where SunGard has not agreed to such changes in advance and in writing;
- (e) adverse impact due to the modification or alteration in any way by Customer or its subcontractors of communications links necessary to the proper performance of the Application Services;
- (f) adverse impact due to a Documented Defect;
- (g) a force majeure event, or the negligence or intentional acts or omissions of Customer or its agents.

H. ASP Procedures

A. Incident Resolution

Performance targets vary due to issue complexity and priority. For critical requests, SunGard provides a continuous resolution effort until the issue is resolved.

B. Service Requests

Service requests are new requests that will take less than 8 hours to accomplish. The SunGard Cloud Solutions management team will perform the prioritization for these requests. There will be a targeted resolution goal of up to five (5) days with extra time being allowed if equipment or software needs to be ordered or multiple products have to be analyzed. However, more complex requests may take longer to complete. Any new service requests requiring more than 8 hours to accomplish may constitute a project and must be scheduled.

C. Test/Training Environments

SunGard will make commercially reasonable efforts to provide test/training environments during Customer business hours. For avoidance of doubt, the aforementioned test/training environments are not included under the SLA metrics period(s) hereunder.

Scheduled Maintenance

System maintenance

SunGard will provide all necessary hosted systems and network maintenance for test/training environments as deemed appropriate and necessary by SunGard Cloud Solutions. All necessary maintenance will be scheduled with the Customer and may be completed during business hours.

SunGard application maintenance and upgrades

Software maintenance and upgrades for test/training environments may be performed during the Customer's standard business hours. Software maintenance and upgrades will be scheduled in advance with the Customer's primary contact.

Hardware maintenance and upgrades

Hardware maintenance and upgrades for test/training environments may be performed during the Customer's standard business hours. The primary Customer contact will be notified via the on file e-mail address prior to hardware upgrades being performed.

Emergency maintenance

Emergency situations will be handled on a case-by-case basis in such a manner as to cause the least possible disruption to overall system operations and availability without negatively affecting system stability and integrity. The primary Customer contact will be notified, when possible, via the on file e-mail address, prior to emergency maintenance being performed. If no contact is made, emergency maintenance will move forward as deemed necessary by SunGard Cloud Solutions management.

Incidents and service requests.

Test/training environment incidents will be considered priority 3 and priority 4 incidents and handled as such. Service requests will be prioritized and scheduled similar to production service requests.

Test/training environment refreshes

Test/training environment refreshes will be provided in accordance with the terms of this Order, which indicates the number of refreshes provided in a calendar year. Upon written receipt of a Customer's refresh request, SunGard will schedule and complete the refresh within 4 weeks of the request.

I. **Responsibility Summary Matrix**

Responsibility Summary Matrix		
Description	SunGard Responsibility	Customer Responsibility
ASP Server Hardware management	X	
ASP Server File system management	X	
ASP Server upgrades and maintenance	X	
ASP Database product upgrades and maintenance	X	
ASP 3 rd Party product upgrades and maintenance	X	
Application Update Installation		
Request to install application updates		X
Installation of application updates	X	
ASP Backup Management	X	
Data and or File restoration		
Request to restore data and or files		X
Restoration of data and or files	X	
Network		
ASP Network up to and including the router at SunGard's location	X	
ASP Router at Customer's location	X	
Customer's network up to the router at Customer's location		X
Customer Workstations		X
System Performance	X	X
Add/Change users		
User add/change requests		X
User add/change implementation for System Access	X	
User add/change implementation for Software Applications		X
Add/Change Printers		
Printer add/change requests		X
Printer add/change implementation on ASP network	X	
Printer add/change implementation for Software Applications		X
Disaster Recovery	X	
Password Management	X	X
Application Management		
Application Configuration		X
Application Security Management		X
Accuracy and Control of Data		X

PART 2: ERROR CORRECTION

1. SunGard shall provide to Customer, during SunGard's support hours as set forth in the Support Standards below ("Support Hours"), telephone assistance regarding Customer's proper and authorized use of a new edition of a Solution (the "Release"), as applicable.
2. SunGard shall provide to Customer, during the Support Hours, commercially reasonable efforts in solving errors reported by Customer in accordance with this Order. Customer shall provide to SunGard reasonably detailed documentation and explanation, together with underlying data, to substantiate any error and to assist SunGard in its efforts to diagnose, reproduce and correct the error. These support services shall be provided by SunGard at Customer location(s) if and when SunGard and Customer agree that on-site services are necessary to diagnose or resolve the problem. If a reported error did not, in fact, exist or was not attributable to a defect in the Solution or an act or omission of SunGard, then Customer shall pay for SunGard's investigation and related services at SunGard's standard professional services rates. Customer must provide SunGard with such facilities, equipment and support as are reasonably necessary for SunGard to perform its obligations under this Order, including remote access to the Specified Configuration.
3. Customer shall promptly install and/or use any Release provided by SunGard to avoid or mitigate a performance problem or infringement claim. All modifications, revisions and updates to the Solution shall be furnished by means of new Releases of the Solution and shall be accompanied by updates to the Documentation whenever SunGard determines, in its sole discretion, that such updates are necessary.

Support Standards

I. **Support Hours: Hours During Which SunGard's Telephone Support Will be Available to Customer in Connection with the Provision of Maintenance:** Unless otherwise noted in the Order as to Support Type, support hours are Monday through Friday, 8:00 A.M. to 5:00 P.M. Customer's Local Time within the continental United States, excluding holidays ("5x9").

II. **Targeted Response Times.**

"Notification" means a communication to SunGard's help desk by means of: (i) SunGard's web helpline; (ii) the placement of a telephone call; or (iii) the sending of an e-mail, in each case, in accordance with SunGard's then-current policies and procedures for submitting such communications.

With respect to SunGard's support obligations, SunGard will use diligent, commercially reasonable efforts to respond to Notifications from Customer relating to the Solution identified in the Order in accordance with the following guidelines with the time period to be measured beginning with the first applicable SunGard "Telephone Support" hour occurring after SunGard's receipt of the Notification:

Priority	Description	Response Goal*	Resolution Goal*
Urgent 1	A support issue shall be considered Urgent when it produces a Total System Failure; meaning SunGard's Solution is not performing a process that has caused a complete work stoppage.	SunGard has a stated goal to respond within 60 minutes of the issue being reported and have a resolution plan within 24 hours.	Although resolution times vary depending on the exact issue and customer environment, SunGard has a stated goal to resolve an urgent issue within 24 hours or provide a resolution plan with urgent issues within 24 hours of the issue being reported. A resolution plan details the steps necessary to understand and possibly resolve the issue.
Critical 2	A support issue shall be considered Critical when a critical failure in operations occurs; meaning SunGard's Solution is not performing a critical process and prevents the continuation of basic operations. Critical problems do not have a workaround. This classification does not apply to intermittent problems.	SunGard has a stated goal to respond within two hours of the issue being reported.	
Non-Critical 3	A support issue shall be considered Non-Critical when a non-critical failure in operations occurs; meaning SunGard's Solution is not performing non-critical processes, but the system is still usable for its intended purpose or there is a workaround.	SunGard has a stated goal to respond within four hours of the issue being reported.	
Minor 4	A support issue will be considered Minor when the issue causes minor disruptions in the way tasks are performed, but does not affect workflow or operations. This may include cosmetic issues, general questions, and how to use certain features of the system.	SunGard has a stated goal to respond within 24 hours of the issue being reported.	

* Measured from the moment a Case number is created. As used herein a "Case number" is created when a) SunGard's support representative has been directly contacted by Customer either by phone, email, in person, or through SunGard's online support portal, and b) when SunGard's support representative assigns a case number and conveys that case number to the Customer. Customer must provide remote access to its facility using a SunGard approved remote access client so that SunGard can perform the support obligations and/or services under this Order; and will provide appropriate security access and accounts for SunGard staff and each session participant.

ANNEX 3

PROJECT SCOPE OF WORK

<INSERT>

SUNGARD TRANSACTION MANAGER SUPPLEMENT

Special Terms Relating to the SunGard Transaction Manager: In addition to any SunGard Transaction Manager configuration and / or setup fee(s) listed above, Customer will be responsible for payment of a monthly usage fee on a monthly basis relating to the SunGard Transaction Manager. Upon the conclusion of each month following installation of the SunGard Transaction Manager (KT / OS-KT), SunGard will invoice Customer a monthly usage fee equal to the following:

- i. Eight point five cents (\$0.085) for each transaction processed by the SunGard Transaction Manager during the prior month;

or

- ii. Five point five cents (\$0.055) for each transaction processed by the SunGard Transaction Manager during the prior month provided that Customer utilizes a SunGard approved payment partner for that transaction's related merchant services;

or

- iii. One hundred Fifty dollars (\$150.00) if the applicable transaction-based monthly usage fee is not greater than One hundred Fifty dollars (\$150.00).

The per transaction rates that are used to calculate each monthly usage fee are subject to change with 90 days notice. Other changes to these special terms relating to the SunGard Transaction Manager may occur at any time as may be required and such changes will be effective upon SunGard's written notice to each Customer who utilizes the SunGard Transaction Manager services.

For the purpose of the SunGard Transaction Manager, the term "transaction" means a transaction that is submitted to the SunGard Transaction Manager whether such transaction be a credit card, signature debit card, online electronic check transaction, or otherwise. Upon ninety (90) days prior written notice to SunGard, Customer may terminate usage of the SunGard Transaction Manager subscription effective upon the last day of the month in which the notice period concludes. The SunGard Transaction Manager is the only solution for real-time, online transaction processing within the SunGard suite of internet and core products.

The SunGard Transaction Manager solution is available 24 hours / 7 days per week except when the service is off-line for support and maintenance. Maintenance is scheduled to be performed each Sunday starting at 12:00AM to be completed as soon as possible but no later than 5:00AM.

Upon installation of the SunGard Transaction Manager, Customer's license to use the OnePoint Payment Engine - KL (if applicable) shall terminate.

Rights of Cancellation - Subscription / Transaction Based Services: For any breach of Customer's obligation to remit payment(s) hereunder, SunGard reserves the right to cancel any subscription / transaction based service(s) if the breach of payment is more than sixty (60) days in arrears. Customer may cancel any subscription / transaction based service(s) for convenience by providing ninety (90) days prior written notice to SunGard of its intent and such cancellation will be effective upon completion of the ninety (90) day notice period. All subscription/transaction fees prior to the effective date of any cancellation will be due and payable in full. Thereafter, if Customer desires to reinstate any subscription / transaction based service(s) which are cancelled hereunder, Customer will be responsible for payment of SunGard's then-current reconnect fee plus any subscription / transaction based service fees that would have been payable for the period subsequent to the cancellation of such services if the cancellation had never occurred.

Cloud Standard Terms

Version 2016, January

EXHIBIT 3 - SunGard Standard Terms

These SunGard Standard Terms ("SST") may be incorporated into one or more orders referencing these SST (each, an "Order"). Each Order, together with these SST, shall form a separate agreement (this "Agreement"), by and between the Person identified on the Order ("Customer") and the SunGard company identified on the Order ("SunGard"), applicable to the proprietary solution identified on the Order (the "Solution"), as such Solution may be modified, revised and updated from time to time. Only the Customer and SunGard entities that execute the Order will be liable for the obligations under that Order. Each Order will be effective upon the latest date shown on the signature page of the Order ("Order Execution Date").

1. Scope. Customer may use the Solution only in the ordinary course of Customer's internal business operations for the benefit of Customer and only in accordance with the terms on the Order, the Documentation, this Agreement, including the Scope of Use. Customer shall be liable for any breach of the terms of this Agreement by any persons given access to the Solution by Customer.

2. Specified Configuration. Customer shall, at its expense, procure and maintain the computer hardware, systems software and other items required for use of, or access to, the Solution, including those described in the Order and Documentation (the "Specified Configuration") and for updating the Specified Configuration in accordance with SunGard's published updates. If not yet completed, Customer shall complete its procurement and installation of the Specified Configuration prior to the scheduled start of implementation. Customer shall devote all equipment, facilities, personnel and other resources reasonably necessary to begin using the Solution in production on a timely basis as contemplated by this Agreement and satisfy any Customer requirements necessary for SunGard to complete the professional services described in Section 6. SunGard is not responsible for any delays or additional fees and costs associated with Customer's failure to timely perform its obligations under this Section 2.

3. Payments.

3.1. Fees. Customer shall pay to SunGard the fees stated in the Order, in accordance with the payment terms stated on the Order. SunGard shall invoice all other fees, as and when incurred. All invoices shall be sent to Customer's address for invoices stated on the Order. Except as otherwise specified on the Order, Customer's payments shall be due within thirty (30) days after the invoice date. A late payment fee at the rate of 12% per year (or, if lower, the maximum rate permitted by applicable law) shall accrue on any amounts thirty (30) days past due and unpaid by Customer to SunGard, except for Disputed Amounts. SunGard may not increase the fees and charges payable under this Agreement, unless otherwise stated in this Agreement or in the Order. Except as provided in Section 4.2(c), all fees and other amounts paid by Customer under this Agreement are non-refundable.

3.2. Taxes. The fees and other amounts payable by Customer to SunGard under this Agreement do not include any taxes, duties, levies, fees or similar charges of any jurisdiction ("Taxes") that may be assessed or imposed in connection with the transactions contemplated by this Agreement, excluding only taxes based upon SunGard's net income. Customer shall directly pay any such Taxes assessed against it, and Customer shall promptly reimburse SunGard for any such Taxes payable or collectable by SunGard.

3.3. Certain Remedies for Non-payment. If Customer fails to pay to SunGard, within ten (10) days after SunGard makes written demand therefor, any past-due amount payable under this Agreement (including any applicable late payment fee) that is not a Disputed Amount, in addition to all other rights and remedies which SunGard

may have, SunGard may, in its sole discretion and with further notice to Customer stating the suspension date, suspend performance of any or all of its obligations under this Agreement (other than Section 5). SunGard shall have no liability for Customer's use of the Solution until all such past-due amounts and any applicable reinstatement fees are paid in full.

4. Warranties, Covenants and Limitations.

4.1. Compliance with Laws. SunGard shall comply with all laws, enactments, orders and regulations applicable to it as the provider of services under this Agreement. Customer shall comply with all laws, enactments, orders and regulations applicable to it as the recipient and user of services under this Agreement.

4.2. No Infringement. SunGard shall indemnify and defend Customer against, any third-party claim asserting that the Solution, as and when made available to Customer by SunGard and when properly used for the purpose and in the manner specifically authorized by this Agreement, infringes upon (i) any patent issued as of the date of this Agreement by a country that is a signatory to the Paris Convention, (ii) any copyright of any country that is a member of the Berne Convention as of the date of this Agreement, or (iii) any trade secret or other proprietary right of any Person (collectively, "IP Rights"). SunGard shall have no obligation under this Section 4.2 unless Customer promptly gives notice to SunGard within ten (10) days after the date Customer first receives notice of the applicable infringement claim (provided that later notice shall relieve SunGard of its liability and obligations under this Section 4.2 only to the extent that SunGard is prejudiced by such later notice) and allows SunGard to have sole control of the defense or settlement of the claim. Customer may monitor any such litigation or proceeding at its expense, using counsel of its choosing. The remedies provided in this Section 4.2 are the sole remedies for a claim of infringement or misappropriation hereunder. If any applicable infringement claim is initiated, or in SunGard's sole opinion is likely to be initiated, SunGard may at its option and expense:

- (a) modify or replace all or the allegedly infringing part of the Solution so that it is no longer allegedly infringing, provided that the functionality does not change in any material adverse respect; or
- (b) procure for Customer the right to continue using the allegedly infringing part of the Solution; or
- (c) remove all or the allegedly infringing part of the Solution, and (i) if Customer has paid a one-time upfront initial license fee for the applicable Solution, refund to Customer the corresponding portion of the license fee paid by Customer to SunGard for the applicable Solution, less a reasonable rental charge equal to one-sixtieth (1/60) of the initial license fee for each month of use following the Order Execution Date, or (ii) if Customer is paying for the use of the Solution on a recurring basis, refund to Customer the corresponding portion of the unused recurring

fee(s) paid by Customer to SunGard with respect to the applicable Solution, and in each such case this Agreement shall terminate with respect to the Solution or part thereof removed.

4.3. Harmful Code. Using a recent version of a reputable virus-checking product (to the extent commercially available), SunGard will check the Solution, as well as any systems used to deliver the Solution, for any viruses, worms or similar harmful code ("Harmful Code") and will use commercially reasonable efforts to eliminate any such Harmful Code that SunGard discovers.

4.4. Exclusion for Unauthorized Actions. SunGard is not liable under any provision of this Agreement for any performance problem, claim of infringement or other matter to the extent attributable to any unauthorized or improper use or modification of the Solution by or on behalf of Customer, any unauthorized combination of the Solution with other software or services (other than as specified in the Specified Configuration), any use of any version of the Solution other than the Supported Release, a failure to subscribe to support services if then offered for the Solution, any Third-Party Hardware or Third-Party Services, and Third-Party Software or Open Source Software (except as set forth in Sections 4.10 and 4.12), any wrongful act or omission by Customer, its Affiliates or its customers or any breach of this Agreement by Customer.

4.5. Force Majeure. Neither party shall be liable for, nor shall either party be considered in breach of this Agreement due to, any failure to perform its obligations under this Agreement (other than its payment obligations, which shall be suspended only for so long as the force majeure event renders Customer unable by any means to transmit payments when due hereunder) as a result of a cause beyond its control, including any act of God or a public enemy or terrorist, act of any military, civil or regulatory authority, change in any law or regulation, fire, flood, earthquake, storm or other like event, theft or criminal misconduct by unrelated third parties, disruption or outage of communications (including the Internet or other networked environment), power or other utility, unavailability of supplies or any other cause, whether similar or dissimilar to any of the foregoing, which could not have been prevented by the non-performing party with reasonable care.

4.6. Disclaimer. EXCEPT AS STATED IN SECTIONS 4, 6.5 AND 9.5, THE SOLUTION, DOCUMENTATION AND SERVICES ARE PROVIDED "AS IS," AND ALL OTHER REPRESENTATIONS, WARRANTIES, TERMS OR CONDITIONS, ORAL OR WRITTEN, EXPRESS OR IMPLIED, ARISING FROM COURSE OF DEALING, COURSE OF PERFORMANCE, USAGE OF TRADE, QUALITY OF INFORMATION, QUIET ENJOYMENT OR OTHERWISE (INCLUDING IMPLIED WARRANTIES, TERMS OR CONDITIONS OF MERCHANTABILITY, SATISFACTORY QUALITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE, NON-INTERFERENCE, OR NON-INFRINGEMENT) ARE, TO THE FULLEST EXTENT PERMITTED BY APPLICABLE LAW, EXCLUDED FROM THIS AGREEMENT.

4.7. Limitations Cap. EACH PARTY'S TOTAL LIABILITY UNDER THIS AGREEMENT SHALL UNDER NO CIRCUMSTANCES EXCEED THE LIABILITY CAP.

4.8. Consequential Damage Exclusion. UNDER NO CIRCUMSTANCES SHALL EITHER PARTY (OR ANY OF ITS AFFILIATES PROVIDING OR RECEIVING THE SOLUTION, SERVICES OR OTHER SOFTWARE UNDER THIS AGREEMENT) BE LIABLE TO THE OTHER OR ANY OTHER PERSON FOR LOSSES OR DAMAGES WHICH FALL INTO ANY OF THE FOLLOWING

CATEGORIES: (a) LOST REVENUES, (b) LOST PROFITS, (c) LOSS OF BUSINESS, (d) TRADING LOSSES, (e) INACCURATE DISTRIBUTIONS OR (f) ANY INCIDENTAL, INDIRECT, EXEMPLARY, CONSEQUENTIAL, SPECIAL OR PUNITIVE DAMAGES OF ANY KIND, INCLUDING ANY OF THE FOREGOING LOSSES OR DAMAGES RESULTING FROM CUSTOMER'S USE OF THE SOLUTION OR SERVICES PROVIDED HEREUNDER, OR ARISING FROM ANY BREACH OF THIS AGREEMENT OR ANY TERMINATION OF THIS AGREEMENT, WHETHER SUCH LIABILITY IS ASSERTED ON THE BASIS OF CONTRACT, TORT (INCLUDING NEGLIGENCE OR STRICT LIABILITY) OR OTHERWISE AND WHETHER OR NOT FORESEEABLE, EVEN IF THE RELEVANT PARTY HAS BEEN ADVISED OR WAS AWARE OF THE POSSIBILITY OF SUCH LOSS OR DAMAGES. FOR PURPOSES OF CLARIFICATION, THE FOLLOWING SHALL BE DEEMED "DIRECT DAMAGES" AS BETWEEN CUSTOMER AND SUNGARD FOR THE PURPOSES OF THIS AGREEMENT (i) ANY AND ALL DAMAGES, INCLUDING CONSEQUENTIAL AND SIMILAR DAMAGES, AWARDED TO A THIRD PARTY FOR WHICH INDEMNIFICATION IS PROVIDED BY A PARTY UNDER SECTION 4.2; (ii) CUSTOMER'S OUT-OF-POCKET COSTS TO NOTIFY AFFECTED PERSONS AND/OR PAY FOR CREDIT MONITORING SERVICES FOR SUCH PERSONS FOR A ONE-YEAR PERIOD INCURRED AS A RESULT OF SUNGARD'S BREACH OF SECTION 5.

4.9. Exceptions. THE LIMITATIONS AND EXCLUSIONS SET FORTH IN SECTIONS 4.7 AND 4.8 SHALL NOT APPLY TO: (a) BREACHES OF THE SCOPE OF USE; (b) FAILURE TO PAY FEES WHEN DUE; (c) DAMAGES CAUSED BY EITHER PARTY'S FRAUD OR WILLFUL MISCONDUCT; (d) A PARTY'S LIABILITY FOR DEATH OR PERSONAL INJURY DUE TO THAT PARTY'S NEGLIGENCE; OR (e) A PARTY'S LIABILITY FOR DAMAGES TO THE EXTENT THAT SUCH LIMITATION OR EXCLUSION IS NOT PERMITTED BY APPLICABLE LAW. THE LIMITATIONS SET FORTH IN SECTION 4.7 DO NOT APPLY TO CLAIMS FOR WHICH INDEMNIFICATION IS PROVIDED BY A PARTY UNDER SECTION 4.2.

4.10. Third-Party Software. To facilitate Customer's access and use of the Third-Party Software, the licensor(s) of such Third-Party Software have agreed to allow SunGard to provide the Third-Party Software to Customer subject to the following additional conditions: (i) the Third-Party Software shall be used only in conjunction with any permissible use of the Solution specifically authorized in this Agreement, and (ii) the Third-Party Software shall be used only in accordance with licensor's terms and conditions and documentation for the Third-Party Software which, unless otherwise included in a specific Supplement to the Order, shall be provided to Customer with the receipt of such Third-Party Software. SunGard shall use reasonable efforts to provide Customer the benefit of all indemnities and warranties granted to SunGard by the licensor(s) of the Third-Party Software, to the extent possible without additional cost to SunGard, as and if permitted by SunGard's agreement with the licensor of the Third-Party Software, and to the extent such warranties and indemnities pertain to Customer's use of the Third-Party Software hereunder. In the event of any defect in any Third-Party Software (in the form delivered by SunGard and when properly used for the purpose and in the manner specifically authorized by this Agreement), SunGard will use commercially reasonable efforts to replace or correct the Third-Party Software without charge. If SunGard complies with this provision, it shall face no further liability with respect to any defect in any Third-Party Software.

Unless as otherwise provided in a specific Supplement to the Order, or as provided in the licensor's terms and conditions, SunGard shall

provide Level 1 support of the Third-Party Software. For purposes herein, Level 1 Support shall mean:

- 1) Taking the first support call from Customer and qualifying the call priority, or if an existing case, obtaining case information;
- 2) Gathering information about the case, defining and describing the problem, and determining if the Third Party Software is the cause of the problem. Analyze problem symptoms, attempt to find root cause if appropriate and document result of such attempts. Determining if the problem is a known Third-Party Software problem by accessing third party online support resources; and
- 3) If it is determined to be a Third-Party Software problem, contacting the Third-Party Software technical support. For new cases, opening a case and selecting a priority. For existing cases, providing the case number and information gathered to the Third-Party Software support engineer.

4.11. Third-Party Hardware and Third-Party Services. Customer is hereby advised that the third party, and not SunGard, assumes all responsibility for and liability in connection with the Third-Party Hardware and Third-Party Services, and is solely responsible for delivering the Third-Party Hardware and Third-Party Services to Customer. SunGard Public Sector is not authorized to make any representations or warranties that are binding upon the third party or to engage in any other acts that are binding upon the third party, excepting specifically that SunGard is authorized to represent the fees for the Third-Party Hardware or Third-Party Services as the same is provided for in the Order and to accept payment of such amounts from Customer on behalf of the third party.

4.12. Open Source Software Components. The Solution may be provided with or included Open Source Software, including that Open Source Software identified in the Documentation or on the support services website for the Solution. The Open Source Software is licensed under the terms of the open source license that accompanies or is made available with such Open Source Software, including via a website designated by SunGard. Nothing in this Agreement limits Customer's rights under, or grants Customer rights that supersede, the terms and conditions of any applicable license for such Open Source Software. Open Source Software shall not be deemed to be part of the Solution under this Agreement and SunGard shall have no liability relating to such Open Source Software; provided, however, that SunGard shall be responsible for fixing Errors caused by the Open Source Software to the same extent as SunGard's ongoing support obligations as set forth in Section 8.5 and 9.3 of this Agreement.

4.13. Open Negotiation. Customer and SunGard have freely and openly negotiated this Agreement, including the pricing, with the knowledge that the liability of the parties is to be limited in accordance with the provisions of this Agreement.

4.14. Title and Risk of Loss. In no event will SunGard be deemed to have taken title or any similar right or interest in or of any Third-Party Software or Third-Party Hardware in the chain of distribution to Customer, and title, risk of loss, and/or such similar right or interest in or to the Third-Party Software or Third-Party Hardware will be deemed to vest in Customer either at the point of delivery to carrier for shipment or as otherwise provided for in the licensor's terms and conditions.

4.15. Disclaimer. Except as may be provided in Section 4.10 above, Customer agrees and understands that **SUNGARD MAKES NO WARRANTIES WHATSOEVER, EXPRESSED OR IMPLIED, WITH REGARD TO THE THIRD-PARTY PRODUCTS. ALL WARRANTIES (IF ANY) ARE PROVIDED TO CUSTOMER BY THE LICENSORS, MANUFACTURERS OR PROVIDERS OF SUCH THIRD-PARTY PRODUCTS. SUNGARD PUBLIC SECTOR EXPLICITLY DISCLAIMS ALL WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. EXCEPT FOR ITS OBLIGATION TO REMIT PAYMENT RECEIVED FROM CUSTOMER TO THE THIRD PARTY PURSUANT TO THIS AGREEMENT, SUNGARD WILL HAVE NO LIABILITY WHATSOEVER IN CONNECTION WITH THE THIRD-PARTY PRODUCTS.**

4.16 Other Limitations. The warranties made by SunGard in this Agreement, and the obligations of SunGard under this Agreement, run only to Customer and not to its Affiliates, its customers or any other Persons. Under no circumstances shall any Affiliate or customer of Customer or any other Person be considered a third-party beneficiary of this Agreement or otherwise entitled to any rights or remedies under this Agreement (including any right to be consulted in connection with any variation or rescission of the Agreement agreed between SunGard and Customer), even if such Affiliates, customers or other Persons are provided access to the Solution or data maintained in the Solution via the Internet or other networked environment. Except to the extent specified in an Order, SunGard shall not be deemed Customer's official record keeper for regulatory or other purposes and shall have no obligation to retain any records or data on Customer's behalf after termination or expiration of this Agreement.

5. Confidentiality, Security, Ownership and Use Restrictions.

5.1. Confidentiality. The party receiving Confidential Information ("Receiving Party") of the other ("Disclosing Party") shall not, and shall cause its Authorized Recipients not to, use Confidential Information for any purpose except as necessary to implement, perform or enforce this Agreement. Receiving Party will use the same reasonable efforts to: (a) protect the Confidential Information of Disclosing Party as it uses to protect its own proprietary information and data. Prior to disclosing the Confidential Information to its Authorized Recipients, Receiving Party shall inform them of the confidential nature of the Confidential Information and require them to abide by the terms of this Agreement. Receiving Party will promptly notify Disclosing Party if Receiving Party discovers any improper use or disclosure of Confidential Information and will promptly commence all reasonable efforts to investigate and correct the causes of such improper use or disclosure. If Receiving Party believes the Confidential Information must be disclosed under applicable law, Receiving Party may do so provided that, to the extent permitted by law, the other party is given a reasonable opportunity to contest such disclosure or obtain a protective order.

5.2. Security.

- (a) SunGard will implement commercially reasonable administrative, technical and physical safeguards designed to:
 - (i) ensure the security and confidentiality of Customer Data;
 - (ii) protect against any anticipated threats or hazards to the security or integrity of Customer Data; and (iii) protect against unauthorized access to or use of Customer Data. SunGard will review and test such safeguards on no less than an annual basis.
- (b) If Customer makes the Solution or data maintained by the Solution accessible through the Internet or other networked

environment, Customer shall be solely responsible for all aspects of Internet use, and shall maintain, in connection with the operation or use of the Solution, adequate technical and procedural access controls and system security requirements and devices, necessary for data privacy, confidentiality, integrity, authorization, authentication and non-repudiation and virus detection and eradication.

- (c) To the extent that Third-Party Users are permitted to have access to the Solution, Customer shall maintain agreements with such Third Party Users that adequately protect the confidentiality and intellectual property rights of SunGard in the Solution and Documentation, and disclaim any liability or responsibility of SunGard with respect to such Third Party Users.

5.3. Personal Data. If SunGard processes or otherwise has access to any personal data or personal information on Customer's behalf when performing SunGard's obligations under this Agreement, then:

(i) Customer shall be the data controller (where "data controller" means an entity which alone or jointly with others determines purposes for which and the manner in which any personal data are, or are to be, processed) and SunGard shall be a data processor (where "data processor" means an entity which processes the data only on behalf of the data controller and not for any purposes of its own);

(ii) Customer shall ensure that it has obtained all necessary consents and it is entitled to transfer the relevant personal data or personal information to SunGard so that SunGard may lawfully use, process and transfer the personal data and personal information in accordance with this Agreement on Customer's behalf, which may include SunGard processing and transferring the relevant personal data or personal information outside the country where Customer and the Authorized Users are located in order for SunGard to provide the Solution and perform its other obligations under this Agreement; and (iii) SunGard shall process the personal data and personal information only in accordance with any lawful and reasonable instructions given by Customer from time to time as set out in and in accordance with the terms of this Agreement; and (iv) each party shall take appropriate technical and organizational measures against unauthorized or unlawful processing of the personal data and personal information or its accidental loss, destruction or damage so that, having regard to the state of technological development and the cost of implementing any measures, the measures taken ensure a level of security appropriate to the harm that might result from such unauthorized or unlawful processing or accidental loss, destruction or damage in relation to the personal data and personal information and the nature of the personal data and personal information being protected. If necessary, the parties will cooperate to document these measures taken.

5.4. SG Solution Details. The SG Solution Details are trade secrets and proprietary property of SunGard or its licensors, having great commercial value to SunGard or its licensors. Title to all SG Solution Details and all related intellectual property and other ownership rights shall be and remain exclusively with SunGard or its licensors, even with respect to such items that were created by SunGard specifically for or on behalf of Customer. SunGard and its Affiliates may freely use Feedback without attribution or the need for SunGard, its Affiliates or any third party to pay Customer or any third party any royalties or other fees of any kind. This Agreement is not an agreement of sale, and no intellectual property or other ownership rights to any SG Solution Details are transferred to Customer by virtue of this Agreement. All copies of SG Solution Details in Customer's possession

shall be deemed to be on loan to Customer during the term of this Agreement.

5.5. Use Restrictions. Except to the extent specifically authorized by this Agreement, Customer shall not, shall not attempt to, and shall not permit any other Person under its reasonable control to: (a) use any SG Solution Detail for any purpose, at any location or in any manner not specifically authorized by this Agreement; (b) make or retain any Copy of any SG Solution Detail; (c) create or recreate the source code for the Solution, or re-engineer, reverse engineer, decompile or disassemble the Solution except to the extent specifically permitted by applicable law; (d) modify, adapt, translate or create derivative works based upon the Solution or Documentation, or combine or merge any part of the Solution or Documentation with or into any other software or documentation except to the extent specifically permitted by applicable law; (e) refer to, disclose or otherwise use any SG Solution Detail as part of any effort either (i) to develop a program having any functional attributes, visual expressions or other features similar to those of the Solution or (ii) to compete with SunGard; (f) remove, erase or tamper with any copyright or other proprietary notice printed or stamped on, affixed to, or encoded or recorded in any SG Solution Detail, or fail to preserve all copyright and other proprietary notices in any Copy of any SG Solution Detail made by Customer; (g) sell, market, license, sublicense, distribute or otherwise grant to any Person, including any outsourcer, vendor, sub-contractor, consultant or partner, any right to use any SG Solution Detail or allow such other Person to use or have access to any SG Solution Detail, whether on Customer's behalf or otherwise; or (h) use the Solution to conduct any type of application service provider, service bureau or time-sharing operation or to provide remote processing, network processing, network telecommunications or similar services to any Person, whether on a fee basis or otherwise.

5.6. Notice and Remedy of Breaches. Each party shall promptly give notice to the other of any actual or suspected breach by it of any of the provisions of this Section 5, whether or not intentional, and the breaching party shall, at its expense, take all steps reasonably requested by the other party to prevent or remedy the breach.

5.7. Enforcement. Each party acknowledges that any breach of any of the provisions of this Section 5 may result in irreparable injury to the other for which money damages would not adequately compensate. If there is a breach, then the injured party shall be entitled, in addition to all other rights and remedies which it may have, to have a decree of specific performance or an injunction issued by any competent court, requiring the breach to be cured or enjoining all Persons involved from continuing the breach.

6. Professional Services.

6.1. Professional Services. An Order may identify certain Professional Services. .

6.2. Professional Services Fees. Customer shall pay to SunGard the professional services fees stated on the Order. In each case where professional services fees are not specified on the Order, then the fees for such services shall be based upon SunGard's then standard professional services fee rates.

6.3. Expense Reimbursements. Customer shall reimburse SunGard for reasonable travel, living and other out-of-pocket expenses incurred by SunGard personnel in connection with all services, including, but not limited to, Professional Services and maintenance and support

rendered by SunGard. Reimbursable expenses shall be incurred by SunGard personnel in accordance with SunGard's then current per diem travel expense guidelines, a copy of which will be included in the Order. SunGard shall invoice Customer for reimbursement of these expenses on a monthly basis, as incurred.

6.4. Cooperation and Access to Facilities, Data and Employees. To the extent reasonably necessary for SunGard to perform its obligations under this Agreement, Customer shall provide to SunGard access to Customer's location site, equipment, data and employees, and shall otherwise cooperate with SunGard in its performance hereunder, all as reasonably necessary for SunGard to perform its obligations under this Agreement.

6.5. Professional Services Warranty. SunGard warrants to Customer that Professional Services will be performed in a good and workmanlike manner by qualified personnel, subject to Section 6.4. SunGard shall have no liability under this Section 6.5 unless, within thirty (30) days after the actual date of the particular Professional Services, SunGard receives notice from Customer describing the breach of this warranty, together with adequate supporting documentation and data. Upon receipt of any such notice, SunGard's only obligation under this Section 6.5 is to remedy the breach and reperform the particular Professional Services affected as soon as reasonably practical at no additional charge.

6.6. Compliance with Customer Policies. While SunGard personnel are performing services at Customer's site, SunGard will ensure that such personnel comply with Customer's reasonable security procedures and site policies that are generally applicable to Customer's other suppliers providing similar services and that have been provided to SunGard in writing and in advance. Customer shall promptly reimburse SunGard for any out-of-pocket costs incurred in complying with such procedures and policies.

6.7. Contributed Material. In the process of SunGard's performing Professional Services, Customer may, from time to time, provide SunGard with designs, plans, or specifications, improvements, works or other material for inclusion in, or making modifications to, the Solution, the Documentation or any other deliverables ("**Contributed Material**"). Customer grants to SunGard a nonexclusive, irrevocable, perpetual, transferable right, without the payment of any royalties or other compensation of any kind and without the right of attribution, for SunGard, SunGard's Affiliates and SunGard's licensees to make, use, sell and create derivative works of the Contributed Material.

7. Term and Termination.

7.1. Order Term. The Order may state an initial term for the use of the Solution ("**Initial Term**") and may state renewal terms (each a "**Renewal Term**"). "**Order Term**" means the Initial Term together with any Renewal Terms.

7.2. Termination. Either party may terminate this Agreement by giving notice of termination to the other party if the other party breaches any of its material obligations (other than Customer's failure to pay Support Fees during a Renewal Support Term) under this Agreement and does not cure the breach within thirty (30) days after receiving notice describing the breach in reasonable detail.

7.3. Effect of Termination. The provisions of Sections 3, 4, 5, 7.3 and 10 shall survive any termination of this Agreement, whether under this Section 7 or otherwise. Customer shall be liable for all payments due

to SunGard for the period ending on the date of termination. Upon a termination of this Agreement, whether under this Section 7 or otherwise, or upon the expiration or termination of an Order Term, Customer shall: (i) discontinue all use of the affected Solution and Documentation, (ii) promptly return to SunGard all copies of the affected Solution and Documentation and any other affected SG Solution Details then in Customer's possession; and (iii) give notice to SunGard certifying that all copies of such items have been permanently deleted.

8. Terms Applicable To SaaS, ASP and Hosting. The following provisions in this Section 8 apply solely to Hosting Services and to Orders for and ASP Solution or SaaS Solution.

8.1. SaaS, ASP and Hosting. SunGard shall provide the Hosting Services and/or access to the ASP Solution or SaaS solution, as described and for the term specified on the Order.

8.2. Passwords and Solution Access. If SunGard provides Customer or its Authorized Users with unique access codes to access the Solution (each, a "**Password**"), Customer shall hold any such Passwords in strict confidence and shall not assign, share, misuse or abuse the Passwords or attempt to render ineffective the password protection of the Solution. If Customer suspects or learns that a Password is being used to gain unauthorized access to the Solution, Customer will immediately notify SunGard so that it can change, or assist Customer in changing, the applicable Password. To the extent the Solution is within SunGard's network, SunGard may suspend access to the Solution without advance notice if SunGard reasonably believes the Solution is being used or accessed in an unauthorized, illegal or disruptive manner, provided that SunGard will promptly notify Customer of any such event.

8.3. Customer Data.

(a) Customer shall supply, or cause to be supplied, all Customer Supplied Data. Customer shall transmit the Customer Supplied Data to SunGard by communications link or in another manner described on the Order. As between SunGard and Customer, Customer shall be responsible for ensuring that the Customer Supplied Data is Accurate and complete. Customer represents and warrant to SunGard that Customer has the full legal right for Customer and SunGard, its affiliates and agents to use the Customer Supplied Data for processing hereunder.

(b) Within thirty (30) days after termination of Hosting Services or of an Order for an ASP Solution or SaaS Solution, Customer shall give SunGard an instruction notice regarding the disposition of any tapes, data, files and other property belonging to Customer and then in SunGard's possession. To the extent practicable and at Customer's expense after receipt of such notice, SunGard shall use commercially reasonable efforts to comply with the notice, including converting the data on the Solution to machine-readable form. SunGard may retain such property until SunGard receives all payments due to SunGard under that Order. If Customer fails to give that notice within thirty (30) days after such termination, then SunGard may dispose of such property in a commercially reasonable manner.

(c) In order to improve SunGard's product and service offerings for its customers, SunGard may maintain a database of information residing on the Solution. SunGard and its affiliates may use and distribute such data in an aggregated and de-identified format, including as a part of the development, distribution and licensing of any SunGard product or service offering.

8.4. Regulatory Access. To the extent permitted by law, each party will notify the other promptly of any formal request by an authorized governmental agency or regulator to examine Customer Data or other records, if any, regarding Customer that are maintained in SunGard facilities under this Agreement. Customer will reimburse SunGard for the reasonable out-of-pocket costs SunGard incurs, and for time spent, in making such Customer Data or other records, if any, available for examination and audit by the governmental agency or regulatory authority that has jurisdiction over Customer's business.

8.5. Support. SunGard shall provide to Customer the ongoing support services as described in the Order.

8.6. Data Backup and Disaster Recovery. If the Solution maintains a database then, unless otherwise stated on the Order:

(a) SunGard shall provide an electronic backup of the Customer Data accordance with the backup cycle defined in the Order (and if no backup cycle is defined, at reasonable intervals); and

(b) SunGard shall maintain a disaster recovery plan which includes a procedure for the restoration of Customer's production environment at an alternate facility in the event of a disaster. SunGard's disaster recovery plan shall be tested at least once each calendar year.

8.7. Interruption to Solution. From time to time, SunGard shall be entitled (at its discretion, without incurring liability for so doing) to interrupt the Solution to: (i) perform repairs and other maintenance and install enhancements on SunGard's equipment, software and/or other systems that are required for the provision of the Solution, or (ii) make adjustments to its infrastructure (including, for example, in relation to resources shared by its other customers) and thereby cause a disruption in the provision of the Solution. Except in the case of emergency repairs, maintenance or adjustments, SunGard will (a) give Customer reasonable prior notice of the interruption; (b) limit such interruptions to outside of SunGard's normal business hours; and (c) use commercially reasonable efforts to minimize the impact of the interruption.

8.8. Harmful Code. Using a recent version of a reputable virus-checking product (to the extent commercially available), Customer will check the Specified Configuration for Harmful Code and ensure no Harmful Code is introduced by its end users or from its systems into any systems used in the Solution and will use commercially reasonable efforts to eliminate any such Harmful Code that either Customer or SunGard discovers.

8.9. Volume Increases. Customer shall give notice to SunGard whenever Customer intends to materially increase the volume of data to be processed on the Solution. Any such increase that results in an increase beyond the Scope of Use requires an additional executed Order and the payment of additional fees.

9. Terms Applicable to Software Licenses. The following provisions in this Section 9 apply solely to an Order that provides the right for Customer to install the Solution at the facility identified on the Order..

9.1. Grant. Except as otherwise provided in an Order, SunGard grants to Customer a non-transferable, non-exclusive, term license to use the Solution in accordance with this Agreement and the Scope of Use. The Solution shall be installed in object code form only at Customer's location(s) listed on the Order ("Designated Location(s)"). Customer may, subject to Section 10.4, use or access the Solution at or from Customer locations worldwide. Customer may change a Designated

Location by giving prompt notice thereof to SunGard. Customer may copy and use the Solution installed at the Designated Location for inactive back-up and disaster recovery purposes. Customer may copy the Documentation to the extent reasonably necessary for use of the Solution under this Agreement.

9.2. Initial Installation. SunGard shall deliver to Customer the initial Copies of the Solution stated on the Order by supplying such initial Copies (a) by physical shipment, such as on a disc or other media, or (b) by electronic delivery, such as by posting it on SunGard's network for downloading. Physical shipment is on F.O.B. terms, SunGard's shipping point and electronic delivery is deemed effective at the time SunGard provides Customer with access to download the Solution. The date of such delivery shall be referred to as the "Delivery Date."

9.3. Support. Beginning on the Order Execution Date and continuing for the duration of the initial support term set forth on the Order ("Initial Support Term"), SunGard shall provide the ongoing support services described in that Order; and Customer shall pay to SunGard support fees stated on such Order ("Support Fees"). Upon expiration of the Initial Support Term, the ongoing support services shall automatically renew and Customer shall be obligated to pay the Support Fees for additional annual support periods (each a "Renewal Support Term"), until the earlier of:

(a) a party giving the other notice of its intent to terminate ongoing support services (in accordance with Section 10.1) at least sixty (60) days before the end of the Initial Support Term or Renewal Support Term, as applicable, provided that SunGard shall not provide such notice of support termination if such termination would be effective prior to whichever is the later of (i) the fifth (5th) anniversary of the Order Execution Date; or (ii) the date which falls at the end of the period equal to two (2) times the Initial Support Term; or

(b) termination of this Agreement.

On an annual basis, SunGard may increase the Support Fees payable.

9.4. Support Termination. Upon the effective date of termination of ongoing support services by either party or at any time when Customer has failed to pay Support Fees ("Support Termination Date"): (i) SunGard shall discontinue providing all ongoing support services, including SunGard's obligations under Section 9.3; (ii) any SunGard warranties under this Agreement shall cease to apply for the period after the Support Termination Date; and (iii) SunGard shall not be liable for Customer's use of the Solution after the Support Termination Date except for SunGard's indemnification obligations for any third-party claims covered by Section 4.2 that arose prior to the Support Termination Date (but only to the extent such claim would not have been remedied by a Release made available by SunGard after the Support Termination Date).

9.5. Software Warranty. SunGard warrants to Customer that for a period of twelve (12) months from the Delivery Date, the Solution (as delivered to Customer by SunGard and when properly used for the purpose and in the manner specifically authorized by this Agreement), will perform as described in the Documentation in all material respects. SunGard's sole obligation and liability under this warranty is to comply with the provisions of Section 9.3 of this Agreement.

9.6. Remote Access of Installed Software. Provided that SunGard performs such services in accordance with the confidentiality provisions of this Agreement, Customer shall permit SunGard, at

SunGard's option, to remotely access the Solution installed at the Designated Location for the purpose of providing support services to Customer under Section 9.3 and otherwise implementing the purposes of this Agreement. In remotely accessing such Solution, SunGard will comply with Customer's reasonable security procedures and company policies that have been provided to SunGard in writing. Customer shall promptly reimburse SunGard for any out-of-pocket costs incurred in complying with such procedures and policies.

9.7. Backup. Customer acknowledges that it is the best judge of the value and importance of the data held on Customer's systems and that Customer shall be solely responsible for maintaining secure and complete back-up copies of all data that Customer processes using the Solution, which data will be backed-up on not less than a daily basis and which will be readily available on machines controlled by Customer to facilitate the prompt restoration of such data in the event of any loss of or damage to it. SunGard shall have no liability for any loss or damage caused by Customer's failure to maintain such backed-up copies.

9.8. Audit. At SunGard's expense and upon written request with reasonable notice, Customer will permit SunGard, its personnel or its outside auditors to enter the relevant Customer locations during normal business hours and audit the number of copies of the Solution and Documentation in Customer's possession and information pertaining to Customer's compliance with this Agreement. Such audits shall not occur more than once in any twelve (12) month period (unless SunGard believes, in good faith, that there has been a breach of this Agreement by Customer) and shall be performed in a manner not to disrupt Customer's business and operations and will respect the confidentiality of Customer, its suppliers and customers. Customer will, in a timely manner, reasonably cooperate with the auditors and provide the auditors all assistance as they may reasonably request in connection with the audit. Customer may require auditors acting on behalf of SunGard to execute reasonable confidentiality agreements and comply with Customer's reasonable security requirements, but the requirement will not apply to SunGard's internal auditors otherwise bound by the confidentiality conditions of this Agreement.

10. Other Provisions.

10.1. Notices. All notices, consents and other communications under or regarding this Agreement shall be in writing and shall be deemed to have been received on the earlier of: (a) the date of actual receipt; (b) the third business day after being mailed by first class, certified or air mail or (c) the first business day after being sent by a reputable overnight delivery service. Any notice may be given by facsimile, or email if notice by one of the foregoing is provided promptly thereafter. Customer's address for notices is stated on the Order. SunGard's address for notices is stated on the Order. In the case of (i) any notice by Customer alleging a breach of this Agreement by SunGard or (ii) a termination of this Agreement, Customer shall also mail a written notice to SunGard Data Systems Inc., 680 East Swedesford Road, Wayne, Pennsylvania 19087, Attention: General Counsel and such notices shall identify the name date, specific parties and SunGard Order Number. Either party may change its address for notices by giving written notice of the new address to the other party.

10.2. Defined Terms. As used in this Agreement, the terms below (and their plural forms) have the following meanings:

- (a) **"affiliate"** whether capitalized or not, means, with respect to a specified Person, any Person which directly or indirectly controls, is controlled by, or is under common control with the specified Person as of the date of this Agreement, for as long as such relationship remains in effect.
- (b) **"Authorized Recipient"** means: (i) with respect to Customer, Customer, any Authorized User and any employee of a Customer contractor, provided that the contractor is not a competitor of SunGard; and (ii) with respect to SunGard, SunGard, its foreign and domestic Affiliates and their respective contractors.
- (c) **"Authorized User"** means a Customer employee.
- (d) **"Confidential Information"** means all business or technical information disclosed by Disclosing Party to Receiving Party in connection with this Agreement. Confidential Information includes without limitation: (i) Customer Data and the details of Customer's computer operations; and (ii) the SG Solution Details. Confidential Information does not include information that: (aa) prior to the receipt thereof under this Agreement, had been developed independently by Receiving Party, or was lawfully known to Receiving Party, or had been lawfully received by Receiving Party from other sources, provided such other source did not receive it due to a breach of an agreement with Disclosing Party, and Receiving Party knew of such breach or ought to have reasonably known of such breach; (bb) is publicly known at or after the time either party first learns of such information, or generic information or knowledge which either party would have learned in the course of its work in the trade, business or industry; or (cc) subsequent to the receipt thereof under this Agreement; (1) is published by Disclosing Party or is disclosed generally by Disclosing Party to others without restriction on its use and disclosure; or (2) has been lawfully obtained by Receiving Party from other sources which Receiving Party reasonably believes lawfully came to possess it.
- (e) **"copy"** whether capitalized or not, means any paper, disk, tape, film, memory device or other material or object on or in which any words, object code, source code or other symbols are written, recorded or encoded, whether permanent or transitory.
- (f) **"Customer Data"** means data stored in, or processed by, the Solution; provided that aggregated data that is not personally identifiable data and not identifiable to Customer shall not be deemed Customer Data nor Customer's Confidential Information.
- (g) **"Customer Supplied Data"** means any information or data introduced into the Solution by or on behalf of Customer.
- (h) **"Disputed Amount"** means a good faith dispute by Customer of certain amounts invoiced under this Agreement. An amount will only constitute a Disputed Amount if (i) Customer has given notice of the dispute to SunGard promptly after receiving the invoice and (ii) the notice explains Customer's position in reasonable detail. A disputed will not exist as to an invoice in its entirety merely because certain amounts on the invoice are Disputed Amounts.
- (i) **"Documentation"** means the standard user documentation SunGard provides for the Solution, as such Documentation may be updated from time to time.

- (j) "Error" means a failure of a Supported Release to perform in all material respects in accordance with the Documentation.
 - (k) "Export Laws" means any laws, administrative regulations and executive orders of the U.S., the United Kingdom and any other jurisdiction where any SG Solution Details will be located or from where any SG Solution Details will be accessed under this Agreement relating to the control of imports and exports of commodities and technical data, use or remote use of software and related property or services, embargo of goods or services or registration of this Agreement including the Export Administration Regulations of the U.S. Department of Commerce and the regulations and executive orders administered by the Office of Foreign Asset Control of the U.S. Department of the Treasury.
 - (l) "Feedback" means any suggestions or recommendations for improvements or modifications to the Solution made by or on behalf of Customer.
 - (m) "including" whether capitalized or not, means including but not limited to.
 - (n) "Liability Cap" means the greater of Fifty Thousand U.S. Dollars (US\$50,000) or the amount identified on the Order as the liability cap, provided however that, if no amount is identified on the Order then the liability cap shall be Fifty Thousand U.S. Dollars (US\$50,000).
 - (o) "Open Source Software" means computer software made generally available at no charge by the copyright holder under a license which provides the right to modify and distribute the software to anyone for any purpose at no charge.
 - (p) "person" whether capitalized or not, means any individual, sole proprietorship, joint venture, partnership, corporation, company, firm, bank, association, cooperative, trust, estate, government, governmental agency, regulatory authority or other entity of any nature.
 - (q) "Professional Services" means installation, implementation, training or consulting services including custom modification programming, support services relating to custom modifications, on-site support services, assistance with data transfers, system restarts and reinstallations provided by SunGard under this Agreement.
 - (r) "Release" means a modification or update to the Solution, which SunGard, in its sole discretion, incorporates into the Solution without requiring its then existing client base to pay a separate fee (other than support fees).
 - (s) "Scope of Use" means the Designated Computer(s), Designated Location(s), License Term, Platform, Business Purpose, Number of Trades, Number of Work Stations, Number of Developers, Number of Users, Volume Limit, Number of Production Databases, Number of Production Servers, and/or other restrictions or parameters as are stated in Section 5.5 or on the Order. Scope of Use shall not include the processing of any Acquired Business. Customer shall use the Solution in production to process Customer's business; provided that all increases in the Scope of Use require the execution of an amendment amending the Scope of Use.
 - (t) "SG Solution Details" means any of the following: the Solution and Documentation, the object code and the source code for the Solution, the visual expressions, screen formats, report formats and other design features of the Solution, all ideas, methods, algorithms, formulae and concepts used in developing and/or incorporated into the Solution or Documentation, all future modifications, updates, Releases, improvements and enhancements of the Solution or Documentation, all derivative works (as such term is used in the U.S. copyright laws) based upon any of the foregoing and all copies of the foregoing.
 - (u) "Supported Release" means, unless otherwise stated in the Order, the latest Release of the Solution that is generally available to SunGard's client base.
 - (v) "Third-Party Product" means Third-Party Software, Third Party Hardware, Third-Party Data or Third-Party Services.
 - (w) "Third-Party Hardware" means that hardware specified as third party hardware on the Order.
 - (x) "Third-Party Services" means those services specified as third party services on the Order.
 - (y) "Third-Party Software" means the software specified as third-party software on the Order.
 - (z) "Third-Party User" means any of Customer's customers, or their customers, to the extent such persons are provided access to the Solution or Third-Party Data hereunder.
- 10.3. Parties in Interest.**
- (a) This Agreement shall bind, benefit and be enforceable by and against SunGard and Customer and, their respective permitted successors and assigns.
 - (b) Customer shall not assign this Agreement or any of its rights hereunder, nor delegate any of its obligations hereunder, without SunGard's prior written consent, except such consent shall not be required in the case of an assignment of this Agreement (but not of any individual rights or obligations hereunder) to (i) a purchaser of or successor to substantially all of Customer's business (unless such purchaser or successor is a software, data processing or computer services vendor that is a competitor of SunGard, its parent company or any of its Affiliates) or (ii) an Affiliate of Customer, provided in the case of such an assignment, Customer guarantees the obligations of the assignee and the use of the Solution is not broadened beyond the Scope of Use. Any assignment by Customer in breach of this Section shall be void. Any express assignment of this Agreement, any change in control of Customer (or its Affiliate in the case of an assignment to that Affiliate under this Section 10.3(b) and any assignment by merger or otherwise by operation of law, shall constitute an assignment of this Agreement by Customer for purposes of this Section 0 ("Customer Assignment"). In the event of a Customer Assignment, or any acquisition of additional business by Customer, whether by asset acquisition, merger or otherwise by operation of law (collectively with the Customer Assignment, "Customer Additional Business Acquisition"), Customer shall give notice to SunGard notifying SunGard if Customer desires to use the Solution to process any additional business related to such Customer Additional Business Acquisition ("Acquired Business").

10.4. Export Laws. Customer acknowledges that the SG Solution Details and the services provided by SunGard hereunder and this Agreement are subject to the Export Laws. Customer shall not violate the Export Laws or otherwise export, re-export or use, directly or indirectly (including via remote access), any part of the Solution, Confidential Information or services in a manner, or to or for any person or entity, for which a license or other authorization is required under the Export Laws without first obtaining such license or authorization.

10.5. Relationship. The relationship between the parties created by this Agreement is that of independent contractors and not partners, joint venturers or agents.

10.6. Entire Understanding. This Agreement, which includes and incorporates the Order, and any other schedules, exhibits and addenda hereto states the entire understanding between the parties with respect to its subject matter, and supersedes all prior proposals, marketing materials, negotiations, representations (whether negligently or innocently made), agreements and other written or oral communications between the parties with respect to the subject matter of this Agreement. In the event of a conflict between the provisions of the SST and an Order incorporating the SST, the terms of such Order shall prevail. Any written, printed or other materials which SunGard provides to Customer that are not included in the Documentation are provided on an "as is" basis, without warranty, and solely as an accommodation to Customer. In entering into this Agreement each party acknowledges and agrees that it has not relied on any express or implied representation, warranty, collateral contract or other assurance (whether negligently or innocently made), except those expressly set out in this Agreement. Each party waives all rights and remedies which, but for this Section 10.6, might otherwise be available to it in respect of any such representation (whether negligently or innocently made), warranty, collateral contract or other assurance. Nothing in this Agreement shall limit or exclude any liability for fraud or fraudulent misrepresentation.

10.7. Modification and Waiver. No modification of this Agreement, and no waiver of any breach of this Agreement, shall be effective unless in writing and signed by an authorized representative of the party against whom enforcement is sought. This Agreement may not be modified or amended by electronic means without written agreement of the parties with respect to formats and protocols. No waiver of any breach of this Agreement, and no course of dealing between the parties, shall be construed as a waiver of any subsequent breach of this Agreement.

10.8. Severability, Heading and Counterparts. A determination that any provision of this Agreement is invalid or unenforceable shall not affect the other provisions of this Agreement. Section headings are for convenience of reference only and shall not affect the interpretation of this Agreement. This Agreement may be executed in one or more counterparts, each of which shall be deemed an original and all of which together shall constitute one and the same instrument.

10.9. Personnel. Customer acknowledges that: (a) SunGard expends substantial time and money, on an ongoing basis, to recruit and train its programmers, trainers, data processing, customer support and professional services team personnel ("SunGard Personnel"); (b) SunGard's business is highly competitive, is marketed throughout the United States, Europe and in many other locations worldwide, and requires long sales lead times often exceeding one (1) year; and (c) if

Customer were to hire SunGard Personnel, then SunGard may suffer lost sales opportunities and would incur substantial time and money in hiring and training replacement(s) for those SunGard Personnel. Accordingly, if Customer, directly or through one or more subsidiaries or other controlled entities, hires any SunGard Personnel at any time when such SunGard Personnel is employed or engaged by SunGard or during the six (6) months after such employment or engagement ends, then Customer shall pay to SunGard as liquidated damages (and not a penalty) an amount equal to twelve (12) months of such SunGard Personnel's salary and other compensation (including bonus or commission payments) at the time of leaving his/her employment or engagement with SunGard. For purposes of this provision, "hire" means to employ as an employee or to engage as an independent contractor, whether on a full-time, part-time or temporary basis. This provision will remain in effect during the term of this Agreement and for a period of one (1) year after expiration or termination of this Agreement.

10.10. Jurisdiction and Governing Law. The United Nations Convention on Contracts for the International Sale of Goods does not apply to this Agreement or its subject matter. If Customer is, as of the Order Execution Date, headquartered inside the Americas, then only Section 10.10(a) below applies. If Customer is, as of the Order Execution Date, headquartered in the European Economic Area, Croatia and Switzerland then only Section 10.10(b) below applies. If Customer is, as of the Order Execution Date, headquartered outside of the Americas or the European Economic Area, Croatia and Switzerland then only Section 10.10(c) below applies.

- (a) This Agreement and any dispute or claim arising, directly or indirectly, out of or in connection with it or its subject matter or formation (including non-contractual disputes or claims) is governed by, and shall be construed and enforced in accordance with, the laws of the State of Florida excluding choice of law. Each party irrevocably (i) agrees that a County or Circuit Court in the Eighteenth Judicial Circuit, in and for Seminole County, Florida, or the United States District for the Middle District of Florida, shall have exclusive jurisdiction to settle any dispute, controversy or claim arising, directly or indirectly, out of or in connection with this Agreement, or the breach, termination or validity thereof (including non-contractual disputes or claims) and that such court shall be the proper venue therefor; (ii) waives the right to trial by jury, (iii) consents to service of process by first class certified mail, return receipt requested, postage prepaid, to the address at which the party is to receive notice and (iv) agrees that the prevailing party shall be entitled to recover its reasonable attorney's fees (including, if applicable, charges for in-house counsel), court costs and other legal expenses from the other party.
- (b) This Agreement and any dispute or claim arising, directly or indirectly, out of or in connection with it or its subject matter or formation (including non-contractual disputes or claims) is governed by, and shall be construed and enforced in accordance with, the laws of England and Wales excluding choice of law. Each party irrevocably agrees that the courts of England and Wales shall have exclusive jurisdiction to settle any dispute, controversy or claim arising, directly or indirectly, out of or in connection with this Agreement, or the breach, termination or validity thereof (including non-contractual disputes or claims).

The Contracts (Rights of Third Parties) Act 1999 shall not apply to this Agreement.

- (c) This Agreement and any disputes or claim arising, directly or indirectly, out of or in connection with it or its subject matter or formation (including non-contractual disputes or claims) is governed by, and shall be construed and enforced in accordance with, the laws of England and Wales excluding choice of law. Each party irrevocably agrees that the any dispute, controversy or claim arising, directly or indirectly, out of or in connection with this Agreement, or the breach, termination, or validity thereof (including non-contractual disputes or claims), shall be referred to and finally resolved by the International Court of Arbitration of the International Chamber of Commerce under the Rules of Arbitration of the International Chamber of Commerce ("ICC") for the time being in force, which rules are deemed to be incorporated by reference in this Section. The location and seat of the arbitration shall be (i) London if Customer is headquartered in Europe, Middle East or Africa and (ii) Singapore if Customer is headquartered in Asia Pacific. There shall be one arbitrator. The arbitrator shall be agreed between

the parties. Failing agreement, or if the arbitrator selected is unable or is unwilling to act, the appointing authority shall be the ICC. The arbitration proceedings shall be conducted in English. The decision of the arbitrator shall be final and binding upon both parties and shall be enforceable in any court of law. Each of the parties waives irrevocably their right to any form of appeal, review or recourse to any state court or other judicial authority, insofar as such waiver may be validly made. Notwithstanding anything to the contrary in this Agreement, either party may at any time seek an interim injunction or other interlocutory relief in a court of competent jurisdiction in order to protect any urgent interest of such party, including, but not limited to, the confidentiality provisions of this Agreement. The law governing the arbitration agreement contained in this Section, the arbitration, and the conduct and procedure of the arbitration, shall be the laws of England and Wales. The Contracts (Rights of Third Parties) Act 1999 shall not apply to this Agreement.

Escrow Agreement

SunGard places our source code in escrow with Iron Mountain Intellectual Property Management and offers our customers the option, at their expense, to have their names added as beneficiaries. Under the escrow agreement, customers have access to the source code in the event that SunGard goes out of business, ceases providing support for the software, or does not provide adequate support for the software.

PREFERRED BENEFICIARY ACCEPTANCE FORM

Depositor, Preferred Beneficiary and Iron Mountain Intellectual Property Management, Inc. ("IMIPM"), hereby acknowledge that **XXXX** is the Preferred Beneficiary referred to in the Master Preferred Escrow Agreement effective June 16, 2015 with IMIPM as the escrow agent and Ramundsen Public Sector, LLC as successors to SunGard Public Sector LLC as the Depositor. Preferred Beneficiary hereby agrees to be bound by all provisions of such Agreement.

Depositor hereby enrolls Preferred Beneficiary to the following account(s):

Account Name

Deposit Account Number

Notices and communications to Preferred Beneficiary should be addressed to:

Invoices should be addressed to:

Attn: _____
Designated Contact: _____
Telephone: _____
Facsimile: _____
E-mail: _____

Initial and Subsequent Annual Invoices:
Ramundsen Public Sector
Accounting Department
1000 Business Center Drive
Lake Mary, FL 32746
Contact: Lisa Neumann

City of XXXX

Ramundsen Public Sector, LLC

Preferred Beneficiary

Depositor

By: _____

By: _____

Name: _____

Name: _____

Title: _____

Title: _____

Date: _____

Date: _____

IMIPM

By: _____

Name: _____

Title: _____

Date: _____

Sample Insurance Certificate



CERTIFICATE OF LIABILITY INSURANCE

2/1/2018

DATE (MM/DD/YYYY)
2/9/2017

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Lockton Insurance Brokers, LLC CA License #OF15767 Two Embarcadero Center, Suite 1700 San Francisco CA 94111 (415) 568-4000	CONTACT NAME:	
	PHONE (A/C, No, Ext): _____ FAX (A/C, No): _____ E-MAIL: _____ ADDRESS: _____	
INSURED 1425100 Ramundsen Holdings, LLC 1000 BUSINESS CENTER DR. Lake Mary FL 32746	INSURER(S) AFFORDING COVERAGE	NAIC #
	INSURER A: National Fire Insurance Co of Hartford	20478
	INSURER B: Continental Casualty Company	20443
	INSURER C: Columbia Casualty Company	31127
	INSURER D:	_____
	INSURER E:	_____

COVERAGES RAMHO01 CERTIFICATE NUMBER: 14505489 REVISION NUMBER: XXXXXXXX

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GENL AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER: _____	N	N	6045933018	2/1/2017	2/1/2018	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 1,000,000 MED EXP (Any one person) \$ 15,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COM/PO/AGG \$ 2,000,000 \$ _____
B	AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> NON-OWNED AUTOS ONLY <input checked="" type="checkbox"/> Comp. Ded \$1,000 Coll. Ded. \$1,000	N	N	6045933004	2/1/2017	2/1/2018	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ XXXXXXXX BODILY INJURY (Per accident) \$ XXXXXXXX PROPERTY DAMAGE (Per accident) \$ XXXXXXXX \$ XXXXXXXX
	UMBRELLA LIAB <input type="checkbox"/> OCCUR EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED \$ _____ RETENTION \$ _____			NOT APPLICABLE			EACH OCCURRENCE \$ XXXXXXXX AGGREGATE \$ XXXXXXXX \$ XXXXXXXX
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N	N/A	6045933021 (CA) 6045933035 (AOS)	2/1/2017 2/1/2017	2/1/2018 2/1/2018	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000
C	Professional Liability/ E&O	N	N	596763134	2/1/2017	2/1/2018	1,000,000 each claim / \$2,000,000 agg

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

CERTIFICATE HOLDER 14505489 Evidence of Insurance	CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPR:
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Section 12. Exceptions and Deviations

March 9, 2017

County of Boone, Missouri
ERP System Selection Project

6 Contract Terms & Conditions Compliance Checklist

#	Title	Comply	Exception	Not Comply
5.1.	Scope of Agreement		✓	
5.2.	Documentation	✓		
5.3.	Incorporation by Reference		✓	
5.4.	Entire Agreement Clause	✓		
5.5.	Applicable and Governing Law Clause	✓		
5.6.	Wording Conflicts	✓		
5.7.	Standard Forms and Contracts	✓		
5.8.	Grant of License		✓	
5.9.	Use of Licenses by Personnel Who Are Not Employees		✓	
5.10.	Replication of Software		✓	
5.11.	Disaster Recovery & Disaster Recovery Testing	✓		
5.12.	Term and Termination Clause		✓	
5.13.	Warranty		✓	
5.14.	Year 2000 Warranty	✓		
5.15.	Continuity of Warranty			✓
5.16.	Disclaimers and Limitations of Remedies		✓	
5.17.	Intellectual Property		✓	
5.18.	Indemnification		✓	
5.19.	Patents, Copyrights, and Proprietary Rights Indemnification		✓	
5.20.	Insurance		✓	
5.21.	Unlimited Liability for Software Vendor Infringement		✓	
5.22.	Freedom of Information Act	✓		
5.23.	Confidentiality		✓	
5.24.	Title and Confidentiality		✓	
5.25.	Identification of Parties to the Agreement Clause		✓	
5.26.	Notices Clause	✓		
5.27.	Agreement Extension and Modification Clause	✓		
5.28.	Contract Extension		✓	
5.29.	Changes in Agreement	✓		
5.30.	Survival Clause	✓		
5.31.	Risk During Software Installation		✓	
5.32.	Subcontractors	✓		
5.33.	Control of Sub-Contractor, Project Team and Project Manager Designation	✓		
5.34.	Effect of Regulation		✓	
5.35.	Assignments		✓	
5.36.	Vendor as Independent Contractor	✓		
5.37.	Advertisement	✓		
5.38.	Password Security	✓		
5.39.	Project Schedule and Acceptance.		✓	
5.40.	Programming Services	✓		
5.41.	Acceptance Testing		✓	
5.42.	Professional Services Warranty		✓	

March 9, 2017

County of Boone, Missouri
ERP System Selection Project

#	Title	Comply	Exception	Not Comply
5.43.	Ineffective Training		✓	
5.44.	Subcontracts	✓		
5.45.	Non-Performance Escalation Procedures	✓		
5.46.	Force Majeure Clause	✓		
5.47.	Force Majeure Requisites	✓		
5.48.	120 Day Maximum	✓		
5.49.	Right of Cancellation	✓		
5.50.	Liquidated Damages		✓	
5.51.	Pricing	✓		
5.52.	Change Orders	✓		
5.53.	Payment Terms		✓	
5.54.	Right to Withhold Payment		✓	
5.55.	Travel Expense Reimbursement	✓		
5.56.	Funding Out		✓	
5.57.	Non-Collusion	✓		
5.58.	Conflict of Interest	✓		
5.59.	Maintenance and Support Services		✓	
5.60.	Annual Maintenance and Support Fees		✓	
5.61.	Resolution and Response Time Warranty		✓	
5.62.	Termination of Annual Maintenance and Support		✓	
5.63.	Source Code Escrow		✓	
5.64.	Video and Audio Recording		✓	
5.65.	Federally Mandated Changes		✓	
5.66.	Future Releases/Upgrades		✓	
5.67.	Solution Longevity		✓	
5.68.	Successor Software Products		✓	
5.69.	Functionality Replacement		✓	
5.70.	Right to Outsource		✓	
5.71.	Vendor Merger or Acquisition	✓		
5.72.	Equal Opportunity Employment/Nondiscrimination Policy	✓		

6.1 Contract Terms and Conditions – Exception Explanations

SunGard has reviewed the County’s Agreement and provided our comments below relative to SunGard standard contracting protocol. Notwithstanding, SunGard will negotiate in good faith for the inclusion of additional, mutually acceptable terms and conditions in the final agreement and we have every confidence that agreement will be reached in this instance.

#	Title	Explanation of Exception
5.1	Scope of Agreement	The contractual terms and conditions under which SunGard proposes to provide the software and services identified in the accompanying Proposal, for the fees provided for in the accompanying Proposal, are those expressly set forth in SunGard’s then-current “Order form” agreement for software license and services (the “SunGard Agreement”), a current copy of both on-premises and hosted Order forms are enclosed with this response.; however, SunGard will negotiate in good faith for the inclusion of additional, mutually acceptable terms and conditions in the final agreement.
5.3	Incorporation by Reference	SunGard is willing to include appropriate portions of County’s RFP and SunGard’s response in the final contract, provided the following order of precedence is established: In the event of a conflict between the County’s RFP and SunGard’s response, then the provisions of SunGard’s response shall supersede such RFP, and further, the terms of the final contract executed by both parties shall supersede both the RFP and SunGard’s response. Further, all SunGard provided documentation of SunGard’s software component systems will supersede product descriptions and functionality which may be described in the RFP and SunGard’s response.
5.8	Grant of License	For SunGard on-premises Solutions, SunGard Standard Terms Section 9.1. Grant. 9.1 Grant. Except as otherwise provided in an Order, SunGard grants to Customer a non-transferable, non-exclusive, term license to use the Solution in accordance with this Agreement and the Scope of Use. The Solution shall be installed in object code form only at Customer’s location(s) listed on the Order (“Designated Location(s)”). Customer may, subject to Section 10.4, use or access the Solution at or from Customer locations worldwide. Customer may change a Designated Location by giving prompt notice thereof to SunGard. Customer may copy and use the Solution installed at the Designated Location for inactive back-up and disaster recovery purposes. Customer may copy the Documentation to the extent reasonably necessary for use of the Solution under this Agreement.

5.9	Use of Licenses by Personnel Who Are Not Employees	SunGard would like to have further discussions regarding the County's needs. Such access is typically accomplished via an Agency Access Agreement, included with our enclosed sample Order form.
5.10	Replication of Software	Agreeable to the extent such interfaces and database applications i) do not contravene SunGard use restrictions: the customer shall not modify, adapt, translate or create derivative works based upon the Solution or Documentation, or combine or merge any part of the Solution or Documentation with or into any other software or documentation, and ii) SunGard shall in no way be liable for any such interfaces or databases or their use.
5.12	Term and Termination	While generally agreeable, SunGard would need to have further negotiation regarding termination for non-appropriation.
5.13	Warranty	<p>The SunGard Agreement provides the following warranties:</p> <p>Software Warranty. SunGard warrants to Customer that for a period of twelve (12) months from the Delivery Date, the Solution (as delivered to Customer by SunGard and when properly used for the purpose and in the manner specifically authorized by this Agreement), will perform as described in the Documentation in all material respects. SunGard's sole obligation and liability under this warranty is to comply with the provisions of Section 9.3 of this Agreement.</p> <p>Professional Services Warranty. SunGard warrants to Customer that Professional Services will be performed in a good and workmanlike manner by qualified personnel, subject to Section 6.4. SunGard shall have no liability under this Section 6.5 unless, within thirty (30) days after the actual date of the particular Professional Services, SunGard receives notice from Customer describing the breach of this warranty, together with adequate supporting documentation and data. Upon receipt of any such notice, SunGard's only obligation under this Section 6.5 is to remedy the breach and reperform the particular Professional Services affected as soon as reasonably practical at no additional charge.</p> <p>No Infringement. SunGard shall indemnify and defend Customer against, any third-party claim asserting that the Solution, as and when made available to Customer by SunGard and when properly used for the purpose and in the manner specifically authorized by this Agreement, infringes upon (i) any patent issued as of the date of this Agreement by a country that is a signatory to the Paris Convention, (ii) any copyright of any country that is a member of the Berne Convention as of the date of this Agreement, or (iii) any trade secret or other proprietary right of any Person (collectively, "IP Rights"). SunGard shall have no obligation under this Section 4.2</p>

		<p>unless Customer promptly gives notice to SunGard within ten (10) days after the date Customer first receives notice of the applicable infringement claim (provided that later notice shall relieve SunGard of its liability and obligations under this Section 4.2 only to the extent that SunGard is prejudiced by such later notice) and allows SunGard to have sole control of the defense or settlement of the claim. Customer may monitor any such litigation or proceeding at its expense, using counsel of its choosing. The remedies provided in this Section 4.2 are the sole remedies for a claim of infringement or misappropriation hereunder. If any applicable infringement claim is initiated, or in SunGard's sole opinion is likely to be initiated, SunGard may at its option and expense:</p> <ul style="list-style-type: none"> (a) modify or replace all or the allegedly infringing part of the Solution so that it is no longer allegedly infringing, provided that the functionality does not change in any material adverse respect; or (b) procure for Customer the right to continue using the allegedly infringing part of the Solution; or <p>remove all or the allegedly infringing part of the Solution, and (i) if Customer has paid a one-time upfront initial license fee for the applicable Solution, refund to Customer the corresponding portion of the license fee paid by Customer to SunGard for the applicable Solution, less a reasonable rental charge equal to one- sixtieth (1/60) of the initial license fee for each month of use following the Order Execution Date, or (ii) if Customer is paying for the use of the Solution on a recurring basis, refund to Customer the corresponding portion of the unused recurring fee(s) paid by Customer to SunGard with respect to the applicable Solution, and in each such case this Agreement shall terminate with respect to the Solution or part thereof removed.</p>
5.16	Disclaimers and Limitations of Remedies	<p>4.6. Disclaimer. EXCEPT AS STATED IN SECTIONS 4, 6.5 AND 9.5, THE SOLUTION, DOCUMENTATION AND SERVICES ARE PROVIDED "AS IS," AND ALL OTHER REPRESENTATIONS, WARRANTIES, TERMS OR CONDITIONS, ORAL OR WRITTEN, EXPRESS OR IMPLIED, ARISING FROM COURSE OF DEALING, COURSE OF PERFORMANCE, USAGE OF TRADE, QUALITY OF INFORMATION, QUIET ENJOYMENT OR OTHERWISE (INCLUDING IMPLIED WARRANTIES, TERMS OR CONDITIONS OF MERCHANTABILITY, SATISFACTORY QUALITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE, NON-INTERFERENCE, OR NON- INFRINGEMENT) ARE, TO THE FULLEST EXTENT PERMITTED BY APPLICABLE LAW, EXCLUDED FROM THIS AGREEMENT.</p> <p>Liability Cap as provided in the SunGard Agreement.</p>

		<p>4.8 Consequential Damage Exclusion. UNDER NO CIRCUMSTANCES SHALL EITHER PARTY (OR ANY OF ITS AFFILIATES PROVIDING OR RECEIVING THE SOLUTION, SERVICES OR OTHER SOFTWARE UNDER THIS AGREEMENT) BE LIABLE TO THE OTHER OR ANY OTHER PERSON FOR LOSSES OR DAMAGES WHICH FALL INTO ANY OF THE FOLLOWING CATEGORIES: (a) LOST REVENUES, (b) LOST PROFITS, (c) LOSS OF BUSINESS, (d) TRADING LOSSES, (e) INACCURATE DISTRIBUTIONS OR (f) ANY INCIDENTAL, INDIRECT, EXEMPLARY, CONSEQUENTIAL, SPECIAL OR PUNITIVE DAMAGES OF ANY KIND, INCLUDING ANY OF THE FOREGOING LOSSES OR DAMAGES RESULTING FROM CUSTOMER'S USE OF THE SOLUTION OR SERVICES PROVIDED HEREUNDER, OR ARISING FROM ANY BREACH OF THIS AGREEMENT OR ANY TERMINATION OF THIS AGREEMENT, WHETHER SUCH LIABILITY IS ASSERTED ON THE BASIS OF CONTRACT, TORT (INCLUDING NEGLIGENCE OR STRICT LIABILITY) OR OTHERWISE AND WHETHER OR NOT FORESEEABLE, EVEN IF THE RELEVANT PARTY HAS BEEN ADVISED OR WAS AWARE OF THE POSSIBILITY OF SUCH LOSS OR DAMAGES. FOR PURPOSES OF CLARIFICATION, THE FOLLOWING SHALL BE DEEMED "DIRECT DAMAGES" AS BETWEEN CUSTOMER AND SUNGARD FOR THE PURPOSES OF THIS AGREEMENT (i) ANY AND ALL DAMAGES, INCLUDING CONSEQUENTIAL AND SIMILAR DAMAGES, AWARDED TO A THIRD PARTY FOR WHICH INDEMNIFICATION IS PROVIDED BY A PARTY UNDER SECTION 4.2; (ii) CUSTOMER'S OUT-OF-POCKET COSTS TO NOTIFY AFFECTED PERSONS AND/OR PAY FOR CREDIT MONITORING SERVICES FOR SUCH PERSONS FOR A ONE-YEAR PERIOD INCURRED AS A RESULT OF SUNGARD'S BREACH OF SECTION 5.</p> <p>4.9 Exceptions. THE LIMITATIONS AND EXCLUSIONS SET FORTH IN SECTIONS 4.7 AND 4.8 SHALL NOT APPLY TO: (a) BREACHES OF THE SCOPE OF USE; (b) FAILURE TO PAY FEES WHEN DUE; (c) DAMAGES CAUSED BY EITHER PARTY'S FRAUD OR WILLFUL MISCONDUCT; (d) A PARTY'S LIABILITY FOR DEATH OR PERSONAL INJURY DUE TO THAT PARTY'S NEGLIGENCE; OR (e) A PARTY'S LIABILITY FOR DAMAGES TO THE EXTENT THAT SUCH LIMITATION OR EXCLUSION IS NOT PERMITTED BY APPLICABLE LAW. THE LIMITATIONS SET FORTH IN SECTION 4.7 DO NOT APPLY TO CLAIMS FOR WHICH INDEMNIFICATION IS PROVIDED BY A PARTY UNDER SECTION 4.2.</p> <p>4.15 Disclaimer. Except as may be provided in Section 4.10 above, Customer agrees and understands that SUNGARD MAKES NO WARRANTIES WHATSOEVER, EXPRESSED OR IMPLIED, WITH REGARD TO THE THIRD-PARTY PRODUCTS. ALL</p>
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		<p>WARRANTIES (IF ANY) ARE PROVIDED TO CUSTOMER BY THE LICENSORS, MANUFACTURERS OR PROVIDERS OF SUCH THIRD-PARTY PRODUCTS. SUNGARD PUBLIC SECTOR EXPLICITLY DISCLAIMS ALL WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. EXCEPT FOR ITS OBLIGATION TO REMIT PAYMENT RECEIVED FROM CUSTOMER TO THE THIRD PARTY PURSUANT TO THIS AGREEMENT, SUNGARD WILL HAVE NO LIABILITY WHATSOEVER IN CONNECTION WITH THE THIRD-PARTY PRODUCTS.</p> <p>4.16 Other Limitations. The warranties made by SunGard in this Agreement, and the obligations of SunGard under this Agreement, run only to Customer and not to its Affiliates, its customers or any other Persons. Under no circumstances shall any Affiliate or customer of Customer or any other Person be considered a third-party beneficiary of this Agreement or otherwise entitled to any rights or remedies under this Agreement (including any right to be consulted in connection with any variation or rescission of the Agreement agreed between SunGard and Customer), even if such Affiliates, customers or other Persons are provided access to the Solution or data maintained in the Solution via the Internet or other networked environment. Except to the extent specified in an Order, SunGard shall not be deemed Customer's official record keeper for regulatory or other purposes and shall have no obligation to retain any records or data on Customer's behalf after termination or expiration of this Agreement.</p>
5.17	Intellectual Property	SunGard shall own the results of any work which may be characterized as software or software documentation or which is a derivative of any SunGard-owned material.
5.18	Indemnification	<p>SunGard provides the following general indemnification:</p> <p>General Indemnity. SunGard will defend, indemnify and hold Customer harmless from and against any loss, cost and expense that Customer incurs in connection with a claim asserted against Customer by a third party for: (i) bodily injury or death; or (ii) damage to any tangible or real property, and in either instance, to the extent proximately caused by the negligent acts or omissions of SunGard. SunGard's obligations under this indemnification are expressly conditioned on the following: (i) Customer must promptly notify SunGard of any such claim; (ii) Customer must in writing grant SunGard sole control of the defense of any such claim and of all negotiations for its settlement or compromise (if Customer chooses to represent its own interests in any such action, Customer may do so at its own expense, but such representation must not prejudice SunGard's right to control the defense of the claim and negotiate its settlement or compromise); and (iii) Customer must cooperate with SunGard to facilitate the settlement or defense of the claim.</p>

5.19	Patents, Copyrights, and Proprietary Rights Indemnification	<p>SunGard provides the following intellectual property indemnification:</p> <p>4.2. No Infringement. SunGard shall indemnify and defend Customer against, any third-party claim asserting that the Solution, as and when made available to Customer by SunGard and when properly used for the purpose and in the manner specifically authorized by this Agreement, infringes upon (i) any patent issued as of the date of this Agreement by a country that is a signatory to the Paris Convention, (ii) any copyright of any country that is a member of the Berne Convention as of the date of this Agreement, or (iii) any trade secret or other proprietary right of any Person (collectively, "IP Rights"). SunGard shall have no obligation under this Section 4.2 unless Customer promptly gives notice to SunGard within ten (10) days after the date Customer first receives notice of the applicable infringement claim (provided that later notice shall relieve SunGard of its liability and obligations under this Section 4.2 only to the extent that SunGard is prejudiced by such later notice) and allows SunGard to have sole control of the defense or settlement of the claim. Customer may monitor any such litigation or proceeding at its expense, using counsel of its choosing. The remedies provided in this Section 4.2 are the sole remedies for a claim of infringement or misappropriation hereunder. If any applicable infringement claim is initiated, or in SunGard's sole opinion is likely to be initiated, SunGard may at its option and expense:</p> <p>(a) modify or replace all or the allegedly infringing part of the Solution so that it is no longer allegedly infringing, provided that the functionality does not change in any material adverse respect; or</p> <p>(b) procure for Customer the right to continue using the allegedly infringing part of the Solution; or</p> <p>(c) remove all or the allegedly infringing part of the Solution, and (i) if Customer has paid a one-time upfront initial license fee for the applicable Solution, refund to Customer the corresponding portion of the license fee paid by Customer to SunGard for the applicable Solution, less a reasonable rental charge equal to one-sixtieth (1/60) of the initial license fee for each month of use following the Order Execution Date, or (ii) if Customer is paying for the use of the Solution on a recurring basis, refund to Customer the corresponding portion of the unused recurring fee(s) paid by Customer to SunGard with respect to the applicable Solution, and in each such case this Agreement shall terminate with respect to the Solution or part thereof removed.</p>
5.20	Insurance	<p>SunGard has included our certificate of insurance for your review. At contract negotiation, we are agreeable to good faith discussions to arrive at mutually agreeable insurance language.</p> <p>Regarding general indemnification, please see item 5.18 above.</p>

5.21	Unlimited Liability for Software Vendor Infringement	The terms of any limitations on liability clauses shall not apply to SunGard's indemnification obligations as detailed in item 5.19 above.
5.23	Confidentiality	Confidentiality. The party receiving Confidential Information (“ Receiving Party ”) of the other (“ Disclosing Party ”) shall not, and shall cause its Authorized Recipients not to, use Confidential Information for any purpose except as necessary to implement, perform or enforce this Agreement. Receiving Party will use the same reasonable efforts to: (a) protect the Confidential Information of Disclosing Party as it uses to protect its own proprietary information and data. Prior to disclosing the Confidential Information to its Authorized Recipients, Receiving Party shall inform them of the confidential nature of the Confidential Information and require them to abide by the terms of this Agreement. Receiving Party will promptly notify Disclosing Party if Receiving Party discovers any improper use or disclosure of Confidential Information and will promptly commence all reasonable efforts to investigate and correct the causes of such improper use or disclosure. If Receiving Party believes the Confidential Information must be disclosed under applicable law, Receiving Party may do so provided that, to the extent permitted by law, the other party is given a reasonable opportunity to contest such disclosure or obtain a protective order.
5.24	Title and Confidentiality	The proposed SunGard Solution software is proprietary to SunGard and therefore exempt from Missouri “open records” laws per Mo. Rev. Stat. § 610.021.
5.25	Identification of Parties to the Agreement Clause	SunGard may assign this Agreement to any entity acquiring substantially all of the assets of SunGard.
5.28	Contract Extension	SunGard would need to have further discussions concerning the specifics and parameters associated with any liquidated damages.
5.31	Risk During Software Installation	SunGard provides the indemnity and hold harmless terms as described in item 5.18 and the SunGard Agreement.
5.34	Effect of Regulation	SunGard would need to have further discussions concerning termination in this context. Additionally, further discussion is needed to better understand the type of “compliance” referenced.
5.35	Assignments	Please see item 5.25 above.
5.39	Project Schedule and Acceptance	SunGard will need to have additional discussions concerning acceptance. Notwithstanding, we have every confidence mutual agreement will be reached.
5.41	Acceptance Testing	Please see item 5.39 above.
5.42	Professional Services Warranty	SunGard is generally agreeable to these terms and would be agreeable to negotiating their inclusion in the final agreement.

5.43	Ineffective Training	While outside SunGard contracting protocol, we would be interested in further discussion to arrive at mutually agreeable terms.
5.50	Liquidated Damages	While outside SunGard contracting protocol, SunGard is willing to have further discussions to arrive at mutually agreeable language.
5.53	Payment Terms	<p>SunGard standard on-premises payment terms are as set forth in the SunGard Agreement and noted below. Notwithstanding, SunGard is willing to discuss modified payment terms at contract negotiation.</p> <p>License Fee: 100% on the Execution Date.</p> <p>Annual Support Fees: Support Fees are due thirty (30) days prior to the commencement of the Renewal Support Term for which such fees are being remitted.</p> <p>Initial Annual Subscription Fees: 100% on the Execution Date</p> <p>Installation: On invoice, upon completion.</p> <p>Project Management: 100% on the Execution Date.</p> <p>Training Fees: On invoice, upon completion.</p> <p>Professional Services Fees (includes Configuration mapping, Report Development, Workflow Development, Business Process Review, and Audit): On invoice daily, as incurred.</p> <p>Conversion Fees: 50% on the Execution Date; 50% on invoice, upon completion.</p> <p>Custom Modification Fees: 100% on the Execution Date</p> <p>Implementation Services Fee: 50% on the Execution Date; 50% on invoice, upon completion.</p> <p>Third Party Products Hardware & Software Fee: 100% on the Execution Date</p> <p>Third Party Services Fee: 50% on the Execution Date; 50% on invoice, upon completion.</p> <p>Third Party Software Initial Annual Maintenance: The initial annual maintenance fee is included in the License fee. The Initial Annual Maintenance Fee amount shown above is for the second year of Third Party Product annual maintenance and is due prior to commencement of the second annual term. Annual Maintenance Fees for subsequent terms are subject to change and will be invoiced by and paid directly to SunGard.</p> <p>Third Party Software Initial Annual Subscription Fees: 100% on the Execution Date.</p> <p>For SunGard standard hosted payment terms, please see the enclosed sample SunGard Agreement for hosted services.</p>

5.54	Right to Withhold Payment	While outside SunGard contracting protocol, SunGard is willing to have good faith discussions concerning these terms at contract negotiation.
5.56	Funding Out	Agreed, however, SunGard would seek to add additional clarifying terms pertaining to obligations of the parties upon such termination.
5.59	Maintenance and Support Services	SunGard offers Support pursuant to the terms of our SunGard Agreement. Notwithstanding, SunGard is willing to discuss additional needs the County may have at contract negotiation in an effort to arrive at mutually agreeable terms.
5.60	Annual Maintenance and Support Fees	SunGard offers Support pursuant to the terms of our SunGard Agreement. Notwithstanding, SunGard is willing to discuss additional needs the County may have at contract negotiation in an effort to arrive at mutually agreeable terms.
5.61	Resolution and Response Time Warranty	SunGard offers Support pursuant to the terms of our SunGard Agreement. Notwithstanding, SunGard is willing to discuss additional needs the County may have at contract negotiation in an effort to arrive at mutually agreeable terms.
5.62	Termination of Annual Maintenance and Support	SunGard would like to clarify that reinstatement is possible while SunGard is supporting to the Solution within its general client base. Additionally, any reinstatement would include back fees along with the then current yearly fee for such Support.
5.63	Source Code Escrow	SunGard will enter into an escrow agreement with SunGard's escrow agent upon SunGard's standard escrow terms and conditions, at County's cost. County shall have the right to receive a copy of said source code if SunGard fails to meet its obligations under the Agreement by reason of SunGard's insolvency.
5.64	Video and Audio Recording	Pursuant to SunGard contracting protocol, Client shall not video and/or audiotape any training session, whether held at Client site, Vendor site, or via teleconference, without having secured such rights under a separately executed agreement with Client.
5.65	Federally Mandated Changes	SunGard does not agree that the functionality of its proprietary software, or any associated third party software delivered by SunGard, can be held to a standard of "compliance" with applicable laws and regulations and mandates. The SunGard proprietary software as delivered by SunGard is intended to be implemented and used by SunGard's licensees for its governmental purposes. At times, the proprietary software may be used in conjunction with a customer's obligations to meet its internal requirements (reporting or otherwise), as such requirements are dictated to that customer by applicable laws and/or regulations in the particular jurisdiction where the customer is based. While it is reasonable to assume that SunGard, as a company, maintains compliance with certain statutory requirements it is subject to, it is not accurate to assume that

		SunGard will hold the functionality of the proprietary software to these statutory standards. Nevertheless, if selected by the County, SunGard will be happy to share our thoughts as to how our proprietary software may be used in a way that can assist County in seeking to comply with certain of these statutory requirements and how updates to the software required to meet such statutory requirements may be implemented.
5.66	Future Releases/Upgrades	County shall be entitled, for no additional cost beyond the Annual Maintenance and Support Agreement fees, to future modifications or updates to the Vendor Software that Vendor, in its sole discretion, incorporates into the Vendor Software without requiring its than existing client base to pay a separate fee (other than support fees).
5.67	Solution Longevity	SunGard is committed to our customers and our products and can contractually commit to five years support.
5.68	Successor Software Products	The requested terms are outside SunGard standard contracting protocol; however SunGard is open to further discussion at contract negotiation.
5.69	Functionality Replacement	SunGard would need to discuss further to find mutually agreeable language.
5.70	Right to Outsource	Agreed pursuant to an executed Agency Access Agreement per our SunGard Agreement.

Section 13. Other Required Forms and Attachments

Please provide all other required forms in this section:

- a. Contract terms and conditions compliance checklist
- b. Contract terms and conditions compliance checklist – Exception explanation
- c. Proposal Signature Form
- d. Non-Collusion Affidavit
- e. Minimum Criteria
- f. Independent Service Auditor’s Opinion Letter – SSAE 16 Type II audit
- g. Work Authorization Certification
- h. Certification Regarding Debarment

a. Contract Terms and Conditions Compliance Checklist

Please refer to Section 12 – Exceptions and Deviations.

b. Terms and Conditions Compliance Checklist – Exception Explanation

Please refer to Section 12 – Exceptions and Deviations.

c. Proposal Signature Form

This is included prior to Section 1 as directed in the Proposal Response Format information on page 32 of the RFP.

March 9, 2017

7.3 Non-Collusion Affidavit

THE AFFIDAVIT SET FORTH BELOW MUST BE EXECUTED ON BEHALF OF THE VENDOR AND FURNISHED WITH EVERY PROPOSAL NON-COLLUSION AFFIDAVIT

STATE OF: Florida

County OF: Seminole

TAX ID NUMBER: 81-4692347

Robert Valvano, being duly sworn, deposes and says he/she is the Chief Financial Officer
(Name) (Title)

Of Ramundsen Public Sector, LLC the Vendor that has
(Company)

submitted to the **County** a proposal for a **ERP System Selection Project 03-13APR17** all as fully set forth in said proposal and that except as specified below, the aforementioned Vendor constitutes the only person, firm, or corporation having any interest in said proposal or in any contract, benefit, or profit which may, might or could accrue as a result of said proposal, said exceptions being as follows:

no exceptions
(If no exceptions, please state)


Vendor further states that said proposal is, in all respects, fair and is submitted without collusion or fraud; and that no member of the **County** is directly or indirectly interested in said proposal.

Robert Valvano
(Affiant)

SWORN TO and subscribed before me, a Notary Public, in and for the above named State and City

this 7th day of April, 2017
(Day) (Month) (Year)

Karen Y. Ozolnieks
(Notary Public)

 KAREN Y. OZOLNIEKS
MY COMMISSION # FF 918026
EXPIRES: November 6, 2019
Bonded Thru Budget Notary Services

March 9, 2017**7.4 Minimum Criteria**

As noted in section 1.8 of this RFP, proposed solutions **MUST** meet all of the following requirements. **Proposals not meeting these requirements will be rejected.** Vendors should acknowledge acceptance of these terms and include the following checklist in their RFP response.

Minimum Criteria	Yes/No
RFP Response Timeliness RFP response is submitted by the due date and time.	Yes
Response Authorization The RFP response is signed by an authorized company officer.	Yes
Response Completeness Vendor complied with all mandatory requirements of the RFP and provided a response to all items requested with sufficient detail, which provides for the proposal to be properly evaluated. Any deficiencies in this regard will be determined by the County's Purchasing department in conjunction with the Steering Committee to be either a defect that they will waive or that the proposal can be sufficiently modified to meet the requirements of the RFP.	Yes
Minimum Client Software Installations Must have provided software for at least 5 successful installations of similar size and complexity within the last 5 years.	Yes

f. Independent Service Auditor's Opinion Letter – SSAE 16 Type II audit



SSAE16 Attestation of Compliance

3.3.2017

SunGard Public Sector engaged with Grant Thornton, LLC to perform SSAE16 SOC 1 Type 2 Audits for the period covering January 1 – September 30, 2016. The audit engagement covered multiple data centers, included a gap analysis component, and was scoped to meet Control Objectives specific to the SunGard Public Sector Cloud Application Hosting Service. No material qualifications exist as a result of the Audits performed by Grant Thornton.

Michael Myers
Group Security Officer
SunGard Public Sector LLC



Company ID Number: 152121

**THE E-VERIFY
MEMORANDUM OF UNDERSTANDING
FOR EMPLOYERS**

**ARTICLE I
PURPOSE AND AUTHORITY**

The parties to this agreement are the Department of Homeland Security (DHS) and the Ramundsen Public Sector (Employer). The purpose of this agreement is to set forth terms and conditions which the Employer will follow while participating in E-Verify.

E-Verify is a program that electronically confirms an employee's eligibility to work in the United States after completion of Form I-9, Employment Eligibility Verification (Form I-9). This Memorandum of Understanding (MOU) explains certain features of the E-Verify program and describes specific responsibilities of the Employer, the Social Security Administration (SSA), and DHS.

Authority for the E-Verify program is found in Title IV, Subtitle A, of the Illegal Immigration Reform and Immigrant Responsibility Act of 1996 (IIRIRA), Pub. L. 104-208, 110 Stat. 3009, as amended (8 U.S.C. § 1324a note). The Federal Acquisition Regulation (FAR) Subpart 22.18, "Employment Eligibility Verification" and Executive Order 12989, as amended, provide authority for Federal contractors and subcontractors (Federal contractor) to use E-Verify to verify the employment eligibility of certain employees working on Federal contracts.

**ARTICLE II
RESPONSIBILITIES**

A. RESPONSIBILITIES OF THE EMPLOYER

1. The Employer agrees to display the following notices supplied by DHS in a prominent place that is clearly visible to prospective employees and all employees who are to be verified through the system:
 - a. Notice of E-Verify Participation
 - b. Notice of Right to Work
2. The Employer agrees to provide to the SSA and DHS the names, titles, addresses, and telephone numbers of the Employer representatives to be contacted about E-Verify. The Employer also agrees to keep such information current by providing updated information to SSA and DHS whenever the representatives' contact information changes.
3. The Employer agrees to grant E-Verify access only to current employees who need E-Verify access. Employers must promptly terminate an employee's E-Verify access if the employer is separated from the company or no longer needs access to E-Verify.

Page 1 of 17 E-Verify MOU for Employers | Revision Date 06/01/13



Company ID Number: 152121

Information relating to the Program Administrator(s) for your Company on policy questions or operational problems:

Name	Twana M Peterson
Phone Number	(407) 304 - 3215
Fax Number	(407) 304 - 3044
Email Address	twana.peterson@sungardps.com

March 9, 2017

7.16 Certification Regarding Debarment

(Please complete and return with RFP Response)

Certification Regarding
Debarment, Suspension, Ineligibility and Voluntary Exclusion
Lower Tier Covered Transactions

This certification is required by the regulations implementing Executive Order 12549, Debarment and Suspension, 29 CFR Part 98 Section 98.510, Participants' responsibilities. The regulations were published as Part VII of the May 26, 1988, Federal Register (pages 19160-19211).

(BEFORE COMPLETING CERTIFICATION, READ INSTRUCTIONS FOR CERTIFICATION)

- (1) The prospective recipient of Federal assistance funds certifies, by submission of this proposal, that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department or agency.
- (2) Where the prospective recipient of Federal assistance funds is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal.

Robert Valvano – Chief Financial Officer
Name and Title of Authorized Representative


Signature

4/7/2017
Date

Section 14. Cost Proposal

Proposal Terms and Conditions

<i>Proposal Expiration</i>	This proposal is valid for 180 days following the date printed on its cover page.
<i>License Fees</i>	The license fees quoted herein are one-time fees.
<i>Training</i>	Training costs quoted do not include travel and living expenses. These costs are billed as incurred and shall be governed by the SunGard Corporate Travel and Expense Reimbursement Policy.
<i>Modifications</i>	We can perform modifications to the base software should they be necessary. All modifications are billable at the current hourly rate. Note: Any modification pricing provided in this proposal is an estimate only. Detailed analysis of your specific requirements is needed before SunGard can provide exact pricing.
<i>Payment Terms</i>	License fees are due in full at contract execution. Training costs are invoiced as incurred. All travel and living expenses are billed as incurred and shall be governed by the SunGard Corporate Travel and Expense Reimbursement Policy. Maintenance fees are due annually, prior to the year for which they apply. Refer to the sample SunGard Software License and Services Agreement in this proposal for information about implementation fees.
<i>Warranty</i>	All SunGard application software is under warranty for 365 days following the date of delivery of licensed programs.
<i>Documentation</i>	Online documentation is included with the product and is accessible by all users simultaneously.
<i>Implementation</i>	This proposal includes a pre-defined implementation that lets you leverage ONESolution's full functionality and flexibility. Conversions may be included in your proposal, but are not included with the license fees.
<i>Response Obligations</i>	<p>This response by nature is less detailed than other documentation provided by SunGard to its customers describing the licensed programs. SunGard does not have nor accept the obligation to supplement, modify, or otherwise keep its responses to RFPs up to date with the documentation. SunGard is not liable for responses found deficient due to lack of customer contact or misunderstanding of the questions contained in the RFP.</p> <p>Any reference to the product roadmap is not a commitment or legal obligation to deliver any of the described features or functionality described herein.</p>

SunGard Public Sector Investment Summary

Please refer to the following pages for the SunGard investment summary.

The following detailed price form is confidential and proprietary information to SunGard. Detail price is furnished and accepted on the express condition that it shall not be duplicated or disclosed, in whole or in part, except to your staff and agents when necessary for evaluation purposes, without prior written consent of SunGard.

1. Pricing Form Legend

All black cells required.	All yellow cells optional and can be modified.	All other cells are locked.
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2. Enter Basic Vendor Information

Enter Vendor Name to the right:	SunGard Public Sector
---------------------------------	-----------------------

3. Enter the Primary Hosting/Licensing Model for the Proposed Solution

Both a hosted and on-premise solution are being strongly considered. The decision will be based on the options provided, using the evaluation criteria outlined in the RFP. Please indicate if the proposed solution reflected in this pricing form is hosted.

Additionally, please note if a perpetual license or subscription-based license is proposed.

On-premise
Perpetual

Comments

4. Complete the following Pricing Tabs

Tab Name	Instructions
Proposal Summary	No data entry is required in the Proposal Summary. Comments are optional for each Cost Category.
Module Summary	Please add any additional modules proposed below those requested.
Module Information	Please complete the black cells with information regarding proposed modules. Please complete column H for ALL modules that have costs represented in other modules. Please complete columns C-G for any modules with applicable data. Vendors bundling costs are encouraged to use the pre-defined bundles, however may create placeholder "other modules" in the Module Summary tab as a placeholder for these bundles.
Application Software	Please complete One-Time and On-Going Annual Application Software Costs, indicating any additional info or 'No Bid' in the Comments column. Additional proposed modules can be added in the 'Module Summary' Tab.
Other Software	Please add any Other Software proposed including the Required Quantity, Unit Price, and related On-Going Annual Cost, if applicable.
Hardware	Please add any additional required/optional Hardware proposed including the Required Quantity, Unit Price, and related On-Going Annual Cost, if applicable.
Implementation Services	Please complete the Estimated Hours and Hourly Rate for Implementation Services, indicating any additional info or 'No Bid' in the Comments column. Additional proposed modules can be added in the 'Module Summary' Tab.
Train-the-Trainer Training	Please complete the Estimated Hours and Hourly Rate for Train-the-Trainer Training, indicating any additional info or 'No Bid' in the Comments column. Additional proposed modules can be added in the 'Module Summary' Tab.
Optional End-User Training	Please complete the Estimated Hours and Hourly Rate for Optional End-User Training, indicating any additional info or 'No Bid' in the Comments column. Additional proposed modules can be added in the 'Module Summary' Tab.
Data Conversion Services	Please complete the Conversion Code, Estimated Hours, and Hourly Rate to perform the following Data Conversion Services.
Interfaces	Please complete the Estimated Hours, Hourly Rate, and On-Going Annual Cost, if applicable, to develop the following Interfaces, indicating any additional info or 'No Bid' in the Comments column.
Modifications	Please add the Estimated Hours, Hourly Rate, and On-Going Annual Cost, if applicable, to perform any required/optional Modifications. The related Module and Spec # should be noted.
Other Implementation Services	Please add any Other Implementation Services proposed including the Estimated Hours and Hourly Rate.

5. Enter Any Misc Costs and/or Discounts

Travel & Lodging Costs	\$198,000
One-Time State and City Sales Tax (FOB)	
On-Going Annual State and City Sales Tax (FOB)	
Discount (if applicable)	

6. Finalize Forms for Printing and Submission

Additional rows are provided in each worksheet to accommodate additional proposed software and services. Vendors are encouraged to "hide" unused extra rows in each worksheet before submission.

Change cell to right to Hide Required/Optional Fields before printing:	Show Required/Optional Fields
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County of Boone, MO - ERP System Selection Project 03-13APR17

Pricing Forms - Proposal Summary

SunGard Public Sector			
<i>Proposal Summary</i>			
Cost Category	One-Time Cost	On-Going Annual Cost	Comments
Application Software	\$748,740	\$135,178	
Other Software	\$6,490	\$495	
Hardware	\$0	\$0	Hardware pricing not included in this proposal
Implementation Services	\$266,880	N/A	
Train-the-Trainer Training	\$128,000	N/A	
Data Conversion Services	\$100,000	N/A	
Interfaces	\$32,000	\$0	Interface identified as Custom; Add'l hours may be required post-discovery
Modifications	\$133,000	\$0	
Other Implementation Services	\$431,175	N/A	
Travel & Lodging Costs	\$198,000	N/A	
State/City Sales Tax and Delivery Charges	\$0	\$0	
Discount (if applicable)	\$0	N/A	
Grand Total	\$2,044,285	\$135,673	

<i>Additional Optional Pricing Not Included in Grand Total:</i>			
Cost Category	One-Time Cost	On-Going Annual Cost	Comments
Optional End-User Training	\$96,000	N/A	

County of Boone, MO - ERP System Selection Project 03-13APR17

Pricing Forms - Module Summary

SunGard Public Sector

Module Summary	Application Software		Implementation Services			Training Services			Totals	
	One-Time Cost	On-Going Annual Cost	Estimated Hours	Hourly Rate	Extended Cost	Estimated Hours	Hourly Rate	Extended Cost	One-Time Costs	On-Going Annual Costs
Financial Bundle	\$342,800	\$54,848	580	\$160	\$92,800	356	\$160	\$56,960	\$492,560	\$54,848
HR/Payroll Bundle	\$175,450	\$28,072	806	\$160	\$128,960	216	\$160	\$34,560	\$338,970	\$28,072
ONESolution Foundation	\$20,100	\$3,216	0	\$0	\$0	40	\$160	\$6,400	\$26,500	\$3,216
ONESolution eGovernment	\$12,595	\$2,015	0	\$0	\$0	8	\$160	\$1,280	\$13,875	\$2,015
CAFR Constructor	\$29,480	\$4,716	0	\$0	\$0	128	\$225	\$28,800	\$58,280	\$4,716
ONESolution Enterprise Core	\$54,820	\$8,771	58	\$160	\$9,280	0	\$0	\$0	\$64,100	\$8,771
Executime Time and Attendance	\$93,695	\$18,740	224	\$160	\$35,840	0	\$0	\$0	\$129,535	\$18,740
SunGard OpenGov	\$19,800	\$14,800	0	\$0	\$0	0	\$0	\$0	\$19,800	\$14,800
Grand Total	\$748,740	\$135,178	1,668	N/A	\$266,880	748	N/A	\$128,000	\$1,143,620	\$135,178

County of Boone, MO - ERP System Selection Project 03-13APR17

Pricing Forms - Module Information

SunGard Public Sector

Module Information
Please complete the black cells with information regarding proposed modules. Please complete column H for ALL modules that have costs represented in other modules. Please complete columns C-G for any modules with applicable data. Vendors bundling costs are encouraged to use the pre-defined bundles, however may create placeholder "other modules" in the Module Summary tab as a placeholder for these bundles.

Version	Licensing Measure (e.g. Users, FTEs)	# of Licensed (e.g. 5,000)	License Type	Are Costs Waived in the First Year?	Location of Related Costs (if elsewhere)	Comments
v17.x	Site		Perpetual			
v17.x	Site		Perpetual			
v17.x	Site		Perpetual			
v17.x	Site		Perpetual			
Site	Site		Perpetual			
Users	Users	<750	Perpetual			
			Perpetual			

County of Boone, MO - ERP System Selection Project 03-13APR17

Pricing Forms - Application Software

SunGard Public Sector

Application Software
Please complete One-Time and On-Going Annual Application Software Costs, indicating any additional info or 'No Bid' in the Comments column. Additional proposed modules can be added in the 'Module Summary' Tab.

Cost Category	One-Time Cost	On-Going Annual Cost	Comments
Financial Bundle	\$342,800	\$54,848	AP, Bank Rec, Budget, Contract, FA, GL, AR, Project & Grant, Purchasing
HR/Payroll Bundle	\$175,450	\$28,072	App. Online, Employee Online, Forms, HR, Pos. Budget, Dev, Payroll
ONESolution Foundation	\$20,100	\$3,216	Cash Receipts, Desktop, Security, Workflow
ONESolution eGovernment	\$12,595	\$2,015	
CAFR Constructor	\$29,480	\$4,716	
ONESolution Enterprise Core	\$54,820	\$8,771	SunGard Analytics, Tools
Executime Time and Attendance	\$93,695	\$18,740	Time & Attendance, Scheduling, Mobiles
SunGard OpenGov	\$19,800	\$14,800	
Grand Total	\$748,740	\$135,178	

County of Boone, MO - ERP System Selection Project 03-13APR17

Pricing Forms - Other Software

SunGard Public Sector						
<i>Other Software</i>	Please add any Other Software proposed including the Required Quantity, Unit Price, and related On-Going Annual Cost, if applicable.					
Software Name	Required Quantity	Unit Price	One-Time Cost	On-Going Annual Cost	Comments	
Utilities			\$0		Included in SunGard Foundation	
Report Writer			\$0		Included in SunGard Enterprise Core	
Relational Database			\$0		Not included in the proposal	
Forms Generator			\$0		Included in SunGard Financials	
BMI Asset Trak Bundle	1	\$6,490	\$6,490	\$495		
Grand Total	1	N/A	\$6,490	\$495		

County of Boone, MO - ERP System Selection Project 03-13APR17

Pricing Forms - Implementation Services

SunGard Public Sector					
<i>Implementation Services</i>					
Cost Category	Estimated Hours	Hourly Rate	Extended Cost	Comments	
Financial Bundle	580	\$160	\$92,800		
HR/Payroll Bundle	806	\$160	\$128,960		
ONESolution Foundation			\$0		
ONESolution eGovernment			\$0		
CAFR Constructor			\$0		
ONESolution Enterprise Core	58	\$160	\$9,280		
Executime Time and Attendance	224	\$160	\$35,840		
SunGard OpenGov			\$0		
Grand Total	1,668	N/A	\$266,880		

County of Boone, MO - ERP System Selection Project 03-13APR17

Pricing Forms - Train-the-Trainer Training

SunGard Public Sector

<i>Train-the-Trainer Training</i>				
Please complete the Estimated Hours and Hourly Rate for Train-the-Trainer Training, indicating any additional info or 'No Bid' in the Comments column. Additional proposed modules can be added in the 'Module Summary' Tab.				
Cost Category	Estimated Hours	Hourly Rate	Extended Cost	Comments
Financial Bundle	356	160	\$56,960	
HR/Payroll Bundle	216	160	\$34,560	
ONESolution Foundation	40	\$160	\$6,400	
ONESolution eGovernment	8	\$160	\$1,280	
CAFR Constructor	128	\$225	\$28,800	
ONESolution Enterprise Core			\$0	
Executime Time and Attendance			\$0	
SunGard OpenGov			\$0	
Grand Total	748	N/A	\$128,000	

County of Boone, MO - ERP System Selection Project 03-13APR17

Pricing Forms - Optional End-User Training

SunGard Public Sector				
Optional End-User Training				
Please complete the Estimated Hours and Hourly Rate for Optional End-User Training, indicating any additional info or 'No Bid' in the Comments column. Additional proposed modules can be added in the 'Module Summary' Tab.				
Cost Category	Estimated Hours	Hourly Rate	Extended Cost	Comments
Financial Bundle	200	\$160	\$32,000	TBD, focused on procurement, travel not included
HR/Payroll Bundle	200	\$160	\$32,000	TBD, focused on end-user time entry, self service
ONESolution Foundation	200	\$160	\$32,000	Additional SunGard Analytics, Adhoc Reporting
Grand Total	600	N/A	\$96,000	

County of Boone, MO - ERP System Selection Project 03-13APR17

Pricing Forms - Data Conversion Services

SunGard Public Sector

Please complete the Conversion Code, Estimated Hours, and Hourly Rate to perform the following Data Conversion Services.

Data Conversion Services		Please complete the Conversion Code, Estimated Hours, and Hourly Rate to perform the following Data Conversion Services.						
Number	Area	Requested Conversion item	Conversion Code ¹	Estimated Hours	Hourly Rate	One-Time Cost	Comments	
1	Accounts Payable	Checks (Up to 10 Years)	A	15	\$200	\$3,000		
2	Accounts Payable	Invoices (Up to 10 Years)	B	15	\$200	\$3,000		
3	Accounts Payable	Vendor File (Up to 10 Years)	A	15	\$200	\$3,000		
4	Budgeting	Original budget amounts by line items (Up to 10 Years)	A	15	\$200	\$3,000		
5	Budgeting	Current budget amounts by line item for all funds (Up to 10 Years)	A	15	\$200	\$3,000		
6	Budgeting	Current actual amounts by line item for all funds (Up to 10 Years)	A	15	\$200	\$3,000		
7	Budgeting	Current budget and actual amount by line item for all funds (Up to 10 Years)	B	15	\$200	\$3,000		
8	Cash Receipts	History of payment data including payment amounts for specific accounts (Up to 10 Years)	B	15	\$200	\$3,000		
9	Cash Receipts	Documentation for Receipts have been scanned and indexed (Up to 10 Years)	B	0	\$200	\$0	Need additional discovery to scope	
10	Fixed Assets	Asset files (Up to 10 Years)	A	15	\$200	\$3,000		
11	Fixed Assets	Reference/Control Tables (Up to 10 Years)	A	15	\$200	\$3,000		
12	Fixed Assets	Fixed Asset Documents that have been scanned and stored electronically (Up to 10 Years)	A		\$200	\$0	Need additional discovery to scope	
13	General Ledger	Chart of accounts (Up to 10 Years)	A	25	\$200	\$5,000		
14	General Ledger	Opening Balance, Current balance, and YTD Credit and YTD Debit in each account (Up to 10 Years)	A	20	\$200	\$4,000		
15	General Ledger	Ledger Transactions (Up to 10 Years)	A	15	\$200	\$3,000		
16	Human Resources	Human Resources Master Records (All available data)	A	15	\$200	\$3,000		
17	Human Resources	Certifications, Education, Licenses, Training (All available data)	A	15	\$200	\$3,000		
18	Human Resources	Applicant Records (All available data)	B	15	\$200	\$3,000		
19	Human Resources	Employee History (All available data)	B	15	\$200	\$3,000		
20	Human Resources	Position Tables & Allocation Information (All available data)	B	15	\$200	\$3,000		
21	P-Card	P-Card Transactions (Up to 10 Years)	A	15	\$200	\$3,000		
22	Payroll	Employee (Current and History) (All available data)	A	20	\$200	\$4,000	Confidential and Proprietary	

County of Boone, MO - ERP System Selection Project 03-13APR17

Pricing Forms - Data Conversion Services

23	Payroll	Vacation and Sick Time accrual, usage and balances (All available data)	A	15	\$200	\$3,000	
24	Payroll	Historical payroll register (All available data)	B	15	\$200	\$3,000	
25	Payroll	Personnel Action History (All available data)	B	15	\$200	\$3,000	
26	Payroll	Time and Attendance History (All available data)	B	15	\$200	\$3,000	
27	Payroll	Payroll Ledger Entries (All available data)	A	15	\$200	\$3,000	
28	Payroll	Payroll calendar (All available data)	A	15	\$200	\$3,000	
29	Payroll	Master Position File (All available data)	A	15	\$200	\$3,000	
30	Payroll	Tax Tables (All available data)	A	15	\$200	\$3,000	
31	Payroll	User Defined Codes (All available data)	B	15	\$200	\$3,000	
32	Purchasing	Accounts files, bid files, contract files, inventory item transactions, item files, purchase order files, purchase requisition files, stock requisition files, and vendor files. (Up to 10 Years)	A	15	\$200	\$3,000	
33	Treasurer	Check history, Bank Reconciliation (Up to 10 Years)	A	15	\$200	\$3,000	
34	Treasurer	Unclaimed Fees (Up to 10 Years)	A	15	\$200	\$3,000	
Grand Total			N/A	500	N/A	\$100,000	

¹Data Conversion Codes

- A Utilize/refine existing conversion tools/scripts
- B Develop conversion scripts
- C Automated conversion not realistic/appropriate: Manual conversion is targeted
- D Other data conversion approach, please briefly describe in 'Comments' column
- E Not enough information/Need clarification/Item should be addressed during implementation

County of Boone, MO - ERP System Selection Project 03-13APR17

Pricing Forms - Interfaces

SunGard Public Sector

Interfaces		Please complete the Estimated Hours, Hourly Rate, and On-Going Annual Cost, if applicable, to develop the following interfaces, indicating any additional info or 'No Bid' in the Comments column.						
Data Flow Item #	Data Flow Description	Source Application	Target Application	Estimated Hours	Hourly Rate	One-Time Cost	On-Going Annual Cost	Comments
1	Integration throughout ERP applications with document management system	ERP/Document Mgmt.	ERP/Document Mgmt.	40	\$200	\$8,000		Hyland Onbase and LaserFiche are supported today. Configuration estimate is listed. Other document management systems require further discovery and analysis. ONESolution does have it's own document attachment capabilities.
2	Import bank statement electronic file	County's Bank	Bank Reconciliation	24		\$0		Standard feature within ONESolution Financials. If a specific custom format is required, then the estimate is listed. Additional discovery is required for accurate pricing on custom interfaces.
3	Send Positive Pay files to bank	County Check Disbursements	County's Bank	24		\$0		Standard feature within ONESolution Financials. If a specific custom format is required, then the estimate is listed. Additional discovery is required for accurate pricing on custom interfaces.
4	Yearly 1099 & W2 submission	Accounts Payable/Payroll	US Treasury			\$0		Standard feature within ONESolution Financials.
5	Vendor Payment ACH file export / import with County's Bank.	County ACH Disbursements	County's Bank	24		\$0		Standard feature within ONESolution Financials. If a specific custom format is required, then the estimate is listed. Additional discovery is required for accurate pricing on custom interfaces.
6	Import a file from County's Procurement Card provider software to ERP Accounts Payable.	Procurement Card Provider	General Ledger	24		\$0		Standard feature within ONESolution Financials. If a specific custom format is required, then the estimate is listed. Additional discovery is required for accurate pricing on custom interfaces.

County of Boone, MO - ERP System Selection Project 03-13APR17

Pricing Forms - Interfaces

7	Import unclaimed fee information to state's website	Check or ACH Disbursements	State's website	24	\$200	\$4,800	Custom Interface. Additional discovery is required for accurate pricing on custom interfaces.
8	Import information from Court's Jury software to AP	Court's software/Jury Management Software	Jury Checks Payable	24		\$0	Standard feature within ONESolution Financials. If a specific custom format is required, then the estimate is listed. Additional discovery is required for accurate pricing on custom interfaces.
9	Export check information from Karpel to AP for Prosecuting Attorney restitution	Karpel	Prosecuting Attorney Checks Payable	24		\$0	Standard feature within ONESolution Financials. If a specific custom format is required, then the estimate is listed. Additional discovery is required for accurate pricing on custom interfaces.
10	Import the Collective Data fuel usage information to Accounts Receivable for interdepartmental billing purposes	Collective Data	Journal Entry for Interdepartmental Billing	24		\$0	Standard feature within ONESolution Financials. If a specific custom format is required, then the estimate is listed. Additional discovery is required for accurate pricing on custom interfaces.
11	Online Credit Card Payment Verification	County's payment processor	Cash Receipting (apply payments to all applicable modules)	24	\$200	\$4,800	Additional information is required to ensure compliance.
12	Online Payments	Virtual Merchant	Cash Receipting (apply payments to all applicable module)	24		\$0	Standard feature within ONESolution Financials. If a specific custom format is required, then the estimate is listed. Additional discovery is required for accurate pricing on custom interfaces.
13	Update the inventory in Maintenance Connection when purchases are received in the ERP	ERP Procurement	Maintenance Connection	24	\$200	\$4,800	Custom Interface. Additional discovery is required for accurate pricing on custom interfaces.

County of Boone, MO - ERP System Selection Project 03-13APR17

Pricing Forms - Interfaces

14	Import financial transactions from SunGard's ONESolution RMS and JMS software to the GL	SunGard's ONESolution RMS and JMS	General Ledger	24	\$0	Standard feature within ONESolution Financials. If a specific custom format is required, then the estimate is listed. Additional discovery is required for accurate pricing on custom interfaces.
15	CAD, RMS and JMS stores personnel information. Import/export personnel information from SunGard's ONESolution and ERP.	SunGard's ONESolution CAD, RMS, JMS and ERP	SunGard's ONESolution CAD, RMS, JMS and ERP	24	\$0	Standard feature within ONESolution Financials. If a specific custom format is required, then the estimate is listed. Additional discovery is required for accurate pricing on custom interfaces.
16	Export daily general ledger entries for tax payer payments, adjustments and disbursement (to taxing entities) to the ERP GL.	Collector's Tax Billing and Disbursement System	General Ledger	24	\$0	Standard feature within ONESolution Financials. If a specific custom format is required, then the estimate is listed. Additional discovery is required for accurate pricing on custom interfaces.
17	Import investment and cash related transactions from GL to Sympro	GL	Sympro	24	\$4,800	Custom Interface. Additional discovery is required for accurate pricing on custom interfaces.
18	Import the investment returns from Sympro into GL	Sympro	GL	24	\$0	Standard feature within ONESolution Financials. If a specific custom format is required, then the estimate is listed. Additional discovery is required for accurate pricing on custom interfaces.
19	Inmate disbursements	Commissary software provider, transitioning to new vendor	GL	24	\$0	Standard feature within ONESolution Financials. If a specific custom format is required, then the estimate is listed. Additional discovery is required for accurate pricing on custom interfaces.

County of Boone, MO - ERP System Selection Project 03-13APR17

Pricing Forms - Interfaces

20	Export of Payroll Direct Deposit data	Payroll-ACH and check disbursements	County's Bank	24	\$0	Standard feature within ONESolution Financials. If a specific custom format is required, then the estimate is listed. Additional discovery is required for accurate pricing on custom interfaces.
21	Import time and attendance information from Accutime to ERP time and attendance.	Accutime	Payroll/Timekeeping		\$0	Standard feature within ONESolution Financials. If a specific custom format is required, then the estimate is listed. Additional discovery is required for accurate pricing on custom interfaces.
22	Import time and attendance information from Replicon to Payroll	Replicon	Payroll/Timekeeping	24	\$0	Standard feature within ONESolution Financials. If a specific custom format is required, then the estimate is listed. Additional discovery is required for accurate pricing on custom interfaces.
23	Import/export employee demographic and benefit election information to/from the benefit providers and to/from Human Resources module.	Benefit Providers/ERP Human Resources	Human Resources/Benefit Providers		\$0	Custom interface. Additional discovery is required for accurate pricing on custom interfaces.
24	Import risk management/claim information from MOPERM to the Human Resources module.	MOPERM	Human Resources		\$0	Additional information is required to ensure compliance.
25	Solution used by the County, City of Columbia, and United Way to receive proposals.	Apricot	Bid & RFP interface to purchase module		\$0	Custom Interface. Additional discovery is required for accurate pricing on custom interfaces.
26	Court's Budget Program	Developed by Court IT	Budgeting		\$0	Standard feature within ONESolution Financials. If a specific custom format is required, then the estimate is listed. Additional discovery is required for accurate pricing on custom interfaces.

County of Boone, MO - ERP System Selection Project 03-13APR17

Pricing Forms - Interfaces

27	Joint Communications brought this inventory system with them which tracks fixed assets and other items	Inventory System/WASP	Fixed Assets	24	\$200	\$4,800		Custom Interface. Additional discovery is required for accurate pricing on custom interfaces.
28	Track invoices and payments	iRecord/invoicing	Accounts Receivable and Cash Receipting	24		\$0		Standard feature within ONESolution Financials. If a specific custom format is required, then the estimate is listed. Additional discovery is required for accurate pricing on custom interfaces.
29	Import time and attendance information from Accutime to ERP time and attendance.	Schedule Express	Payroll/Timekeeping	24		\$0		Standard feature within ONESolution Financials. If a specific custom format is required, then the estimate is listed. Additional discovery is required for accurate pricing on custom interfaces.
Subtotal - Core Modules				568	N/A	\$32,000	\$0	
Expanded Modules								
N/A	N/A					\$0		
Subtotal - Expanded Modules				0	N/A	\$0	\$0	
Grand Total				568	N/A	\$32,000	\$0	

County of Boone, MO - ERP System Selection Project 03-13APR17

Pricing Forms - Modifications

SunGard Public Sector

Modifications		Please add the Estimated Hours, Hourly Rate, and On-Going Annual Cost, if applicable, to perform any required/optional Modifications. The related Module and Spec # should be noted.						
Module	Spec #	Description	Estimated Hours	Hourly Rate	One-Time Cost	On-Going Annual Cost	Comments	
Human Resources	3	Ability to integrate position request with Budget module for development of personnel budget.	100	\$200	\$20,000			
	4	Ability for the position requisition function to integrate to the Payroll and Human Resources functions to create a position, upon approval of the requisition.	100	\$200	\$20,000			
	34	Ability to track recruitment plan tasks and notes of all activities.	100	\$200	\$20,000			
	43	Ability to for the County to configure data entry screens.	50	\$200	\$10,000		Numbers 43 and 47: Assuming this refers to applicant data entry screens and not internal HR screens. Job specific questionnaires are currently supported through development modifications. An enhancement is in progress for allowing configuration of questionnaires at the end users level, but the release date is not final at this time. Initial license includes development hours for configuration. If additional hours are required that would be an add-on.	
	47	Ability for the applicant to respond to job specific questions developed from each vacancy in a job-specific questionnaire.	50	\$200	\$10,000			
	48	Ability for departments to configure department specific steps for the hiring process.	50	\$200	\$10,000			
	52	Ability to send an automatic notification to the applicant acknowledging receipt of an application both on the screen and by email.	25	\$200	\$5,000			
	54	Testing			\$0			
	55	Ability to create a database of test questions for applicants to complete, with the ability to denote which departments each question is applicable to.	25	\$200	\$5,000			

County of Boone, MO - ERP System Selection Project 03-13APR17

Pricing Forms - Other Implementation Services

SunGard Public Sector

Other Implementation Services

Please add any Other Implementation Services proposed including the Estimated Hours and Hourly Rate.

Cost Category	Estimated Hours	Hourly Rate	Extended Cost	Comments
Project Management	620	\$160	\$99,200	
Hardware Design and Installation Consulting			\$0	Included in Project
Software Installation	121	\$175	\$21,175	
Report Development Assistance			\$0	Included in Project
Change Management			\$0	Integrated in Project Management
Testing Assistance			\$0	Included in Project
Operational Redesign			\$0	Included in Project
System Documentation			\$0	Included in Project
Knowledge Transfer			\$0	Included in Project
3 Months Post Go-Live Support			\$0	Included in Project
Post Implementation Period Processing Support			\$0	Included in Project
Report Development	500	\$200	\$100,000	
Workflow Development	500	\$200	\$100,000	
Forms Development	304	\$200	\$60,800	
Fixed Fee Discretionary Hours	250	\$200	\$50,000	
Grand Total	2,295	N/A	\$431,175	

1. Pricing Form Legend

All black cells required.	All yellow cells optional and can be modified.	All other cells are locked.
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2. Enter Basic Vendor Information

Enter Vendor Name to the right:	SunGard Public Sector
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3. Enter the Primary Hosting/Licensing Model for the Proposed Solution

Both a hosted and on-premise solution are being strongly considered. The decision will be based on the options provided, using the evaluation criteria outlined in the RFP. Please indicate if the proposed solution reflected in this pricing form is hosted.

Additionally, please note if a perpetual license or subscription-based license is proposed.

On-premise
Perpetual

Comments

4. Complete the following Pricing Tabs

Tab Name	Instructions
Proposal Summary	No data entry is required in the Proposal Summary. Comments are optional for each Cost Category.
Module Summary	Please add any additional modules proposed below those requested.
Module Information	Please complete the black cells with information regarding proposed modules. Please complete column H for ALL modules that have costs represented in other modules. Please complete columns C-G for any modules with applicable data. Vendors bundling costs are encouraged to use the pre-defined bundles, however may create placeholder "other modules" in the Module Summary tab as a placeholder for these bundles.
Application Software	Please complete One-Time and On-Going Annual Application Software Costs, indicating any additional info or 'No Bid' in the Comments column. Additional proposed modules can be added in the 'Module Summary' Tab.
Other Software	Please add any Other Software proposed including the Required Quantity, Unit Price, and related On-Going Annual Cost, if applicable.
Hardware	Please add any additional required/optional Hardware proposed including the Required Quantity, Unit Price, and related On-Going Annual Cost, if applicable.
Implementation Services	Please complete the Estimated Hours and Hourly Rate for Implementation Services, indicating any additional info or 'No Bid' in the Comments column. Additional proposed modules can be added in the 'Module Summary' Tab.
Train-the-Trainer Training	Please complete the Estimated Hours and Hourly Rate for Train-the-Trainer Training, indicating any additional info or 'No Bid' in the Comments column. Additional proposed modules can be added in the 'Module Summary' Tab.
Optional End-User Training	Please complete the Estimated Hours and Hourly Rate for Optional End-User Training, indicating any additional info or 'No Bid' in the Comments column. Additional proposed modules can be added in the 'Module Summary' Tab.
Data Conversion Services	Please complete the Conversion Code, Estimated Hours, and Hourly Rate to perform the following Data Conversion Services.
Interfaces	Please complete the Estimated Hours, Hourly Rate, and On-Going Annual Cost, if applicable, to develop the following Interfaces, indicating any additional info or 'No Bid' in the Comments column.
Modifications	Please add the Estimated Hours, Hourly Rate, and On-Going Annual Cost, if applicable, to perform any required/optional Modifications. The related Module and Spec # should be noted.
Other Implementation Services	Please add any Other Implementation Services proposed including the Estimated Hours and Hourly Rate.

5. Enter Any Misc Costs and/or Discounts

Travel & Lodging Costs	\$198,000
One-Time State and City Sales Tax (FOB)	
On-Going Annual State and City Sales Tax (FOB)	
Discount (if applicable)	

6. Finalize Forms for Printing and Submission

Additional rows are provided in each worksheet to accommodate additional proposed software and services. Vendors are encouraged to "hide" unused extra rows in each worksheet before submission.

Change cell to right to Hide Required/Optional Fields before printing:	Show Required/Optional Fields
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County of Boone, MO - ERP System Selection Project 03-13APR17

Pricing Forms - Proposal Summary

SunGard Public Sector			
<i>Proposal Summary</i>			
Cost Category	One-Time Cost	On-Going Annual Cost	Comments
Application Software	\$748,740	\$135,178	
Other Software	\$6,490	\$495	
Hardware	\$0	\$0	Hardware pricing not included in this proposal
Implementation Services	\$266,880	N/A	
Train-the-Trainer Training	\$128,000	N/A	
Data Conversion Services	\$100,000	N/A	
Interfaces	\$32,000	\$0	Interface identified as Custom; Add'l hours may be required post-discovery
Modifications	\$133,000	\$0	
Other Implementation Services	\$431,175	N/A	
Travel & Lodging Costs	\$198,000	N/A	
State/City Sales Tax and Delivery Charges	\$0	\$0	
<i>Discount (if applicable)</i>	\$0	N/A	
Grand Total	\$2,044,285	\$135,673	

Additional Optional Pricing Not Included in Grand Total:			
Cost Category	One-Time Cost	On-Going Annual Cost	Comments
Optional End-User Training	\$96,000	N/A	

County of Boone, MO - ERP System Selection Project 03-13APR17

Pricing Forms - Module Summary

SunGard Public Sector

Module Summary	Application Software		Implementation Services			Training Services			Totals	
	One-Time Cost	On-Going Annual Cost	Estimated Hours	Hourly Rate	Extended Cost	Estimated Hours	Hourly Rate	Extended Cost	One-Time Costs	On-Going Annual Costs
Financial Bundle	\$342,800	\$54,848	580	\$160	\$92,800	356	\$160	\$56,960	\$492,560	\$54,848
HR/Payroll Bundle	\$175,450	\$28,072	806	\$160	\$128,960	216	\$160	\$34,560	\$338,970	\$28,072
ONESolution Foundation	\$20,100	\$3,216	0	\$0	\$0	40	\$160	\$6,400	\$26,500	\$3,216
ONESolution eGovernment	\$12,595	\$2,015	0	\$0	\$0	8	\$160	\$1,280	\$13,875	\$2,015
CAFR Constructor	\$29,480	\$4,716	0	\$0	\$0	128	\$225	\$28,800	\$58,280	\$4,716
ONESolution Enterprise Core	\$54,820	\$8,771	58	\$160	\$9,280	0	\$0	\$0	\$64,100	\$8,771
Executime Time and Attendance	\$93,695	\$18,740	224	\$160	\$35,840	0	\$0	\$0	\$129,535	\$18,740
SunGard OpenGov	\$19,800	\$14,800	0	\$0	\$0	0	\$0	\$0	\$19,800	\$14,800
Grand Total	\$748,740	\$135,178	1,668	N/A	\$266,880	748	N/A	\$128,000	\$1,143,620	\$135,178

County of Boone, MO - ERP System Selection Project 03-13APR17

Pricing Forms - Module Information

SunGard Public Sector

Module Information
Please complete the black cells with information regarding proposed modules. Please complete column H for ALL modules that have costs represented in other modules. Please complete columns C-G for any modules with applicable data. Vendors bundling costs are encouraged to use the pre-defined bundles, however may create placeholder "other modules" in the Module Summary tab as a placeholder for these bundles.

Version	Licensing Measure (e.g. Users, FTEs)	# of Licensed (e.g. 5,000)	License Type	Are Costs Waived in the First Year?	Location of Related Costs (if elsewhere)	Comments
v17.x	Site		Perpetual			
v17.x	Site		Perpetual			
v17.x	Site		Perpetual			
v17.x	Site		Perpetual			
Site	Site		Perpetual			
Site	Users	<750	Perpetual			
SunGard OpenGov			Perpetual			

County of Boone, MO - ERP System Selection Project 03-13APR17

Pricing Forms - Application Software

SunGard Public Sector

Application Software
Please complete One-Time and On-Going Annual Application Software Costs, indicating any additional info or 'No Bid' in the Comments column. Additional proposed modules can be added in the 'Module Summary' Tab.

Cost Category	One-Time Cost	On-Going Annual Cost	Comments
Financial Bundle	\$342,800	\$54,848	AP, Bank Rec, Budget, Contract, FA, GL, AR, Project & Grant, Purchasing
HR/Payroll Bundle	\$175,450	\$28,072	App. Online, Employee Online, Forms, HR, Pos. Budget, Dev, Payroll
ONESolution Foundation	\$20,100	\$3,216	Cash Receipts, Desktop, Security, Workflow
ONESolution eGovernment	\$12,595	\$2,015	
CAFR Constructor	\$29,480	\$4,716	
ONESolution Enterprise Core	\$54,820	\$8,771	SunGard Analytics, Tools
Executime Time and Attendance	\$93,695	\$18,740	Time & Attendance, Scheduling, Mobiles
SunGard OpenGov	\$19,800	\$14,800	
Grand Total	\$748,740	\$135,178	

County of Boone, MO - ERP System Selection Project 03-13APR17

Pricing Forms - Other Software

SunGard Public Sector						
<i>Other Software</i>	Please add any Other Software proposed including the Required Quantity, Unit Price, and related On-Going Annual Cost, if applicable.					
Software Name	Required Quantity	Unit Price	One-Time Cost	On-Going Annual Cost	Comments	
Utilities			\$0		Included in SunGard Foundation	
Report Writer			\$0		Included in SunGard Enterprise Core	
Relational Database			\$0		Not included in the proposal	
Forms Generator			\$0		Included in SunGard Financials	
BMI Asset Trak Bundle	1	\$6,490	\$6,490	\$495		
Grand Total	1	N/A	\$6,490	\$495		

County of Boone, MO - ERP System Selection Project 03-13APR17

Pricing Forms - Hardware

SunGard Public Sector						
Hardware	Please add any additional required/optional hardware proposed including the Required Quantity, Unit Price, and related On-Going Annual Cost, if applicable.					
Hardware Description	Required Quantity	Unit Price	One-Time Cost	On-Going Annual Cost	Comments	
			\$0			
			\$0			
			\$0			
			\$0			
			\$0			
			\$0			
			\$0			
			\$0			
			\$0			
			\$0			
			\$0			
			\$0			
			\$0			
			\$0			
			\$0			
			\$0			
			\$0			
			\$0			
			\$0			
			\$0			
Grand Total	0	N/A	\$0	\$0		

County of Boone, MO - ERP System Selection Project 03-13APR17

Pricing Forms - Implementation Services

SunGard Public Sector					
<i>Implementation Services</i>					
Cost Category	Estimated Hours	Hourly Rate	Extended Cost	Comments	
Financial Bundle	580	\$160	\$92,800		
HR/Payroll Bundle	806	\$160	\$128,960		
ONESolution Foundation			\$0		
ONESolution eGovernment			\$0		
CAFR Constructor			\$0		
ONESolution Enterprise Core	58	\$160	\$9,280		
Executime Time and Attendance	224	\$160	\$35,840		
SunGard OpenGov			\$0		
Grand Total	1,668	N/A	\$266,880		

County of Boone, MO - ERP System Selection Project 03-13APR17

Pricing Forms - Train-the-Trainer Training

SunGard Public Sector

<i>Train-the-Trainer Training</i>				
Please complete the Estimated Hours and Hourly Rate for Train-the-Trainer Training, indicating any additional info or 'No Bid' in the Comments column. Additional proposed modules can be added in the 'Module Summary' Tab.				
Cost Category	Estimated Hours	Hourly Rate	Extended Cost	Comments
Financial Bundle	356	160	\$56,960	
HR/Payroll Bundle	216	160	\$34,560	
ONESolution Foundation	40	\$160	\$6,400	
ONESolution eGovernment	8	\$160	\$1,280	
CAFR Constructor	128	\$225	\$28,800	
ONESolution Enterprise Core			\$0	
Executime Time and Attendance			\$0	
SunGard OpenGov			\$0	
Grand Total	748	N/A	\$128,000	

County of Boone, MO - ERP System Selection Project 03-13APR17

Pricing Forms - Optional End-User Training

SunGard Public Sector				
Optional End-User Training				
Please complete the Estimated Hours and Hourly Rate for Optional End-User Training, indicating any additional info or 'No Bid' in the Comments column. Additional proposed modules can be added in the 'Module Summary' Tab.				
Cost Category	Estimated Hours	Hourly Rate	Extended Cost	Comments
Financial Bundle	200	\$160	\$32,000	TBD, focused on procurement, travel not included
HR/Payroll Bundle	200	\$160	\$32,000	TBD, focused on end-user time entry, self service
ONESolution Foundation	200	\$160	\$32,000	Additional SunGard Analytics, Adhoc Reporting
Grand Total	600	N/A	\$96,000	

County of Boone, MO - ERP System Selection Project 03-13APR17

Pricing Forms - Data Conversion Services

SunGard Public Sector

Please complete the Conversion Code, Estimated Hours, and Hourly Rate to perform the following Data Conversion Services.

Data Conversion Services		Please complete the Conversion Code, Estimated Hours, and Hourly Rate to perform the following Data Conversion Services.						
Number	Area	Requested Conversion item	Conversion Code ¹	Estimated Hours	Hourly Rate	One-Time Cost	Comments	
1	Accounts Payable	Checks (Up to 10 Years)	A	15	\$200	\$3,000		
2	Accounts Payable	Invoices (Up to 10 Years)	B	15	\$200	\$3,000		
3	Accounts Payable	Vendor File (Up to 10 Years)	A	15	\$200	\$3,000		
4	Budgeting	Original budget amounts by line items (Up to 10 Years)	A	15	\$200	\$3,000		
5	Budgeting	Current budget amounts by line item for all funds (Up to 10 Years)	A	15	\$200	\$3,000		
6	Budgeting	Current actual amounts by line item for all funds (Up to 10 Years)	A	15	\$200	\$3,000		
7	Budgeting	Current budget and actual amount by line item for all funds (Up to 10 Years)	B	15	\$200	\$3,000		
8	Cash Receipts	History of payment data including payment amounts for specific accounts (Up to 10 Years)	B	15	\$200	\$3,000		
9	Cash Receipts	Documentation for Receipts have been scanned and indexed (Up to 10 Years)	B	0	\$200	\$0	Need additional discovery to scope	
10	Fixed Assets	Asset files (Up to 10 Years)	A	15	\$200	\$3,000		
11	Fixed Assets	Reference/Control Tables (Up to 10 Years)	A	15	\$200	\$3,000		
12	Fixed Assets	Fixed Asset Documents that have been scanned and stored electronically (Up to 10 Years)	A		\$200	\$0	Need additional discovery to scope	
13	General Ledger	Chart of accounts (Up to 10 Years)	A	25	\$200	\$5,000		
14	General Ledger	Opening Balance, Current balance, and YTD Credit and YTD Debit in each account (Up to 10 Years)	A	20	\$200	\$4,000		
15	General Ledger	Ledger Transactions (Up to 10 Years)	A	15	\$200	\$3,000		
16	Human Resources	Human Resources Master Records (All available data)	A	15	\$200	\$3,000		
17	Human Resources	Certifications, Education, Licenses, Training (All available data)	A	15	\$200	\$3,000		
18	Human Resources	Applicant Records (All available data)	B	15	\$200	\$3,000		
19	Human Resources	Employee History (All available data)	B	15	\$200	\$3,000		
20	Human Resources	Position Tables & Allocation Information (All available data)	B	15	\$200	\$3,000		
21	P-Card	P-Card Transactions (Up to 10 Years)	A	15	\$200	\$3,000		
22	Payroll	Employee (Current and History) (All available data)	A	20	\$200	\$4,000	Confidential and Proprietary	

County of Boone, MO - ERP System Selection Project 03-13APR17

Pricing Forms - Data Conversion Services

23	Payroll	Vacation and Sick Time accrual, usage and balances (All available data)	A	15	\$200	\$3,000	
24	Payroll	Historical payroll register (All available data)	B	15	\$200	\$3,000	
25	Payroll	Personnel Action History (All available data)	B	15	\$200	\$3,000	
26	Payroll	Time and Attendance History (All available data)	B	15	\$200	\$3,000	
27	Payroll	Payroll Ledger Entries (All available data)	A	15	\$200	\$3,000	
28	Payroll	Payroll calendar (All available data)	A	15	\$200	\$3,000	
29	Payroll	Master Position File (All available data)	A	15	\$200	\$3,000	
30	Payroll	Tax Tables (All available data)	A	15	\$200	\$3,000	
31	Payroll	User Defined Codes (All available data)	B	15	\$200	\$3,000	
32	Purchasing	Accounts files, bid files, contract files, inventory item transactions, item files, purchase order files, purchase requisition files, stock requisition files, and vendor files. (Up to 10 Years)	A	15	\$200	\$3,000	
33	Treasurer	Check history, Bank Reconciliation (Up to 10 Years)	A	15	\$200	\$3,000	
34	Treasurer	Unclaimed Fees (Up to 10 Years)	A	15	\$200	\$3,000	
Grand Total				500	N/A	\$100,000	

¹Data Conversion Codes

- A Utilize/refine existing conversion tools/scripts
- B Develop conversion scripts
- C Automated conversion not realistic/appropriate: Manual conversion is targeted
- D Other data conversion approach, please briefly describe in 'Comments' column
- E Not enough information/Need clarification/Item should be addressed during implementation

County of Boone, MO - ERP System Selection Project 03-13APR17

Pricing Forms - Interfaces

SunGard Public Sector

Please complete the Estimated Hours, Hourly Rate, and On-Going Annual Cost, if applicable, to develop the following Interfaces, indicating any additional info or 'No Bid' in the Comments column.									
Interfaces	Data Flow Item #	Data Flow Description	Source Application	Target Application	Estimated Hours	Hourly Rate	One-Time Cost	On-Going Annual Cost	Comments
	1	Integration throughout ERP applications with document management system	ERP/Document Mgmt.	ERP/Document Mgmt.	40	\$200	\$8,000		Hyland Onbase and LaserFiche are supported today. Configuration estimate is listed. Other document management systems require further discovery and analysis. ONESolution does have it's own document attachment capabilities.
	2	Import bank statement electronic file	County's Bank	Bank Reconciliation	24		\$0		Standard feature within ONESolution Financials. If a specific custom format is required, then the estimate is listed. Additional discovery is required for accurate pricing on custom interfaces.
	3	Send Positive Pay files to bank	County Check Disbursements	County's Bank	24		\$0		Standard feature within ONESolution Financials. If a specific custom format is required, then the estimate is listed. Additional discovery is required for accurate pricing on custom interfaces.
	4	Yearly 1099 & W2 submission	Accounts Payable/Payroll	US Treasury			\$0		Standard feature within ONESolution Financials.
	5	Vendor Payment ACH file export / import with County's Bank.	County ACH Disbursements	County's Bank	24		\$0		Standard feature within ONESolution Financials. If a specific custom format is required, then the estimate is listed. Additional discovery is required for accurate pricing on custom interfaces.
	6	Import a file from County's Procurement Card provider software to ERP Accounts Payable.	Procurement Card Provider	General Ledger	24		\$0		Standard feature within ONESolution Financials. If a specific custom format is required, then the estimate is listed. Additional discovery is required for accurate pricing on custom interfaces.

County of Boone, MO - ERP System Selection Project 03-13APR17

Pricing Forms - Interfaces

7	Import unclaimed fee information to state's website	Check or ACH Disbursements	State's website	24	\$200	\$4,800	Custom Interface. Additional discovery is required for accurate pricing on custom interfaces.
8	Import information from Court's Jury software to AP	Court's software/Jury Management Software	Jury Checks Payable	24		\$0	Standard feature within ONESolution Financials. If a specific custom format is required, then the estimate is listed. Additional discovery is required for accurate pricing on custom interfaces.
9	Export check information from Karpel to AP for Prosecuting Attorney restitution	Karpel	Prosecuting Attorney Checks Payable	24		\$0	Standard feature within ONESolution Financials. If a specific custom format is required, then the estimate is listed. Additional discovery is required for accurate pricing on custom interfaces.
10	Import the Collective Data fuel usage information to Accounts Receivable for interdepartmental billing purposes	Collective Data	Journal Entry for Interdepartmental Billing	24		\$0	Standard feature within ONESolution Financials. If a specific custom format is required, then the estimate is listed. Additional discovery is required for accurate pricing on custom interfaces.
11	Online Credit Card Payment Verification	County's payment processor	Cash Receipting (apply payments to all applicable modules)	24	\$200	\$4,800	Additional information is required to ensure compliance.
12	Online Payments	Virtual Merchant	Cash Receipting (apply payments to all applicable module)	24		\$0	Standard feature within ONESolution Financials. If a specific custom format is required, then the estimate is listed. Additional discovery is required for accurate pricing on custom interfaces.
13	Update the inventory in Maintenance Connection when purchases are received in the ERP	ERP Procurement	Maintenance Connection	24	\$200	\$4,800	Custom Interface. Additional discovery is required for accurate pricing on custom interfaces.

County of Boone, MO - ERP System Selection Project 03-13APR17

Pricing Forms - Interfaces

14	Import financial transactions from SunGard's ONESolution RMS and JMS software to the GL	SunGard's ONESolution RMS and JMS	General Ledger	24	\$0	Standard feature within ONESolution Financials. If a specific custom format is required, then the estimate is listed. Additional discovery is required for accurate pricing on custom interfaces.
15	CAD, RMS and JMS stores personnel information. Import/export personnel information from SunGard's ONESolution and ERP.	SunGard's ONESolution CAD, RMS, JMS and ERP	SunGard's ONESolution CAD, RMS, JMS and ERP	24	\$0	Standard feature within ONESolution Financials. If a specific custom format is required, then the estimate is listed. Additional discovery is required for accurate pricing on custom interfaces.
16	Export daily general ledger entries for tax payer payments, adjustments and disbursement (to taxing entities) to the ERP GL.	Collector's Tax Billing and Disbursement System	General Ledger	24	\$0	Standard feature within ONESolution Financials. If a specific custom format is required, then the estimate is listed. Additional discovery is required for accurate pricing on custom interfaces.
17	Import investment and cash related transactions from GL to Sympro	GL	Sympro	24	\$4,800	Custom Interface. Additional discovery is required for accurate pricing on custom interfaces.
18	Import the investment returns from Sympro into GL	Sympro	GL	24	\$0	Standard feature within ONESolution Financials. If a specific custom format is required, then the estimate is listed. Additional discovery is required for accurate pricing on custom interfaces.
19	Inmate disbursements	Commissary software provider, transitioning to new vendor	GL	24	\$0	Standard feature within ONESolution Financials. If a specific custom format is required, then the estimate is listed. Additional discovery is required for accurate pricing on custom interfaces.

County of Boone, MO - ERP System Selection Project 03-13APR17

Pricing Forms - Interfaces

20	Export of Payroll Direct Deposit data	Payroll-ACH and check disbursements	County's Bank	24	\$0	Standard feature within ONESolution Financials. If a specific custom format is required, then the estimate is listed. Additional discovery is required for accurate pricing on custom interfaces.
21	Import time and attendance information from Accutime to ERP time and attendance.	Accutime	Payroll/Timekeeping		\$0	Standard feature within ONESolution Financials. If a specific custom format is required, then the estimate is listed. Additional discovery is required for accurate pricing on custom interfaces.
22	Import time and attendance information from Replicon to Payroll	Replicon	Payroll/Timekeeping	24	\$0	Standard feature within ONESolution Financials. If a specific custom format is required, then the estimate is listed. Additional discovery is required for accurate pricing on custom interfaces.
23	Import/export employee demographic and benefit election information to/from the benefit providers and to/from Human Resources module.	Benefit Providers/ERP Human Resources	Human Resources/Benefit Providers		\$0	Custom interface. Additional discovery is required for accurate pricing on custom interfaces.
24	Import risk management/claim information from MOPERM to the Human Resources module.	MOPERM	Human Resources		\$0	Additional information is required to ensure compliance.
25	Solution used by the County, City of Columbia, and United Way to receive proposals.	Apricot	Bid & RFP interface to purchase module		\$0	Custom Interface. Additional discovery is required for accurate pricing on custom interfaces.
26	Court's Budget Program	Developed by Court IT	Budgeting		\$0	Standard feature within ONESolution Financials. If a specific custom format is required, then the estimate is listed. Additional discovery is required for accurate pricing on custom interfaces.

County of Boone, MO - ERP System Selection Project 03-13APR17

Pricing Forms - Interfaces

27	Joint Communications brought this inventory system with them which tracks fixed assets and other items	Inventory System/WASP	Fixed Assets	24	\$200	\$4,800		Custom Interface. Additional discovery is required for accurate pricing on custom interfaces.
28	Track invoices and payments	iRecord/invoicing	Accounts Receivable and Cash Receipting	24		\$0		Standard feature within ONESolution Financials. If a specific custom format is required, then the estimate is listed. Additional discovery is required for accurate pricing on custom interfaces.
29	Import time and attendance information from Accutime to ERP time and attendance.	Schedule Express	Payroll/Timekeeping	24		\$0		Standard feature within ONESolution Financials. If a specific custom format is required, then the estimate is listed. Additional discovery is required for accurate pricing on custom interfaces.
Subtotal - Core Modules				568	N/A	\$32,000	\$0	
Expanded Modules								
N/A	N/A					\$0		
Subtotal - Expanded Modules				0	N/A	\$0	\$0	
Grand Total				568	N/A	\$32,000	\$0	

County of Boone, MO - ERP System Selection Project 03-13APR17

Pricing Forms - Modifications

SunGard Public Sector

Modifications		Please add the Estimated Hours, Hourly Rate, and On-Going Annual Cost, if applicable, to perform any required/optional Modifications. The related Module and Spec # should be noted.						
Module	Spec #	Description	Estimated Hours	Hourly Rate	One-Time Cost	On-Going Annual Cost	Comments	
Human Resources	3	Ability to integrate position request with Budget module for development of personnel budget.	100	\$200	\$20,000			
	4	Ability for the position requisition function to integrate to the Payroll and Human Resources functions to create a position, upon approval of the requisition.	100	\$200	\$20,000			
	34	Ability to track recruitment plan tasks and notes of all activities.	100	\$200	\$20,000			
	43	Ability for the County to configure data entry screens.	50	\$200	\$10,000		Numbers 43 and 47: Assuming this refers to applicant data entry screens and not internal HR screens. Job specific questionnaires are currently supported through development modifications. An enhancement is in progress for allowing configuration of questionnaires at the end users level, but the release date is not final at this time. Initial license includes development hours for configuration. If additional hours are required that would be an add-on.	
	47	Ability for the applicant to respond to job specific questions developed from each vacancy in a job-specific questionnaire.	50	\$200	\$10,000			
	48	Ability for departments to configure department specific steps for the hiring process.	50	\$200	\$10,000			
	52	Ability to send an automatic notification to the applicant acknowledging receipt of an application both on the screen and by email.	25	\$200	\$5,000			
	54	Testing			\$0			
	55	Ability to create a database of test questions for applicants to complete, with the ability to denote which departments each question is applicable to.	25	\$200	\$5,000			

County of Boone, MO - ERP System Selection Project 03-13APR17

Pricing Forms - Other Implementation Services

SunGard Public Sector

Other Implementation Services

Please add any Other Implementation Services proposed including the Estimated Hours and Hourly Rate.

Cost Category	Estimated Hours	Hourly Rate	Extended Cost	Comments
Project Management	620	\$160	\$99,200	
Hardware Design and Installation Consulting			\$0	Included in Project
Software Installation	121	\$175	\$21,175	
Report Development Assistance			\$0	Included in Project
Change Management			\$0	Integrated in Project Management
Testing Assistance			\$0	Included in Project
Operational Redesign			\$0	Included in Project
System Documentation			\$0	Included in Project
Knowledge Transfer			\$0	Included in Project
3 Months Post Go-Live Support			\$0	Included in Project
Post Implementation Period Processing Support			\$0	Included in Project
Report Development	500	\$200	\$100,000	
Workflow Development	500	\$200	\$100,000	
Forms Development	304	\$200	\$60,800	
Fixed Fee Discretionary Hours	250	\$200	\$50,000	
Grand Total	2,295	N/A	\$431,175	

Section 15. Addenda

This section contains the signed addenda issued by the County:

- Addendum #1 dated March 21, 2017
- Addendum #2 dated March 27, 2017
- Addendum #3 dated March 31, 2017



BOONE COUNTY, MISSOURI

Request for Proposal #: 03-13APR17 – ERP System Selection Project

ADDENDUM #1 - Issued March 21, 2017

This addendum is issued in accordance with the Request for Proposal and is hereby incorporated into and made a part of the Request for Proposal documents. Offerors are reminded that receipt of this addendum should be acknowledged and submitted with Offeror's Response Forms.

Specifications for the above noted Request for Proposal and the work covered thereby are herein modified as follows, and except as set forth herein, otherwise remain unchanged and in full force and effect.

The County has received the following questions and is providing a response below:

- 1. Can companies from outside USA apply for this? (like from India or Canada).

Response: The County will evaluate all responses received from all vendors. Refer to section 3.6.

- 2. Do we need to come there for meetings?

Response: Refer to section 2.6. of RFP. Vendor may attend by teleconference call.

- 3. Can we perform the tasks (related to RFP) outside USA? (like from India or Canada).

Response: No restrictions on RFP response task. Refer to section 3.6.

- 4. Can we submit the proposals via e-mail?

Response: Refer to *Proposal Submission* on page 2 of Request for Proposal. Proposal responses may not be submitted via e-mail.

- 5. It appears the bid is set up as a total ERP only. Paycor fully integrates with Financial/accounting ERPs to provide the Human Resources/Payroll functionality but we do not provide the financial/accounting side of the equation. That said, would that even be considered?

Response: To be considered for award, the Vendor must be able to provide all requirements detailed on the Excel spreadsheet titled "Specifications" or partner with other providers to provide a complete solution.

By: Melinda Bobbitt
Melinda Bobbitt, CPPO, CPPB
Director of Purchasing

BIDDER has examined **Addendum #1** to Request for Proposal # *03-13APR17 – ERP System Selection Project*, receipt of which is hereby acknowledged:

Company Name: Ramundsen Public Sector, LLC

Address: 1000 Business Center Drive, Lake Mary, FL 32746

Phone Number: 800-727-8088

Fax Number: 407-304-3301

E-mail: bob.valvano@sungardps.com

Authorized Representative Signature:  Date: 4/7/2017

Authorized Representative Printed Name: Robert Valvano - Chief Financial Officer



BOONE COUNTY, MISSOURI

Request for Proposal #: 03-13APR17 – ERP System Selection Project

ADDENDUM #2 - Issued March 27, 2017

This addendum is issued in accordance with the Request for Proposal and is hereby incorporated into and made a part of the Request for Proposal documents. Offerors are reminded that receipt of this addendum should be acknowledged and submitted with Offeror's Response Forms.

Specifications for the above noted Request for Proposal and the work covered thereby are herein modified as follows, and except as set forth herein, otherwise remain unchanged and in full force and effect.

The County has received the following questions and is providing a response below:

- 1) Was the project manager you hired specifically for this project?

Response: The position was not created just for the ERP System Selection Project. It is a new full-time position at the County and this project is just one of their projects.

- 2) Any need for point of sale stations? Separate cash stations for cash collections?

Response: The County currently performs "Point of Sale" as part of the business process in offices that take payments. The County is looking to standardize Cash Receipting at these locations with the ERP software. The County is not specifically looking for POS systems hardware to be proposed as part of the ERP Solution. Please submit recommendations or required POS peripherals which work with the vendor's Cash Receipting module.

- 3) Page 39, paragraph 3.6.7. discusses both the End User Training Approach and the Train the Trainer Approach. Does the vendor provide all end user training or are you wanting a train the trainer?

Response: We want pricing proposed for both approaches which the County can then evaluate to determine the best approach or a combination approach that will best fit the County.

- 4) Are the demonstration dates to be two, three or four day demonstrations?

Response: We are currently targeting a three-day demonstration per vendor.

- 5) Do you have a card reader for time entry?

Response: We have TrueTime at our Public Works location. We do not have a solution that is used County-wide.

- 6) Is the County most interested in a hosted/cloud or an on-premise solution?

Response: You may propose both solutions and we will evaluate each to determine the best fit for the County.

7) Would you consider a hybrid with leads off-shore?

Response: Please refer to page 35, paragraph 3.6. – The vendor is to provide an implementation plan in narrative format supported by an activity-level project plan using Microsoft Project that details how the proposed solution is to be implemented.

8) On page 26, paragraph 2.2., it mentions that the vendor should include a technical proposal and a separate sealed cost proposal accompanied in the package. Then on page 32 of RFP it states “costs for the Vendor’s proposed solution should be submitted on the proposal pricing forms provided in the included Microsoft Excel pricing spreadsheet. This information appears conflicting and confusing.

Response: Include your technical proposal and cost proposal (the pricing forms which will be placed in Section 14 of the vendor’s proposal) in the same package. They do not need to be separately sealed. The cost proposal is the completed pricing forms.

By: Melinda Bobbitt
Melinda Bobbitt, CPPO, CPPB
Director of Purchasing

BIDDER has examined **Addendum #2** to Request for Proposal # *03-13APR17 – ERP System Selection Project*, receipt of which is hereby acknowledged:

Company Name: Ramundsen Public Sector, LLC

Address: 1000 Business Center Drive, Lake Mary, FL 32746

Phone Number: 800-727-8088

Fax Number: 407-304-3301

E-mail: bob.valvano@sungardps.com

Authorized Representative Signature: Robert Valvano Date: 4/7/2017

Authorized Representative Printed Name: Robert Valvano - Chief Financial Officer

County of Boone, MO
 ERP Selection Project
 Pre-Proposal Conference Sign-In Sheet
 March 23, 2017

Company Name	Attendee Name	Phone #	Fax #	E-mail Address
Tyler Technologies (Munis)	Gary Dube	207-518-4130		gary.dube@tylertech.com
BOONE COUNTY GOVT	TOM DARROUGH	573-886-4405	886 4444	Jredel@BooneCountyMo.gov
Bo Co Auditor	Jenna Redel	573.886.4278		
Boone County IT	June Pittford	573.886.4443		
Boone County Purchasing	Melinda Bobbitt	573-886-4391	573-886-4390	m.bobbitt@boonecountymo.org
	Alan Gash	4319		
BOONE COUNTY IT	PAUL SCHELICH	7231		
Sungard Public Sector	Teresa Kewley	800-727-8088		Theresa.Kewley@sungardfl.com
Sungard Public Sector	Bruce Duncan	800 407-304-3279		Bruce.Duncan@sungardfl.com
Microsoft	Jack Kelly	312-504-2850		Jack.Kelly@microsoft.com
Mazik Global	Taylor Jones	847-242-8932		Taylor.Grass@mizikglobal.com
CBI Consulting Group	Don Soukkey	982-559-0454		Don.Soukkey@cbi.com consulting-group.com

**County of Boone, MO
ERP Selection Project
Pre-Proposal Conference Sign-In Sheet
March 23, 2017**

Company Name	Attendee Name	Phone #	Fax #	E-mail Address
McCasamer	Bob Watts	813-335-3898		Bob.Watts@metastorm.com
Plante Moran	Trey Raw			
Plante Moran	Brian Pesis			
Harris ERP	Valerie White	618-979-5260		vwhite@harriscomputer.com



BOONE COUNTY, MISSOURI

Request for Proposal #: 03-13APR17 – ERP System Selection Project

ADDENDUM #3 - Issued March 31, 2017

This addendum is issued in accordance with the Request for Proposal and is hereby incorporated into and made a part of the Request for Proposal documents. Offerors are reminded that receipt of this addendum should be acknowledged and submitted with Offeror's Response Forms.

Specifications for the above noted Request for Proposal and the work covered thereby are herein modified as follows, and except as set forth herein, otherwise remain unchanged and in full force and effect.

The County has received the following question and is providing a response:

- 1) Regarding Time Entry functionality for the ERP system—are Volunteers expected to use the Time & Attendance system, and if so how many active Volunteers does Boone County have?

Response: Yes, 56 Volunteers in 2016.

- 2) Through which source will the Department fund the system (budget, grant, etc.)?

Response: Budget

- 3) Has an estimated cost been identified?

Response: The County does not release estimate information.

- 4) Section 1.5: Other Planned Technology Initiatives: Public Safety systems being upgraded / replaced

- 911 Computer Added Dispatch – Expected completion Q4 2017
- Law Enforcement Records Management System – Expected completion Q4 2017 / Q1 2018
- Jail Management System – Expected completion Q4 2017 / 2018
- Replacement of facility data cabling in Boone County Government Center in FY 2017
- Replacement of phone system in Boone County Government Center FY 2018

Does the Department anticipate releasing any solicitation for the above mentions projects?

Response: Provided for informational purposes only. Out of scope for ERP project.

By: Melinda Bobbitt
Melinda Bobbitt, CPFO, CPPB
Director of Purchasing

BIDDER has examined Addendum #3 to Request for Proposal # 03-13APR17 - ERP System Selection Project, receipt of which is hereby acknowledged;

Company Name: Ramundsen Public Sector, LLC

Address: 1000 Business Center Drive, Lake Mary, FL 32746

Phone Number: 800-727-8088

Fax Number: 407-304-3301

E-mail: bob.valvano@sungardps.com

Authorized Representative Signature: Robert Valvano Date: 4/7/2017

Authorized Representative Printed Name: Robert Valvano - Chief Financial Officer

March 9, 2017

7 Proposal Forms

7.1 Introduction

This section contains various forms that should be prepared and submitted along with the Vendor's proposal. The intent of providing such forms is to ensure comparability between proposals. Included in this section are the following forms:

- Proposal Signature Form
- Non-Collusion Affidavit
- Minimum Criteria
- Company Background Form
- Technical Requirements Form
- Vendor Hosting Form
- Project Management Approach Form
- Report Development Form
- Training Form
- Staffing Plan Form
- Ongoing Support Services Form
- Client Reference Form
- Pricing Forms
- E-verify Document
- Certification Regarding Debarment

For vendors proposing as a prime vendor with subcontractors: subcontractors shall complete the staffing form and reference form.

March 9, 2017**7.2 Proposal Signature Form**

The undersigned, as authorized Vendor, declares that he/she has carefully examined all the items of the Specifications and Instructions herein that he/she fully understands and accepts the requirements of the same, and he/she agrees to furnish the specified items and will accept, in full payment therefore, the amount specified below. The Vendor will identify below its business entity as individual, DBA, partnership, corporation (foreign or domestic), and will indicate the official capacity of person(s) executing this proposal.

Proposals shall include installation services, and the successful Vendor shall obtain all required permits and pay fees required.

State payment terms:

State term proposal is held firm for:

State warranty on equipment:

State maximum time required for shipping, F.O.B. Columbia, Missouri:

PROPOSAL: ERP System Selection Project 03-13APR17

Two million forty-five thousand dollars

\$2,045,000

(Total price written in words)

(Total One-Time Cost – as noted on the Proposal Pricing Forms – Proposal Summary tab)

Vendor Name: Ramundsen Public Sector, LLC

Date: 4/7/2017

Address: 1000 Business Center Drive
Lake Mary, FL 32746

Telephone: 800-727-8088

Signature: _____

Email: Robert Valvano – Chief Financial Officer
bob.valvano@sungardps.com

(Person executing response and official capacity)

(Names of principal officers:
designate official capacity)
Kevin Lafeber, President and Chief Commercial Officer

(If partnership or assumed name,
indicate name of owners)

Robert Valvano, Chief Financial Officer

Tom Amburgey, Vice President and General Manger – Public Administration

March 9, 2017

7.3 Non-Collusion Affidavit

**THE AFFIDAVIT SET FORTH BELOW MUST BE EXECUTED ON BEHALF OF
THE VENDOR AND FURNISHED WITH EVERY PROPOSAL
NON-COLLUSION AFFIDAVIT**

STATE OF: Florida

County OF: Seminole

TAX ID NUMBER: 81-4692347

Robert Valvano, being duly sworn, deposes and says he/she is the Chief Financial Officer
(Name) (Title)

Of Ramundsen Public Sector, LLC the Vendor that has
(Company)

submitted to the **County** a proposal for a **ERP System Selection Project 03-13APR17** all as fully set forth in said proposal and that except as specified below, the aforementioned Vendor constitutes the only person, firm, or corporation having any interest in said proposal or in any contract, benefit, or profit which may, might or could accrue as a result of said proposal, said exceptions being as follows:

no exceptions
(If no exceptions, please state)

Vendor further states that said proposal is, in all respects, fair and is submitted without collusion or fraud; and that no member of the **County** is directly or indirectly interested in said proposal.

(Affiant)

SWORN TO and subscribed before me, a Notary Public, in and for the above named State and City

this _____ day of _____, _____
(Day) (Month) (Year)

(Notary Public)

March 9, 2017**7.4 Minimum Criteria**

As noted in section 1.8 of this RFP, proposed solutions **MUST** meet all of the following requirements. **Proposals not meeting these requirements will be rejected.** Vendors should acknowledge acceptance of these terms and include the following checklist in their RFP response.

Minimum Criteria	Yes/No
RFP Response Timeliness RFP response is submitted by the due date and time.	Yes
Response Authorization The RFP response is signed by an authorized company officer.	Yes
Response Completeness Vendor complied with all mandatory requirements of the RFP and provided a response to all items requested with sufficient detail, which provides for the proposal to be properly evaluated. Any deficiencies in this regard will be determined by the County's Purchasing department in conjunction with the Steering Committee to be either a defect that they will waive or that the proposal can be sufficiently modified to meet the requirements of the RFP.	Yes
Minimum Client Software Installations Must have provided software for at least 5 successful installations of similar size and complexity within the last 5 years.	Yes

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7.5 Company Background Form

Vendor name:	SunGard Public Sector
Software brand name:	ONESolution
Software version proposed (years in production):	ONESolution has been in production since 2010. The proposed version is 17.
Is Vendor prime contractor:	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>

1.	<p>What are the key differentiators of your company and its proposed solution?</p> <p>SunGard focuses solely on the public sector. We implement and support our own software. We do not use outside sub-contractors, implementation firms, or offshore service centers. We believe a well-developed strategy is critical to a project's success. We are confident our implementation strategy is the most comprehensive in the industry. The stages of our process provide the greatest opportunity for reducing risk and ensuring your success.</p> <p>Our trainers are experienced at configuring the applications based on your business processes. ONESolution comes pre-configured with more than 80 percent of the base configuration complete. Training is more efficient and meaningful when you use data configured to meet the needs of your professionals.</p> <p>Excellent support is another reason many organizations buy from and stay with SunGard. This is evidenced by the fact that of our 1,631 clients, 1,198 have been with us for 10 years or more, 962 have been with us for 15 years or more, and 537 have been with us for 20 years or more. This experience provides us with implementation and support methodologies that are superior to our competition</p> <p>ONESolution is a completely integrated ERP solution that offers essential functionality, is less expensive to own, and easy to maintain. Our proposed solution provides functionality out of the box with little or no modification.</p> <p>The proposed business intelligence tools, SunGard Public Sector Analytics (SunGard Analytics) and CAFR Constructor, give the County the opportunity to gain insight, drive better results, and improve transparency. These tools provide enterprise financial planning, budgeting, forecasting, and analysis. You can rapidly analyze data, model requirements, and collaborate on plans, budgets, and forecasts to uncover options and optimize performance.</p>
2.	<p>What awards has your company or proposed solution obtained that are relevant to this project?</p> <p>SunGard is a certified Silver Microsoft Software Developer and individual employees hold the following certifications:</p> <ul style="list-style-type: none"> • Microsoft Certified Solutions Expert (MCSE) • Microsoft Certified Professional (MCPS) • Microsoft Certified Professional in System Integration (MCPSI) • Project Management Professional (PMP) • Project Management Institute and Information Technology Information C for Service Delivery Processes (ITIL Foundations)

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	<p>The Center for Digital Government and the Digital Communities selected the top-ranked cities in the 2016 Digital Cities Survey. These cities improved transparency with open government initiatives and access to County services via mobile applications, eliminated waste, enhanced service levels, reduced costs, and improved services. More than 40 SunGard clients received this award in 2016.</p> <p>In both 2014 and 2015, SunGard's corporate headquarters in Lake Mary, Florida was awarded the top ranking Corporate Champion distinction in the Orlando Sentinel's "Top 100 Companies for Working Families." This was the seventh consecutive year that SunGard had placed in the Top 10 and our second year ranked first for companies with less than 499 employees. In 2013, SunGard received the "Cutting Edge Award," for its benefits and employee programs. Judged by an independent panel of local human resources experts, the annual awards recognize Central Florida companies that make family a top priority in the workplace through exceptional employee benefits and work/life balance programs. SunGard is proud to emphasize our continuous learning, highly competitive health and wellness benefits, and our strong community involvement.</p>
3.	<p>What documentation is available from an independent source that positively promotes either the company or products the Vendor is offering?</p>
	<p>SunGard was included in a recent Gartner Group report, "Market Insights: State and Local Government IT Market Primer, US 2015", as a solutions provider.</p>
4.	<p>What strategic alliances have you made to further strengthen your product and services?</p>
	<p>SunGard has strategic alliances that complement our current solution set. We recruit and support high-quality third-party solution providers that provide value-added, complementary functionality to our core product lines and foster our customer's success.</p> <p>The following third-party applications are included in this proposal:</p> <ul style="list-style-type: none"> • BMI Systems Group – AssetTrak (Fixed Assets Bar Coding) • ExecuTime Software – Time & Attendance • OpenGov
5.	<p>How do you guarantee the services provided by your company?</p>
	<p>All SunGard products are warranted for 12 months after delivery of the licensed programs.</p>
6.	<p>What are your near-term and long-term goals, and the strategies to reach these goals?</p>
	<p>For the near term, SunGard plans to add functionality to our products to meet our customers' needs.</p> <p>Our long-term vision is for SunGard products to continue to evolve to meet our clients changing business requirements and to incorporate changes in technology that provide increased efficiency and lower operating costs.</p> <p>Our strategy to accomplish these goals is a continued investment in development that is driven by client voting, industry direction, and industry standards.</p>
7.	<p>What is your niche in the marketplace and your preferred customer size?</p>
	<p>SunGard focuses on mid-sized local government, utilities, transits, not-for-profit agencies, state and federal government entities. Our target market for counties is 100,000 to 1,000,000 in population.</p>

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8.	Please describe the level of research and development investment you make in your products (i.e. – annual budget, head count, etc.).										
	SunGard understands the importance of investing in research and development, which is why 35 percent of our full-time employees are devoted to product development. As a privately held portfolio company of Vista Equity Partners, SunGard does not disclose financial information.										
9.	Please describe your commitment to providing solutions for the public sector marketplace.										
	SunGard has served the public sector since 1981. The public sector is our only business. Our record of three decades of service is proof that we provide our clients ongoing support for many years to come.										
10.	How many fully operational customer installations of the version proposed in this RFP, currently in production, has the Vendor completed?										
		Missouri	Nationally								
	Local government	1	130								
	Other public sector	1	57								
	Other non-public sector	1	13								
	Overall:	3*	200*								
	*Customers are using earlier versions of ONESolution.										
11.	How many fully operational customer installations, in total, has the Vendor completed?										
		Missouri	Nationally								
	Local government	19	1535								
	Other public sector	1	75								
	Other non-public sector	1	29								
	Overall:	21	1639								
12.	How many current system implementations of your solution are <i>in-process</i> within both the State of Missouri and the region of the Country that includes the State of Missouri?										
	<table border="1"> <thead> <tr> <th colspan="2">Current in-process Implementations</th> </tr> </thead> <tbody> <tr> <td>State of Missouri</td> <td>1</td> </tr> <tr> <td>Region</td> <td>9</td> </tr> <tr> <td>Total:</td> <td>10</td> </tr> </tbody> </table>			Current in-process Implementations		State of Missouri	1	Region	9	Total:	10
Current in-process Implementations											
State of Missouri	1										
Region	9										
Total:	10										
13.	Please state the year your company started in the business of selling the proposed solution to local governments:										
	1981.										
14.	Where is the Vendor's closest support facility/sales office to Columbia, Missouri?										
	Lake Mary, FL.										
15.	Where is the Vendor's company headquarters?										
	Lake Mary, FL.										

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16.	Please list the Vendor's sales in the previous three years:		
	Year	Sales	
	2016	See below.	
	2015		
	2014		
	As a privately held portfolio company of Vista Equity Partners, SunGard does not disclose financial information.		
17.	How many total employees does the Vendor have in each of the following categories:		
	Area	Number	
	Sales/Marketing	86	
	Management/Administration	58	
	Help Desk Staff	367	
	Development Staff	278	
	Other	32	
	Total:	821	
18.	What is the Vendor's hourly rate for additional implementation assistance beyond that which is included in the Vendor bid by skill set?		
	Rates for Additional Implementation Assistance		
	Skill Set	Hourly Rate	
	Consulting	\$200/ hr.	
	Training	\$160/ hr.	
	Conversion	\$200/ hr.	
	Development	\$200/ hr.	
	Computer Services	\$160/ hr.	
	Project Manager	\$200/ hr. onsite \$160/ hr. remote	
19.	Please indicate two separate potential visits of four consecutive days each in which the Vendor will commit to being available for an onsite demonstration and your preference.		
	Demonstration Date Options		
	Option	Visit #1	Visit #2
	Week of June 5	X	
	Week of June 12		X
	Week of June 19	No	No
20.	What would be the Vendor's preferred comparably sized, site visit location?		
	SunGard's preferred site visit location is the City of Kettering, OH.		
21.	Is there any outstanding litigation against your company?		
	Like any business of similar size and age, SunGard has been involved in certain disputes from time to time in the ordinary course of business. For various reasons, including the existence of confidentiality obligations and related concerns, SunGard does not, as a policy, disclose the specifics of any particular dispute. However, SunGard has no dispute or legal action currently outstanding that, in our opinion, would materially impact our financial position or our ability to fulfill any of our present or anticipated contractual obligations.		

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7.6 Technical Requirements Form

1.	Identify the communication protocols and networking requirements that are required for implementation and operation of the proposed system. In the event that there are multiple communication systems and/or protocols available, list all options. Take into account the County's current WAN and remote computing requirements and indicate what changes are required or recommended.
	The ONESolution suites operate over a traditional IP-based switched network. Based on the information in section 1.4 of the RFP, the County's existing network environment is suitable for all of our applications.
2.	What database are you proposing?
	SunGard proposes Microsoft SQL Server.
3.	Does your proposal contain or envision the use of a data warehouse? If yes, describe your data warehousing capabilities and architecture.
	Use of a data warehouse for reporting and business intelligence processes is in the discovery/planning stage. While we currently report directly from the live transactional database, we envision the use of data warehousing to provide summarization of transactional data that maximizes reporting/analytical performance.
4.	Describe the system administration tools that are used to manage the application including any data archival tools, data backup and recovery tools, tools for managing application updates, online help management tools, etc.
	Configuration tools in the applications allow System Administrators to customize workflows, turn on unique triggers, change tables, add user-defined custom fields, and more without programming knowledge or reliance on IT. Context-sensitive online help is deployed with every release and loaded with the applications. The ONESolution applications use Microsoft ClickOnce technology to manage client-side deployment/updates. The capabilities of the Microsoft SQL server provide enterprise-level data backup support for archiving of data and transaction logs while all products are operational.
5.	Describe the network management systems that either your system uses, interoperates/integrates with, or you recommend. Please specify.
	Standard Microsoft Active Directory (AD) and SQL tools are widely used, as are products from Solarwinds. We recommend a detailed discussion with a SunGard Solution Architect to discuss your needs and recommend a solution that optimizes the proposed products. The Solution Architect also takes into consideration any future planned growth or known infrastructure changes.
6.	Describe what, if any, footprint (e.g. local software artifacts such as DLLs) exists on the user's desktop.
	The ONESolution suites deploy a smart client using Microsoft's ClickOnce technology. A few selected users need the Workflow Designer or Admin Console/SPS ONE MMC loaded on their workstation. The majority of users only need the .NET Framework and Microsoft Office, version 2007 or newer, installed.

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7.	Describe the minimum hardware, software, storage, memory, operating system and other requirements for desktop computers to access the application such that the County can determine the extent to which existing computers must be upgraded or replaced.
	Please refer to the workstation requirements in Section 4 – Technical Infrastructure, Table 4.1.1 – Recommended Hardware Specifications.
8.	Please describe the physical and technical preferences for a user acceptance testing (UAT) environment?
	SunGard sets up a training or test environment during implementation to be used during application training classes. Prior to Go Live, the training data is cleared and prepared for live data entry. SunGard assists with set up scripts and help execute user verification testing (UVT).
9.	Describe the systems recommended backup and recovery process?
	In the premise-based environment, SunGard's technical team works with your staff to identify and define the steps that need to be taken in the event of a disaster. The County is responsible for customizing and finalizing the disaster plan as necessary. SunGard's Horizon Cloud Services solution is backed up according to a predefined schedule including full system backups and differential database backups. Backups are transferred daily to a secure, offsite storage facility. Environmental controls differ slightly in each location, but include fire suppression systems, moisture control, redundant cooling systems, ups systems, and diesel generators. SunGard maintains current versions of the database, operating system, and third-party utilities on the disaster recovery servers.
10.	Describe the method used to refresh data in the DEV, TEST and TRAINING environment from LIVE.
	The process of updating DEV or TEST is to back up the database from production and restore it into the DEV or TEST environment, this is a manual process. The security and authentication module has utilities to export and import users and security roles which makes updating that module from the software in DEV or TEST possible. The associated database is separate from the financial data.
11.	Describe the process restore individual records from a system backup?
	The standard method used to recover data is to restore a database backup and reprocess anything that needs to be reprocessed. Depending on what needs to be recovered, another approach is to restore the backup into a separate database and find the record or records to copy from one instance to the other using SQL.
12.	Describe all printer languages supported and any known exceptions?
	Printer Command Language (PCL) and PostScript are the supported printer languages.
System Performance	
13.	System response time must not impede the ability for departmental staff to perform their required job functions using the system. Will your system be available 99.5% of the time, except for planned downtime?
	Response times vary based on the selected deployment methodology, such as premise or hosted. A typical user will experience reasonable response times.

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14.	Can you guarantee a 3-second maximum response time?
	The 3-second maximum does not apply to all reports or background processes, such as non-interactive processes, as these vary greatly. We are in the process of performing benchmark testing based on the hardware/network/infrastructure of one of our larger clients.
15.	What are your guarantees on system performance?
	<p>System performance meets the following minimum standards:</p> <ul style="list-style-type: none"> • Average response time of five seconds or less to open a screen for all key processes. • Average response time of three seconds or less to save a transaction on the system for all key processes. • Workflow transactions for all key processes moving to the next approver on average within two minutes. • Average response time of two minutes or less for running all transactional type reports pertaining to key processes. For example, printing a journal entry batch proof listing, and printing a purchase order. Large or complex reports, such as total year budget to actual and/or other statistical reports may exceed the average. • Average system processing run time of three hours or less for all payroll related jobs, including producing the direct deposit file, check printing file and check stub file. The client is responsible for the application, operation, and management of its information technology environment, including: <ul style="list-style-type: none"> ▪ Purchasing, licensing, and maintaining hardware and software ▪ Following appropriate operating procedures ▪ Following appropriate protective measures to safeguard the software and data from unauthorized duplication, modification, destruction, or disclosure ▪ Following adequate backup contingency plans ▪ Employing qualified personnel to obtain the desired results
Security	
16.	Describe the identification and authorization capabilities of your proposed solution for users.
	SPS ONE is a role-based security system that allows you to authorize different screen options and navigations by user role. Additionally, you can define database level security for each role including read, insert, update, and delete permissions for individual tables/views. The County can apply row-level security to any column value in that table/view.
17.	Describe how your system interoperates with Active Directory.
	The proposed solution passes credentials to Active Directory (AD) for authorization. Once AD authorizes access, the application security is enforced.

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18.	Describe the security audit capabilities of your proposed solution.
	<p>Database-level auditing tracks:</p> <ul style="list-style-type: none"> • Table modified • ID of person who made the change • Date and time of change <p>The point-in-time history database system tracks all changes. A history table with a timestamp includes all changes per row. This allows you to view a side-by-side comparison of a record from one point in time to another.</p> <p>Comprehensive reporting further supports audit controls. The ad hoc reporting tools allow cross-application reporting and cross-application drill down analysis to provide immediate supporting data for higher or lower level reports.</p>
19.	What functions does your proposed system have to protect the privacy of information designated "private" (e.g. personally identifiable, SSN, credit card, ACH, HIPAA, etc.) that it processes or stores?
	Security allows for privileged and non-privileged access to private data.
20.	What will you do to address vulnerabilities in your product discovered subsequent to us deploying your code? In what time interval will they be fixed (Critical & non-critical)? At what cost to the County?
	SunGard provides commercially reasonable updates to ensure software availability after loading critical security patches. Customers with a current maintenance agreement receive updates and patches at no cost.
21.	What is your process for notifying the customer and fixing bugs once they have been identified?
	SunGard publishes notification of service packs, builds, and fixes on our support website. We also include all standard fixes with the next release of the software. The County can receive updates automatically through our auto-load schedule, if you prefer.

7.7 Vendor Hosting Form

1.	Will your company host the solution or will this be managed by a third party?
	SunGard's professionally trained system and database administrators manage the hardware and the database at our data center.
2.	Where are the data center and storage facilities?
	SunGard data centers are located in Lake Mary, FL; Chico, CA; San Diego, CA, Voorhees, NJ; and Atlanta, GA.
3.	Please provide the total number of clients and corresponding number of end-users of hosted solutions currently supported by your proposed solution.
	SunGard currently has 175 hosted solutions with approximately 7,500 end users.
4.	Does the system interface support a browser interface with or without the help of additional components?
	The ONESolution suite is accessed through its client. You can also access the applications via a Citrix XenApp deployment. In this case, access to ONESolution is through a web browser using the requisite Citrix plug-ins.

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5.	How are hosted software applications deployed for use by numerous customers (dedicated servers for each hosted customer, or is a single set of applications utilized for all customers)?
	The ONESolution suites use dedicated servers for each hosted customer.
6.	What system/application availability and response time will your proposed system meet? What are the County's responsibilities to ensure this level of performance?
	Our systems are highly redundant and available. Response times can vary due to multiple factors. The County is primarily responsible for the local network, workstation performance, and reliability, as well as proper end-user training and use of the applications. SunGard is willing to negotiate guarantees of response and performance as part of the contract.
7.	How do you track monthly usage for subscription-based services?
	Not applicable.
8.	How much notification will you give the County in advance of any scheduled downtime?
	SunGard's scheduled hours of availability for the hosted computer systems are 24 hours per day Monday-Saturday. We schedule maintenance on Sundays from 12 a.m. - 5 p.m., customer local time. System maintenance and upgrades take place outside of each customer's standard business hours whenever possible. We handle emergencies on a case-by-case basis in such a manner as to provide the least possible disruption to overall system operations and availability without negatively affecting system stability and integrity.
9.	Where would local support be located for a client in Columbia, Missouri?
	Staff in our Lake Mary, FL and Carlsbad, CA offices support the Horizon Cloud Services.
10.	Are support calls included in annual maintenance fees, or charged on a per call basis? If on a per-call basis, please specify rates and billing method
	Support calls are included with annual maintenance.
11.	Please describe the minimum commitment term (in years) for a vendor-hosted option and note the term assumed for determining the proposed costs.
	While we hope to have all clients for life, the minimum commitment term for the vendor-hosted option is five years.

7.8 Project Management Approach Form

1.	How does the Vendor plan to manage the vast amount of material that is produced during the project through potential solutions such as a collaboration environment?
	<p>SunGard works with the County to identify an agreed upon shared location for all documentation related to implementation deliverables. It is critical that each document has an agreed upon master version so that multiple versions of the same document are not introduced into the process.</p> <p>SunGard uses Project Server, which offers a robust platform for document sharing. SunGard creates a project site when the first project schedule is published. This site becomes the repository for all documents and information related to the project. The solution also supports OneNote, which is used to manage project meeting minutes, agendas, and action item lists.</p>

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2.	Provide specific information on project close-out activities to transition support to the County.
	<p>Transition from the SunGard Implementation Team to the County occurs throughout the course of the implementation and is driven by the following activities:</p> <ol style="list-style-type: none"> 1. Full documentation of set up decisions through the use of Client Configuration Decisions. 2. Documentation involving the County's Implementation team in all system set up and configuration so the County staff has the knowledge and skills to maintain and update the system going forward. 3. Train-the-trainer approach to end-user training. This ensures County staff fully understand the processes relative to the County's use of the system. 4. Hand-off from the SunGard Implementation Team to the SunGard Support Team to facilitate ongoing support by the County post-Go Live. 5. Hand-off from the SunGard Project Manager (PM) to a SunGard Client Success Executive (CSE) to provide a single point of contact for the County's non-product related questions and an escalation point for any issue, if needed. <p>Client Configuration Decisions are captured in a series of configuration survey documents incorporated into Business Practice Workbook; a working document throughout the life of the project. Initiated and tracked by Project Management on the SunGard side, a Senior Consultant facilitates meetings with the County's implementation team and subject matter experts to gather the required configuration information. As the project progresses, the workbook transitions in ownership to the County.</p> <p>Configurations are a product of collaboration and shared decision-making. The County completes much of the system configuration through homework activities assigned to the County following the knowledge transfer. Check-ins between the Consultant and the County occur periodically to assure there is a good understanding of the material and the implementation is progressing well.</p>
3.	How will project management be resourced?
	<p>SunGard proposes a PM who is onsite for one week a month with the option of moving an onsite week to remote as needed. The following is a description of the proposed service:</p> <ul style="list-style-type: none"> • Collaborate with the County to build a project schedule based on the contract and Scope of Work (SOW). • Drive tasks to timely and quality completion, fulfilling Go Live dates as indicated in the project schedule; update the schedule on a weekly or bi-weekly basis. • Support the County's PM in monitoring and reporting overall implementation progress (duties of both the County and SunGard). • Monitor and report progress on SunGard's responsibilities. • Immediately notify the County PM and Project Sponsor of any issue that could delay the project. • Fulfill all SunGard project deliverables outlined in the SOW.

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	<ul style="list-style-type: none"> • Facilitate weekly status meetings. • Provide agendas and status reports. • Maintain risk and issues logs. • Secure resources according to the project schedule. • Facilitate coordination between all SunGard departments to meet customer requirements. • Monitor the work plan and schedule and make course corrections as necessary. • Serve as the point person, or first escalation point, for all project issues. • Provide issue resolution status, tracking, and procedures.
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7.9 Report Development Form

1.	What is the query tool and report writer that Vendor is proposing?
	ONESolution uses SunGard Public SunGard Analytics report writer. Users can create virtually any type of report or statement necessary with this tool. This reporting tool can access any data stored in the system to create customized reports or statements. With SunGard Analytics, users can build ad hoc reports ranging from simple, column-list queries to advanced, multi-page layouts. These reports can be used to drill-down to detail/transaction level records designed to show information in multiple perspectives in the same report. Additionally, the ONESolution applications contain extensive built-in query and search capabilities.
2.	What reports are available out of the box? Provide a list and samples at the end of this section.
	SunGard has many standard reports available for its software applications. Please refer to the list of the standard reports provided at the end of this section.
3.	Describe your process for determining the scope of what reports will have to be developed (not out-of-the-box) and what effort it will take to develop and test them?
	During each phase of the project, SunGard works with the County to build a report plan that identifies which reports need to be developed for the project. SunGard staff review all standard reports with the County and as part of the plan, do a fit/gap analysis to see which reports are required but not included as part of our standard reports. From this list, it's determined who develops the needed reports along with timeline and level of effort. SunGard's proposal includes a significant number of hours to develop and deliver custom reports for the County. It is also SunGard's intent to help staff develop the requisite report writing skills to also be able to develop and/or modify reports on an ongoing basis so the County is not dependent on SunGard for all future development.
4.	It is expected that the system will provide the ability for end-user querying and reporting to be performed without impacting the performance of the transactional system. Does your proposal meet this expectation?
	SunGard meets this expectation and will work with you to determine the optimal hardware configuration needed to support it.

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7.10 Training Form

1.	What is your recommended approach to training (End-user vs. train the trainer), for this County, and why?
	<p>SunGard recommends a train-the-trainer approach. The train-the-trainer model is based on the theory that people who train others recall 90 percent of what they teach and that people quickly learn new information through trusted social networks. This also helps ensure a consistent knowledge transfer. A core group of people from the County deliver content that is specific to the way the County does business. The benefits of a train-the-trainer program include enhanced skills and knowledge for the core group, an opportunity to engage in hands-on activities, and increased asset building for the County.</p> <p>An option for end-user training is also included with this proposal.</p>
2.	What types of training documentation will be developed by the Vendor?
	<p>During the training sessions, our trainer works with the County to start to develop customized training materials based on the standard documentation that is available. Document templates will be customized as a combined effort to reflect business processes and system configuration. The County is responsible for completing documentation.</p>
3.	Describe the opportunities for ongoing training.
	<p>SunGard's continuing education program transitions organizations from implementation-phase training into the daily and evolving use of the software applications. We offer:</p> <ul style="list-style-type: none"> • Classes onsite, web-hosted, and during users' group conferences • Instructor-led as well as self-paced and on demand classes • Blended learning approach using a combination of training methods • Non-SunGard specific topics that are self-paced and on demand, such as desktop application topics (Microsoft Word, Microsoft Excel, SharePoint), information services topics (TCP/IP, HTML, Windows Server, SQL), and professional development topics (time management, project management, customer service) • Continuing Professional Education (CPE) credits are available for implementation and continuing education classes • Training from a registered sponsor with the National Registry of CPE Sponsors through National Association of State Boards of Accountancy (NASBA), access to a learning management system for class registration, monitoring education transcripts, getting guidance for training, building a development plan, and much more • Periodic business analysis service that reviews the current use of the software applications and provides recommendations about how the application is being used and how evolving organizational needs can be met through training and software solutions

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4.	Describe any available options for online training material.
	<p>In addition to our traditional onsite classroom training, we provide a variety of online training formats to facilitate knowledge transfer. This includes live one-on-one and multi-customer web-based training and eLearning self-paced studies with our virtual classroom. Our implementation approach uses varied training environments to provide the most flexibility and value to our customers.</p> <ul style="list-style-type: none"> • Virtual Classroom (multiple organizations): This type of training is cost effective and allows you to hear how other organizations are using the software. • Virtual One-on-One (classroom private instruction): This can be a cost effective alternative to onsite training since there are no travel expenses incurred. This type of instruction also allows training to be delivered in a smaller time frame, typically two-hour time blocks. • eLearning (online self-paced training) - These online sessions are instruction-based tutorials divided into separate topics by specific processes. These courses can be taken at any time, allowing for self-paced training.

7.11 Staffing Plan Form

1.	Identify the degree to which Vendor staff will be onsite versus off-site during the project.																					
	<p>The proposed implementation plan provides quarter-time onsite project management with the option to change onsite weeks to remote as necessary. The majority of the consulting and training is onsite. Development and conversions do the majority of their work offsite. The table below represents SunGard staff and indicates if the majority of the work is onsite or offsite.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Resource Type</th> <th style="text-align: left;">Onsite/Offsite</th> </tr> </thead> <tbody> <tr> <td>Project Management</td> <td>50/50</td> </tr> <tr> <td>Consultants and Trainers</td> <td>Onsite</td> </tr> <tr> <td>Development/Conversions</td> <td>Off-site</td> </tr> <tr> <td>Installation Services</td> <td>Onsite</td> </tr> <tr> <td>Change Manager</td> <td>Onsite</td> </tr> <tr> <td>Reporting Lead</td> <td>50/50</td> </tr> <tr> <td>Workflow Lead</td> <td>50/50</td> </tr> </tbody> </table>		Resource Type	Onsite/Offsite	Project Management	50/50	Consultants and Trainers	Onsite	Development/Conversions	Off-site	Installation Services	Onsite	Change Manager	Onsite	Reporting Lead	50/50	Workflow Lead	50/50				
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2.	Provide the resource and configuration requirements for the Vendor's staff during the implementation:																					
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3.	Use the table provided below to identify the number of County business staff expected to be committed to the project implementation. Initial identification of project roles has been provided but should be supplemented or revised by Vendors based on their experience in implementing their product in similar environments.																										
	<table border="1"> <thead> <tr> <th data-bbox="375 394 737 432">Project Role</th> <th data-bbox="737 394 1240 432">Project Responsibilities</th> <th data-bbox="1240 394 1425 432">FTE</th> </tr> </thead> <tbody> <tr> <td data-bbox="375 432 737 743">Executive Sponsor(s)</td> <td data-bbox="737 432 1240 743"> <ul style="list-style-type: none"> • Provide executive leadership for promoting the goals of the project • Ensure resource levels remain adequate during the project • Promote changing policies and practices to optimize business • Approve scope and/or contract changes </td> <td data-bbox="1240 432 1425 743">1 minimum</td> </tr> <tr> <td data-bbox="375 743 737 984">Project Manager</td> <td data-bbox="737 743 1240 984"> <ul style="list-style-type: none"> • Partner with SunGard PM to manage County tasks and resources • Ensure staff responsibilities are satisfactorily met • Attend weekly status meetings </td> <td data-bbox="1240 743 1425 984">1</td> </tr> <tr> <td data-bbox="375 984 737 1190">Project Administrator</td> <td data-bbox="737 984 1240 1190"> <ul style="list-style-type: none"> • Manage the project schedule/budget to achieve the planned Go Live dates • Ensure contractual responsibilities are satisfactorily met </td> <td data-bbox="1240 984 1425 1190">0.25</td> </tr> <tr> <td data-bbox="375 1190 737 1396">Functional Process Owners</td> <td data-bbox="737 1190 1240 1396"> <ul style="list-style-type: none"> • Work with SunGard consultants to determine best practices • Work with SunGard to understand system configuration • Attend weekly status meetings </td> <td data-bbox="1240 1190 1425 1396">2 to 3</td> </tr> <tr> <td data-bbox="375 1396 737 1572">Functional Process Team Participants (per member involvement)</td> <td data-bbox="737 1396 1240 1572"> <ul style="list-style-type: none"> • Work with SunGard to optimally configure ONESolution • Complete system testing • Attend weekly status meetings </td> <td data-bbox="1240 1396 1425 1572">1 or 2 as needed</td> </tr> <tr> <td data-bbox="375 1572 737 1778">Training Coordinator Team Lead</td> <td data-bbox="737 1572 1240 1778"> <ul style="list-style-type: none"> • Complete internal training materials/procedures specific to the County • Instruct end-user training classes • Attend weekly status meetings </td> <td data-bbox="1240 1572 1425 1778">1</td> </tr> <tr> <td data-bbox="375 1778 737 1810"></td> <td data-bbox="737 1778 1240 1810"></td> <td data-bbox="1240 1778 1425 1810"></td> </tr> </tbody> </table>			Project Role	Project Responsibilities	FTE	Executive Sponsor(s)	<ul style="list-style-type: none"> • Provide executive leadership for promoting the goals of the project • Ensure resource levels remain adequate during the project • Promote changing policies and practices to optimize business • Approve scope and/or contract changes 	1 minimum	Project Manager	<ul style="list-style-type: none"> • Partner with SunGard PM to manage County tasks and resources • Ensure staff responsibilities are satisfactorily met • Attend weekly status meetings 	1	Project Administrator	<ul style="list-style-type: none"> • Manage the project schedule/budget to achieve the planned Go Live dates • Ensure contractual responsibilities are satisfactorily met 	0.25	Functional Process Owners	<ul style="list-style-type: none"> • Work with SunGard consultants to determine best practices • Work with SunGard to understand system configuration • Attend weekly status meetings 	2 to 3	Functional Process Team Participants (per member involvement)	<ul style="list-style-type: none"> • Work with SunGard to optimally configure ONESolution • Complete system testing • Attend weekly status meetings 	1 or 2 as needed	Training Coordinator Team Lead	<ul style="list-style-type: none"> • Complete internal training materials/procedures specific to the County • Instruct end-user training classes • Attend weekly status meetings 	1			
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	Change Management Team Lead	<ul style="list-style-type: none"> • Work with SunGard PM to determine change management procedures • Ensure change management with operating departments is effective • Facilitate issue resolution • Attend weekly status meetings 	.75
	Communications Team Lead	<ul style="list-style-type: none"> • Communicate changing policies and practices to staff and executive sponsors • Provide updates to the core team and executive sponsors on major project deliverables 	.50
	Other Roles (specify)		

4. Use the table below to identify the number of technical resources expected to be committed to the project implementation. Initial identification of project roles has been provided but should be supplemented or revised by Vendors based on their experience in implementing their product in similar environments.

Project Role	# of FTEs	Skill Set Required	Training Required?	Training Provided?
Help Desk	2	Functional and technical understanding of the applications	Yes	Yes, as part of the core training.
Trainer	1	Functional and technical understanding of the applications	Yes	Yes, as part of the core training.
DBA	.50	Database knowledge as it relates to the applications	Yes	Yes, training relative to SunGard's applications is provided.
Report Developer	1	Understand the report writing tool and database structures	Yes	Yes, report writer and Workflow training is provided.
Application Support	.50	Functional and technical understanding of the applications	Yes	Yes, as part of the core training.
System Administrator	.25	Understand data structures and security setup functionality	Yes	Yes.

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	Security Administrator	.25	Understanding of data structures and security setup functionality	Yes	Yes.
	Other Roles – Workflow Developer / Support	.50	Understanding of Workflow and database structures	Yes	Yes, Workflow training is provided.
	Other Roles - Installer	.25	Installation of software components	No	No formal training, technical collaboration.

7.12 Ongoing Support Services Form

Support and Maintenance	
1.	Provide the minimum, maximum, and average response times (hours) provided as part of the basic support agreement and average response time for the past twelve (12) months.
	<p>Our number one priority is to continually support you in the use of SunGard's software and services. A code system distinguishes the level of urgency for each issue. At the time a case is initiated, the Help Desk operator attempts to connect you directly with the appropriate support specialist. If that is not possible, the case is assigned to a queue and the user receives a call back within 1 hour for urgent priority 1 issues, critical issues within 2 hours, and non-critical issues within 4 hours. Minor issues are responded to within 24 hours of being reported.</p> <p>The 12-month average response time is 34 minutes.</p>
2.	Provide Help Desk services for technical support and end users. Specify days and hours and any escalation options and procedures.
	<p>SunGard successfully serves many clients throughout the U.S. and Canada. One of the factors for the choice of our product at numerous institutions is the excellent support program available.</p> <p>Support Leaders are available for each application area if a problem requires escalation. If additional attention is required with a support issue, Support Managers and Directors are available.</p> <p>Help Desk phones are available Monday through Friday from 8:00 a.m. to 8:00 p.m. Eastern time, excluding holidays, to answer or respond to your calls and web portal inquiries.</p> <p>SunGard provides after-hours and pager support for various client activities that involve professional or computer services. After-hours support is outside of the regular maintenance contract and is offered on a time and materials basis.</p>
3.	Identify the party or business unit that is responsible for the support options provided above. The Vendor shall include information for a County-hosted versus a Vendor-hosted solution.
	SunGard provides the support options listed above from our offices in Chico, CA, San Diego, CA, and Lake Mary, FL. This support is provided for the proposed applications in both County-hosted and vendor-hosted environments.
4.	Provide the following regarding the number of business staff the County should expect to be committed to providing ongoing application support:

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a. Role b. Responsibility c. Estimated time commitment in terms of FTE time			
	ROLE	RESPONSIBILITY	FTE
	Functional Leads	<ul style="list-style-type: none"> • Maintain a solid understanding of core area of business • Understand County's business processes • Complete system testing of upgrades and modifications • Instruct new users 	2 to 3
	Technical Lead	<ul style="list-style-type: none"> • Maintain a basic understanding of each core area of business • Understand County's business processes • Database management • Operating systems support • User functional support 	1
	Reporting/Workflow Support	<ul style="list-style-type: none"> • Maintain a thorough understanding of database concepts • Report writing • Ability to interact with users to identify specifications and work through issues 	.50
5.	For ongoing IT staff resources, please provide the following information: <ol style="list-style-type: none"> Type of positions required (e.g., help desk, trainer, DBA, report developer, application support, system administrator, security administration, etc.) Number of FTEs within each position Skill sets required for each position <ol style="list-style-type: none"> Training required and whether the Vendor provides this training 		
	POSITION	FTE	SKILL SET AND TRAINING REQUIRED
	Database Management, Operating Systems* Support, User Functional Support	1 (100%)	<ul style="list-style-type: none"> • Basic Microsoft Windows SQL skills • Basic Microsoft Windows server skills • Basic PC skills
	Reporting/Workflow Support	1 (50%)	<ul style="list-style-type: none"> • Thorough understanding of database concepts • Report writing experience
*For the premise-based option, backup and disaster recovery are the responsibility of the County's IT staff.			

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6.	Do you limit the number of County staff who can call in for support? If yes, explain your model and how additional staff can be included and at what incremental cost? If there is no limitation, the maintenance agreement should clearly state this fact. Are you agreeable to include such language in our contract?																					
	All users are eligible for unlimited telephone support. We believe the best practice is to have functional leads at the County take the initial support calls from your staff and initiate support calls to SunGard. This is the best organizational structure to support an enterprise solution. SunGard is agreeable to including this language in the contract.																					
7.	Do you need remote access to the server to support/maintain it? If yes, describe the method(s) and security used.																					
	Yes. SunGard uses the SecureLink Remote Support Network Solution from SecureLink, Inc. for remote access to servers and PCs inside customer networks. SecureLink provides secure remote support of enterprise software applications. SecureLink operates on a dedicated server with login access only available to authorized support and services personnel authenticated to SunGard's network. SecureLink provides SunGard customers with the control, security, and audit capability they require as well as timely and effective remote support.																					
8.	Will the vendor contractually agree to:																					
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9.	Describe how your software will be licensed to the County (e.g. site license, named users, concurrent users, etc.)																					
	The ONESolution suites include an enterprise site license in the premise-based model. The County can have an unlimited number of users on the system. The number of users is limited only by the size and capability of your server. The ONESolution Horizon Cloud Services option is licensed through a subscription plan. The monthly fee is based on the applications accessed and the number of users.																					

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Software Updates and Distribution	
10.	<p>It is anticipated that all system updates and release patches will be downloadable from the Vendor's web site. An accumulation patch process is desired. Provide information on how "server" and "client-side" software updates are received, processed and distributed to either the server and/or client environment, including but not limited to:</p> <ol style="list-style-type: none"> a. Backward version compatibility and support of back versions, b. Timeframe/policy on moving to new versions, c. Automatic product upgrades or on demand, d. Ease of implementation for County staff versus need to contract for services. e. Use of Microsoft Systems Management Server (SMS) 2003 and/or Microsoft Software Update Services (SUS) to deploy new versions and patches to servers and clients.
	<p>SunGard provides cumulative version and point releases to all customers with a current maintenance agreement at no charge. For the premise-based option, you download new releases from our support website and perform the updates at your discretion. SunGard's technical support is available to assist, if needed. With Horizon Cloud all application server hardware and software upgrades are managed for the County.</p> <p>We do not currently support the use of SMS or SUS.</p> <p>The ONESolution suites use Microsoft's ClickOnce technology to accomplish client-side deployment. Users automatically receive notifications when a new version or update is available. The updates install without the need for IT assistance. SunGard supports the current release and two previous releases.</p>
11.	<p>Describe the product release cycle including:</p> <ol style="list-style-type: none"> a. Frequency of upgrades/enhancements or new versions (major and minor version releases) b. Contents of release, c. How long release takes to implement, and a. Use of release notes.
	<p>Typically, releases containing new enhancements and upgrades are provided quarterly. Releases are provided to all customers with current maintenance agreements at no additional cost. You receive hot fixes, when necessary, for system down or progress blocking issues.</p> <p>In general, point releases contain minor enhancements with short implementation timeframes. Version releases may require a longer time to implement.</p> <p>Release notes are included in the online user guides. Online help installs with every update on your application server.</p>

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12.	Describe your five-year road map for the proposed ERP system.
	<p>Our vision for ONESolution is to maintain a view on leading transformative technologies—mobile, cloud, big data, social—while delivering enhancements and functionality that can help our customers constantly improve service to their constituents. We want to help our customers to envision the future happening today, evolving our products to meet the leading edge of technology and always enhance usability.</p> <p>Additional functionality currently planned for ONESolution during the next three to five years includes:</p> <ul style="list-style-type: none"> • Mobile ONESolution Desktop • Support for Microsoft SQL Server 2014 • Citizen transparency and open government • Improved time entry application • Utility Billing • Additional Fleet functionality • Tighter integration between ONESolution suites • Additional third-party product support, such as SCADA systems and outage management systems <p>Our product direction and roadmap is determined by our product management team. Working closely with developers, product managers are responsible for determining product direction for specific product lines. Their process takes into account client feedback, industry direction and standards, technology evolution, and agency needs.</p>
Customizations	
13.	How does the Vendor define customization versus configuration?
	<p>The proposed solution includes parameters that provide extensive configuration opportunities, such as how you define the chart of accounts and calculate payroll. Additionally, the proposed Workflow tool provides considerable workflow management. Finally, the ad hoc report writers allow you to query and report on any information in the database.</p> <p>Prior to each training session, the trainer conducts configuration interviews to gain an understanding of how you do business. The trainer uses this information to configure the software.</p> <p>When a modification is required, discovery begins to determine the scope of custom development to provide the requested functionality. We work with you to determine if this customization should be part of the base code. Usually, customizations roll into the base software so all of our clients benefit from them.</p>
14.	How can the County customize or configure the software directly without Vendor involvement?
	Configuration training is included in the implementation. As your business rules change, you have the knowledge to re-configure the system to meet your needs. Our goal is for you to be self-sufficient after Go Live.
15.	How are local customizations or configurations maintained when installing new releases of the Vendor's software?
	Local customizations and configurations are stored in a separate folder or added to the base application. Updates do not overwrite customizations.

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7.13 Client Reference Form

Vendor name:	SunGard Public Sector
Customer name:	Kettering, OH
Customer contact:	Scott Schwarberg
Customer phone number:	937-296-2401
Customer E-mail address	scott.schwarberg@ketteringoh.org
System which Solution Replaced	Migration

Describe Nature of Project and Services Provided to This Client:

SunGard customer since 1995. Migrated from legacy IFAS platform to ONESolution in 2014.

Configuration of Solution Implemented (Hardware, Software):

Running ONESolution version 15.2 Financials and HR/Payroll on Microsoft platform with SQL database; Horizon Cloud Services environment.

Vendor name:	SunGard Public Sector
Customer name:	St. Joseph, MO
Customer contact:	Mark Townsend
Customer phone number:	816-271-4618
Customer E-mail address	mtownsend@ci.st-joseph.mo.us
System which Solution Replaced	Migration

Describe Nature of Project and Services Provided to This Client:

SunGard customer since 1998. Migrated from legacy IFAS platform to ONESolution in 2012.

Configuration of Solution Implemented (Hardware, Software):

Running ONESolution Version 15.2 on Microsoft based hardware and SQL database, premise solution.

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Vendor name:	SunGard Public Sector
Customer name:	Douglas County, KS
Customer contact:	Marni Penrod
Customer phone number:	785-832-5279
Customer E-mail address	mpenrod@douglascounty.com
System which Solution Replaced	GEMS

Describe Nature of Project and Services Provided to This Client:

Converted Financials, and HR/Payroll from GEMS to ONESolution, Go Live 2015. Project included Business Process Review and Onsite Project Management with integrated Change Management. Participated with the County to reengineer business process, automating through workflow and eliminating data silos.

Configuration of Solution Implemented (Hardware, Software):

Running ONESolution version 15.2 Financials, HR/Payroll, and SunGard Analytics on Microsoft platform with SQL database, premise solution.

Vendor name:	SunGard Public Sector
Customer name:	Anoka County, MN
Customer contact:	Cory Kampf
Customer phone number:	763-325-5302
Customer E-mail address	cory.kampf@co.anoka.mn.us
System which Solution Replaced	Oracle

Describe Nature of Project and Services Provided to This Client:

SunGard customer since 2012. Migrated from Oracle to ONESolution. Project included implementation and support.

Configuration of Solution Implemented (Hardware, Software):

Running ONESolution version 15.3 Financials and HR/Payroll on Microsoft platform with SQL database, premise solution.

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Vendor name:	SunGard Public Sector
Customer name:	Salt Lake City, UT
Customer contact:	Aaron Bentley
Customer phone number:	801-535-7934
Customer E-mail address	aaron.bentley@slcgov.com
System which Solution Replaced	Not available

Describe Nature of Project and Services Provided to This Client:

SunGard customer since 1993. Their initial project included a full ERP implementation including financials, procurement, payroll and human resources as well as project management, training, consulting, report development, workflow development, and other SunGard development services. Over the past few years Salt Lake City has increased their focus on advanced reporting and analytics, expanding their initial project, implementing SunGard Analytics, CAFR Constructor, Cognos TM1, as well as multiple dashboards.

Configuration of Solution Implemented (Hardware, Software):

Running ONESolution version 15.2 on Microsoft platform with SQL database, premise solution.

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7.14 Pricing Forms

Please complete the pricing forms that have been provided in the associated Microsoft Excel pricing spreadsheet. It is the responsibility of the Vendor to ensure the accuracy of the pricing provided as part of your response. Any errors in providing an accurate price response due to inaccuracies in the provided templates are the sole responsibility of the responding Vendor. If there is not enough space to describe the pricing on these forms, please attach a separate pricing page and provide the pricing information in the same type of format so that it is easy to understand. The County requests a firm, fixed price for each of the components described below that are included on the attached Microsoft Excel pricing spreadsheet as separate tabs:

- Vendor Checklist (including overall Hosting/Licensing Model, Travel & Lodging Costs, and Discount)
- Proposal Summary (no direct input required, only comments if required)
- Module Summary (no direct input required, only vendor-defined modules if desired)
- Module Information
- Application Software
- Other Software
- Hardware
- Implementation Services
- Train-the-Trainer Training
- Optional End-User Training
- Interfaces
- Modifications
- Other Implementation Services

March 9, 2017

7.15 E-verify Document

Boone County Purchasing

Melinda Bobbitt, CPPB
Director

Phone:(573) 886-4391



613 E. Ash Street, Room 110
Columbia, MO 65201

Fax: (573) 886-4390

INSTRUCTIONS FOR COMPLIANCE WITH HOUSE BILL 1549

House Bill 1549 addresses the Department of Homeland Security's and the Social Security Administration's E-Verify Program (Employment Eligibility Verification Program) that requires the County to verify "lawful presence" of individuals when we contract for work/service; verify that contractor has programs to verify lawful presence of their employees when contracts exceed \$5,000; and a requirement for OSHA safety training for public works projects.

The County is required to obtain certification that the vendor awarded the attached contract participates in a federal work authorization program. To obtain additional information on the Department of Homeland Security's E-Verify program, go to:

<http://www.uscis.gov/portal/site/uscis/menuitem.eb1d4c2a3e5b9ac89243c6a7543f6d1a/?vgnextoid=75bce2e261405110VgnVCM1000004718190aRCRD&vgnextchannel=75bce2e261405110VgnVCM1000004718190aRCRD>

Please complete and return form *Work Authorization Certification Pursuant to 285.530 RSMo* if your contract amount is in excess of \$5,000. **Attach to this form the first and last page of the E-Verify Memorandum of Understanding that you completed when enrolling.**

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7.16 Certification Regarding Debarment

(Please complete and return with RFP Response)

Certification Regarding
Debarment, Suspension, Ineligibility and Voluntary Exclusion
Lower Tier Covered Transactions

This certification is required by the regulations implementing Executive Order 12549, Debarment and Suspension, 29 CFR Part 98 Section 98.510, Participants' responsibilities. The regulations were published as Part VII of the May 26, 1988, Federal Register (pages 19160-19211).

(BEFORE COMPLETING CERTIFICATION, READ INSTRUCTIONS FOR CERTIFICATION)

- (1) The prospective recipient of Federal assistance funds certifies, by submission of this proposal, that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department or agency.
- (2) Where the prospective recipient of Federal assistance funds is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal.

Robert Valvano – Chief Financial Officer
Name and Title of Authorized Representative

Signature

4/7/2017
Date

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Accounts Payable

SunGard Public Sector	
Code	Availability Definition
Y	Functionality is provided out of the box through the completion of a task associated with a routine configurable area that includes, but is not limited to, user-defined fields, delivered or configurable workflows, alerts or notifications, standard import/export, table driven setups and standard reports with no changes. These configuration areas will not be affected by a future upgrade. The proposed services include implementation and training on this functionality, unless specifically excluded in the Statement of Work, as part of the deployment of the solution.
R	Functionality is provided through reports generated using proposed Reporting Tools.
T	Functionality is provided by proposed third party functionality (i.e., third party is defined as a separate software vendor from the primary software vendor). The pricing of all third party products that provide this functionality MUST be included in the cost proposal.
M	Functionality is provided through customization to the application, including creation of a new workflow or development of a custom interface, that may have an impact on future upgradability.
F	Functionality is provided through a future general availability (GA) release that is scheduled to occur within 1 year of the proposal response.
N	Functionality is not provided.

4.2 - Accounts Payable

ONESolution Accounts Payable (AP)

Objective: To efficiently manage all payment disbursements, electronically track paid and outstanding invoices, print checks, and generate completed 1099 forms.

Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
1	General Information					
2	Ability to track and report on the following information in the accounts payable module, including but are not limited to the following:	-				
3	Coding structure elements (from chart of accounts)	H	Y		ONESolution Accounts Payable (AP)	
4	Batch number (manual entry or system assigned), batch date (system recorded) and batch total	H	Y		AP	
5	Vendor	H	Y		AP, ONESolution Person/Entity (PE)	
6	User ID (system recorded)	H	Y		AP	
7	Posting date	H	Y		AP	
8	Discounts (offered, taken, and lost)	L	Y		AP	
9	Due date	H	Y		AP	
10	Purchase order number	H	Y		AP	
11	Invoice number (at least 30 characters), amount and date	H	Y		AP	
12	Hold indicator	H	Y		AP	
13	Description/comments/memos on checks/payments (at least 50 characters)	H	Y		AP	
14	Contract Purchase Order (PO) number/information	H	Y		AP	
15	Document number	H	Y		AP	
16	User-defined fields	M	Y		AP, ONESolution Documents Online (DO)	This requirement can be met by re-purposing system-defined fields or using user-defined or coded value fields where available. Additionally, data items can be tracked using Threaded Notes or the proposed Documents Online.
17	Location	L	Y		AP	
18	Payment type/code (e.g. special handling)	H	Y		AP	
19	Payment date(s)	H	Y		AP	
20	Payment terms	M	Y		AP	

Priority

H - High | M - Medium | L - Low

Availability

Y - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Accounts Payable

4.2 - Accounts Payable			ONESolution Accounts Payable (AP)			
<i>Objective: To efficiently manage all payment disbursements, electronically track paid and outstanding invoices, print checks, and generate completed 1099 forms.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
21	Check number	H	Y		AP	
22	Bank clearance date	H	Y		AP, ONESolution Bank Reconciliation (BK)	
23	Posting date for ACH	H	Y		AP	
24	Bid Number	H	Y		AP	
25	Ability for users to receive pop-up notifications any time a vendor or AP record has special handling instructions.	H	N			
26	Ability to track a unique identifier for individual ACH payments	H	Y		AP	
27	Ability for authorized user to set which fields are required to complete for invoices, to streamline invoice processing.	H	N			
28	Ability to make certain fields required (e.g. location) based on the data entered in other fields (e.g. facilities account)	L	Y		AP	
29	Ability to post invoices which will subsequently update the accounts payable file, reduce the related encumbrance(s), update the vendor master file, update the general ledger, generate checks, ACH and wires and create detailed transaction records for audit and analysis.	H	Y		AP	
30	Ability to process all transaction entries in real time.	H	Y		AP	
31	System provides a method of assigning separate approval levels to users for processing invoices, receiving reports, payments, requisitions and purchase orders (edit and update functions).	H	Y		AP, Workflow	
32	Ability to establish levels of approval and require that at least one individual has approval authority by department and within central review departments.	H	Y		AP, Workflow	
33	Ability to access the AP module from a portable device (i.e. tablets, smartphone, etc.)	M	Y		AP	
34	Ability to flag or prohibit the following with the ability of authorized users to override:	-				
35	The receiving date from being earlier than the requisition date.	H	Y		AP	
36	The quantity received from being greater than the quantity approved on the purchase order / contract.	H	Y		AP	
37	The unit price from being greater than the unit price approved on the purchase order / contract.	H	Y		AP	
38	The payment amount is greater than the defined budgetary category balance.	H	Y		AP	
39	Additional line items being added for new charges on an invoice	H	Y		AP	
40	Ability to optionally notify the requesting department when one of the above scenarios occurs.	H	Y		AP, Workflow	
41	Ability to process electronic travel authorization and reimbursement requests.	M	Y		AP	
42	Vendor File Set-Up and Maintenance					
43	Ability to set up alternate vendor for payment (i.e. payment to IRS rather than vendor)	L	Y		AP, PE	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Accounts Payable

4.2 - Accounts Payable		ONESolution Accounts Payable (AP)				
<i>Objective: To efficiently manage all payment disbursements, electronically track paid and outstanding invoices, print checks, and generate completed 1099 forms.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
44	Ability to streamline the process for adding vendors to the system using workflows, automated vendor numbers, etc.	H	Y		PE, Workflow	
45	Ability to notify requestors of new vendors when vendor setup is complete.	H	Y		PE, Workflow	
46	Ability to automatically assign vendor numbers, with the option to be able to manually assign the numbers (must prevent duplicate vendor numbers from being used).	H	Y		PE	
47	Ability to provide controls around vendor records to minimize duplicate entries of the same vendor, providing warnings to system users of potential duplicates.	H	Y		PE	
48	Ability to restrict access to designated vendor fields based on user role (e.g., AP versus Purchasing).	H	Y		PE	Full field-level security is not available at this time.
49	Ability to assign classifications to vendors (i.e. Regular, One-Time, EFT, Payroll, etc.) and the ability to limit access for updating vendor information based on vendor classification.	H	Y		PE	
50	Ability to generate a one-time payment as a departmental vendor without creating a permanent vendor for the payee in the master file. For these payments, the system retains information on name, date, and amount of vendor payment etc.	H	Y		AP	A temporary vendor ID is created in the vendor database.
51	Ability to search one-time payments by payee name, amount, GL account, and address	H	Y		AP, PE	
52	Ability to create multiple addresses per vendor with the ability to assign each address as appropriate (i.e. invoicing, remittance, ordering, 1099, etc.) and the ability to select different remit addresses during the voucher payment process.	H	Y		PE	
53	Ability to create foreign address with a minimum of 6 lines	H	Y		PE	Up to four lines are provided; additional address information can be entered as text or in threaded notes.
54	Ability to track and search on vendor file address fields including name, address (multiple), phone (multiple), fax and email, contact info, number, type, status (active / inactive), tax ID & type, commodity code (multiple).	H	Y		PE	The ability to select and query from any field throughout ONESolution is standard both on screen and through reporting. The ability to sort by any element is also available with reporting. Any field or groups of fields can be selected. The use of wildcards and ranges is also available.
55	Ability for authorized users to designate which bank account a vendor will be paid from	H	Y		PE	
56	Ability to enter all needed vendor bank information for EFT payments (ABA number, bank account number, bank name, etc.) with necessary security provided.	H	Y		PE	
57	Ability to track the following information in the vendor master file, including but are not limited to the following:	-				

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Accounts Payable

4.2 - Accounts Payable		ONESolution Accounts Payable (AP)				
<i>Objective: To efficiently manage all payment disbursements, electronically track paid and outstanding invoices, print checks, and generate completed 1099 forms.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
58	Vendor number	H	Y		PE	
59	Status (active, inactive, do not use)	H	Y		PE	
60	Contact name, address, phone number, remit-to name, and remit-to address (including enough fields/characters for plaintiff and attorney name for settlement checks, for example)	H	Y		PE	
61	Doing business as (dba) name	H	Y		PE	
62	1099 Category	H	Y		PE	
63	Business classification	H	Y		PE	
64	Confidential vendor indicator	H	Y		PE	Number 64 and 70: Use association codes.
65	Federal ID/Social Security Number (with appropriate security)	H	Y		PE	
66	Flag for p-card	L	Y		PE	
67	Insurance information	M	Y		PE	
68	Last time vendor used	H	Y		PE	
69	Payment processing information (e.g., terms)	H	Y		PE	
70	Prevailing wage (yes/no indicator)	H	Y		PE	
71	Self-employed status	H	Y		PE	
72	Type of minority business	H	Y		PE	
73	Vendor bank number (for ACH payments)	H	Y		PE	
74	Vendor comment field (AP)	H	Y		PE	
75	Vendor comment field (Purchasing)	H	Y		PE	
76	Vendor type	H	Y		PE	
77	W-9 provided	H	Y		PE	
78	YTD expenditures on the vendor	H	Y		PE	
79	Additional user-defined fields	H	Y		PE	
80	Ability to track and report on all changes to the vendor master record.	H	Y		PE, SunGard Public Sector Analytics (SunGard Analytics)	
81	Ability to establish security for limited access to social security numbers/FEIN on vendor file.	H	Y		PE	
82	Ability to interact with vendors online, place orders, receive invoices and make payments electronically.	H	N			
83	Ability to annually archive inactive vendors based upon flexible, user-generated parameters (e.g. no payment activity within X months and no profile changes within X months).	H	Y		PE	
84	Ability to perform the following vendor self service functions, including:	-				
85	Register online, identify the services they provide (based on commodity codes)	L	Y		Click2Gov for Vendor Management (C2G/VM)	
86	Inquire on payment status	L	Y		C2G/VM	
87	Update their contact information	L	Y		C2G/VM	
88	Update their preferred payment information	L	Y		C2G/VM	
89	Inquire on payment history	L	Y		C2G/VM	
90	Ability to attach communications and other documents to the vendor record.	H	Y		PE	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Accounts Payable

4.2 - Accounts Payable		ONESolution Accounts Payable (AP)				
<i>Objective: To efficiently manage all payment disbursements, electronically track paid and outstanding invoices, print checks, and generate completed 1099 forms.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
91	Invoice Entry and Processing					
92	Ability to restrict the processing of a vendor invoice unless a W-9 record is on file.	H	Y		PE	
93	Ability to automatically change a vendor's status to 'inactive' if their W-9 is older than two years.	H	Y		PE, Workflow	
94	Ability to support centralized or decentralized entry and workflow processing related to invoice entry.	H	Y		AP, Workflow	
95	Ability to receive and process invoices electronically from vendors.	H	N			
96	Ability to enter invoices in batch (or one at a time) providing control totals reconcilable by user.	H	Y		AP	
97	Ability to default purchase order information on the invoice during invoice entry with source transaction information.	H	Y		AP	
98	Ability to perform data validation in real time during invoice entry including purchase order number, vendor number and coding elements, checking for required fields as well as allowable field values with the ability to override, with appropriate security. System should provide error messages for on-line transactions (i.e. future payment/posting dates)	H	Y		AP	
99	Ability to permit an error to be corrected by the user without having to back out of the invoice and resubmit it (with appropriate workflow).	H	Y		AP	
100	Ability to process one invoice or multiple invoices from one purchase order (or encumbrance) and/or for one purchase order line item.	H	Y		AP	
101	Ability to hold/repeat vendor information when keying multiple invoices into a batch.	H	Y		AP	
102	Ability to associate line items in a single payment voucher to multiple bids or contract numbers	H	Y		AP	
103	Ability to prohibit employees from being paid as vendors	H	Y		AP	
104	Ability to search vendor file by address.	H	Y		PE	
105	Ability to have system check for and prohibit or warn against entry of duplicate invoices for a vendor, identified based on invoice number or vendor and amount.	H	Y		AP	A warn or block will occur on duplicate invoice numbers for the same vendor.
106	Ability to identify different invoice types including:	-				
107	Emergency Purchase Order	H	Y		AP	
108	Regular Purchase Order	H	Y		AP	
109	Blanket Purchase Order	H	Y		AP	
110	Manual Payment Voucher/Invoice for Payment	H	Y		AP	
111	Credit/Debit Memos	H	Y		AP	
112	Election-Related Purchase Order	H	Y		AP	
113	Ability to enter the following information related to an invoice:	-				
114	Vendor number	H	Y		AP	
115	Invoice number (alphanumeric)	H	Y		AP	
116	Invoice date	H	Y		AP	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Accounts Payable

4.2 - Accounts Payable		ONESolution Accounts Payable (AP)				
<i>Objective: To efficiently manage all payment disbursements, electronically track paid and outstanding invoices, print checks, and generate completed 1099 forms.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
117	Description of what was bought (at least 100 characters)	H	Y		AP	The description is limited to 30 characters. The invoice text can be used for additional information.
118	Special instructions	H	Y		AP	
119	Project Number	H	Y		AP	
120	Remittance information (e.g. customer ID number, account number, etc.)	H	Y		AP	
121	Ability to enter an unlimited number of invoice line items on an invoice.	H	Y		AP	
122	Ability for automated system budget checking and control and define at certain levels (Fund etc.)	H	Y		AP	
123	Ability to enter an invoice without a corresponding purchase order.	H	Y		AP	
124	Ability to automatically recognize a PO when an invoice is entered	H	N			Available purchase orders display in the drop down when users enter the vendor number.
125	Ability to support creation and modification (by authorized users only) of templates for recurring invoices	H	Y		AP	
126	Ability to scan a vendor invoice with a template applied to that invoice for that vendor that recognizes and pre-fills the invoice entry screen with purchase order number, invoice number, invoice date and invoice amount.	H	M		AP	Custom interface to the County's Enterprise Document Management (EDM) system. Functionality is dependent on County's EDM. SunGard's Encompass Document Management does support this function but is not part of this proposal.
127	Ability to cancel an invoice and automatically create the appropriate reversing entries.	H	Y		AP, ONESolution Purchasing (PO)	
128	Ability to notify purchase order initiator when an invoice related to a purchase order is reversed.	H	N			
129	Ability to access information, including attached documents, from the referenced purchase order line item(s) during invoice entry.	H	Y		AP, DO	
130	Ability to distribute invoice payments by item or total into multiple general ledger accounts, department, activities, funds and cost categories, project codes, etc.	H	Y		AP	
131	Ability to require follow-up actions before processing payments if the amount due on the vendor invoice exceeds the current encumbrance by more than a tolerable threshold (i.e., contact vendor, determine reason for difference, and obtain necessary workflow approvals).	H	Y		AP	
132	Ability for authorized users to make edits and revisions to unposted invoice transactions prior to posting with appropriate workflow	H	Y		AP	
133	Ability to designate "separate check" on an invoice transaction.	H	Y		AP	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Accounts Payable

4.2 - Accounts Payable		ONESolution Accounts Payable (AP)				
<i>Objective: To efficiently manage all payment disbursements, electronically track paid and outstanding invoices, print checks, and generate completed 1099 forms.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
134	Ability to designate certain purchase order types to always require a 3-way match (e.g., regular and blanket purchase orders) and others to only require a 2-way match based on the purchase order type and dollar amount. Ability to route workflows for approval based on 3-way or 2-way matching requirements.	H	Y		AP	
135	Ability to route payment vouchers for approval based on the departments funding the payment (e.g. if a utility bill payment is being paid by three departments, staff from each of those departments would need to approve).	H	Y		AP, Workflow	
136	Ability to set a different workflow approval based on the type of transaction (i.e. agency withdrawal - investing agencies' money on their behalf - goes through Treasurer's approval only, payroll disbursements need another type of workflow approval, regular AP checks go through standard AP approval process)	H	Y		AP, Workflow	
137	Ability to designate a workflow substitute ("delegate") that is easily identified (to locate the current approver when staff are out of the office).	H	Y		AP, Workflow	
138	Ability for final payment workflow to include a list of all payments to process, as well as verification that there are funds available for each payment.	H	Y		AP, Workflow	
139	Ability to edit a batch without reentering or reprocessing the entire batch.	H	Y		AP	
140	Ability to generate notification if an invoice was not approved/rejected.	H	Y		AP, Workflow	
141	Ability of the system to flag transactions detected in error in the batch processing and preclude only erroneous transactions from further processing.	H	Y		AP	When using the invoice entry process, the system precludes only the transactions with errors from further processing.
142	Ability to delete or modify an invoice record before it is scheduled for payment.	H	Y		AP	This is possible until the invoice has been distributed.
143	Ability to insert line items to a payment at any location in the record.	L	N			
144	Ability to use debit/credit memos for corrections (including all applicable pay codes, such as state sales tax)	H	Y		AP	
145	Ability to view when checks have cleared	H	Y		BK	
146	Ability to clear a credit/debit memo without processing payment	H	Y		AP	
147	Ability to identify capitalized items as invoices are processed and prompt user to enter fixed asset-related details.	H	Y		AP	
148	Ability to make partial payments on purchase orders based on invoice amount (i.e., progress payments).	H	Y		AP	
149	Ability to pay both travel and non-travel employee expenses including: mileage, lodging, meal allowance / per diem, transportation fares, parking fees, airline, organizational dues, magazine subscriptions, seminar fees, car rental, and other expenses.	H	Y		AP	
150	Ability to enter expense advances as prepayments and subsequently reduce the amount of the employee expense report.	H	N			
151	Ability to reference other company paid travel expenses (credit card charges) to the employee's expense report for reconciliation.	H	N			

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Accounts Payable

4.2 - Accounts Payable		ONESolution Accounts Payable (AP)				
<i>Objective: To efficiently manage all payment disbursements, electronically track paid and outstanding invoices, print checks, and generate completed 1099 forms.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
152	Ability to manage discounts for a specific vendor and apply to payments based on the payment date.	H	Y		AP	
153	Ability to track discount type and percentage / calculated amount for each vendor.	H	Y		AP	
154	Ability to set up a workflow to request/manage manual checks.	H	Y		AP, Workflow	
155	Payment Processing					
156	Ability to pre-note when establishing a new bank account.	L	Y		AP	
157	Ability to view the remaining budget/appropriation amount on a project or purchase order during payment entry.	H	Y		AP, SunGard Analytics, ONESolution General Ledger (GL)	User must inquire on the budget.
158	Ability to withhold a user-defined percentage or fixed amount of a payment (i.e., retainage) on an invoice under certain user-defined situations (e.g., tax and audit, levies).	H	Y		AP	
159	Ability to produce independent checks for IRS Tax Levy and the vendor from a single invoice with appropriate workflow.	L	Y		AP	
160	Ability to prevent the altering of the payment information (e.g., vendor name) once invoices have been linked to PO's or approval of the payment has been secured.	H	Y		AP	
161	Ability to track changes to vendor names without losing the history.	H	Y		AP, PE	
162	Ability to insert/apply a code to payables prior to printing checks that must be grouped/printed together for special mailing/distribution.	H	Y		AP	
163	Ability to automatically produce payments for garnishments from Payroll data	H	Y		AP, ONESolution Payroll (PY)	
164	Ability to prevent double posting of batches.	H	Y		AP	
165	Ability to automatically liquidate current or prior year (as applicable) encumbrances upon posting of payment with ability to track current and prior year purchase order liquidations separately.	H	Y		AP	
166	Ability to pay via ACH (regular), wire, check and p-card.	H	Y		AP	
167	Ability to track the following ACH information:	-				
168	ACH effective date	H	Y		AP	
169	Department submitting payment	H	Y		AP	
170	Federal holiday calendar	L	N			
171	Free form addenda record	H	N			
172	NACHA SEC (Standard Entry Class) codes for addenda records	H	Y		AP	
173	Ability to attach multiple addenda records.	L	Y		AP	Child support and RMR/REF format of addenda are supported.
174	Ability to process and transmit ACH payments multiple times per day.	H	Y		AP	
175	Check Processing/Printing					
176	Ability to optionally consolidate multiple payments to the same vendor in a check run or have separate checks issued to the same vendor in a check run or have some checks consolidated and some checks separate.	H	Y		AP	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Accounts Payable

4.2 - Accounts Payable		ONESolution Accounts Payable (AP)				
Objective: To efficiently manage all payment disbursements, electronically track paid and outstanding invoices, print checks, and generate completed 1099 forms.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
177	Ability to prohibit check consolidation for specific vendors.	H	Y		AP, PE	
178	Ability for authorized user-defined check and check stub formatting, including ability to modify without requiring assistance from the software vendor.	H	Y		AP, Easy Laser Forms (ELF)	Modification to check format/check stub must be made by SunGard.
179	Ability to generate check requests electronically and submit back-up electronically	H	Y		AP	Additional information is required to ensure full compliance.
180	Ability to have several check print formatting options available	H	Y		AP	
181	Ability to process one check per vendor with all claims detail support on the corresponding page for additional check stub overflow capacity (if necessary).	H	Y		AP	
182	Ability to process check runs at anytime.	H	Y		AP	
183	Ability to process multiple check runs concurrently.	H	Y		AP	
184	Ability to select vouchers for check processing based upon various parameters (i.e. regular, express, one-time, EFT, employee, workers comp, etc.).	H	Y		AP	
185	Ability to allow selected items to be paid and items to be withheld or deleted from payment for a particular check run.	H	Y		AP	
186	Ability to process credits memos through the system (i.e. updating the GL correctly)	H	Y		AP	
187	Ability of the system to have an option of printing or not printing zero amount checks. (i.e. ability to set amount tolerance limit)	H	N			The system does not allow zero dollar amount checks to print.
188	Ability to notify the user when a check is to be printed that exceeds a user-defined maximum check amount.	H	Y		AP, Workflow	
189	Ability to print laser checks on blank check stock.	H	Y		AP	
190	Ability to support at least 7 digits for the check number.	H	Y		AP	
191	Ability to restrict the reuse of a check/ACH number and automatically find the next available number.	H	Y		AP	
192	Ability to print a duplicate, non-negotiable copy of all checks.	H	Y		AP, ELF	
193	Ability to customize order that checks are printed (vendor name, check number or other user-defined order).	H	Y		AP	There are sort options available for printing checks.
194	Ability of the system to provide for mid-cycle restart of check forms during check run.	H	Y		AP	
195	Ability to define the check number to restart on, when using blank stock, for a mid-cycle restart.	H	Y		AP	
196	Ability to create and send a positive pay file to the bank for all accounts (i.e., Payroll, AP, etc.).	H	Y		AP	
197	Ability to issue checks or EFT payment out of various bank accounts, including providing detailed email (minimum of 2 email addresses) notification (include information which would have been on check stub) to vendor of EFT transmittal.	H	Y		AP	
198	Ability to store and use the next sequential check number to be used for each bank's checking account.	H	Y		AP	
199	Ability to produce, through secure printers, checks with MICR encoding and electronic signatures.	H	Y		AP, ELF	
200	Ability to generate checks on-demand.	H	Y		AP	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Accounts Payable

4.2 - Accounts Payable		ONESolution Accounts Payable (AP)				
<i>Objective: To efficiently manage all payment disbursements, electronically track paid and outstanding invoices, print checks, and generate completed 1099 forms.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
201	Ability to restrict payments for manual checks greater than a user-defined threshold to require a physical signature on the check.	H	N			
202	Cancel Check and Reissue Process					
203	Ability to provide full check cancellation, where the vendor master file, general ledger distributions, outstanding checks, and accounts payable detail files are reversed in the general ledger to accommodate cancelled check.	H	Y		AP	
204	A system with the ability to generate a notification when payments have been reversed. The workflow notification process must provide an audit trail of approvals that are stored with the transaction.	H	Y		AP, Workflow	
205	Ability, on cancelled checks, to either issue a replacement check or cancel the check with no replacement with a comment field.	H	Y		AP	
206	Ability, on voided checks, to cross-reference the new check to the voided check number or a journal number.	H	Y		AP	
207	Ability for check cancellation to provide the option of restoring funds back to the appropriate encumbering document, or back into the appropriate account's available budget balance, and provides the tracking of the check void on the Purchase Order transaction.	H	Y		AP, PO	
208	Ability to prompt the user if the Purchase Order should be reinstated, when performing a check void.	H	Y		AP	
209	Ability to provide security measures by allowing only certain authorized personnel to reissue checks.	H	Y		AP	
210	Ability to void and replace checks by: individual check, block of checks or entire check run.	H	Y		AP	
211	Ability to manage the process for stale checks / escheating with the State.	H	Y		BK	
212	Ability to automatically change AP coding for escheated checks after six months and transfer into a different account for unclaimed funds.	H	N			
213	1099 Processing					
214	Ability to comply with IRS reporting requirements for tracking vendor payments that are subject to 1099 reporting.	H	Y		AP	
215	Ability to prohibit or provide warnings when a vendor without a TIN or SSN is entered, when it is required.	H	Y		AP	
216	Ability to calculate and deduct backup withholding for vendors that are subject to backup withholding.	H	Y		AP	
217	Ability to identify specific invoices and payments for vendors as 1099 transactions or non-1099 transactions.	H	Y		AP	
218	Ability to process different types of 1099 forms.	H	Y		AP	1099-MISC and 1099-R are supported.
219	Ability to access at least 5 calendar years of 1099 information online.	M	Y		AP	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Accounts Payable

4.2 - Accounts Payable		ONESolution Accounts Payable (AP)				
Objective: To efficiently manage all payment disbursements, electronically track paid and outstanding invoices, print checks, and generate completed 1099 forms.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
220	Ability to track all required information for 1099 reporting purposes with ability to make corrections (i.e. 1099 payments versus non-1099 payments, vendor information, etc.) and electronically transmit to the IRS for reporting purposes.	H	Y		AP	Transmissions to the IRS are done by the customer internally.
221	Ability to provide updates to annual 1099 forms, IRS file formats, etc. Should be provided with the annual software maintenance agreement.	H	Y		AP	
222	Ability to generate necessary analysis reporting for 1099 generation purposes (summary and invoice detail history sorted by tax ID, Report combining multiple vendors with same tax ID).	H	Y		AP	
223	Ability to print 1099 information and the related forms only for vendors with payments in excess of the designated IRS amount	H	Y		AP	
224	Ability to print, on demand, one vendor's 1099 information and the related form for a vendor, regardless of dollar amount	H	Y		AP	
225	Ability to view a 1099 report that identifies vendors that have been associated with a 1099 status but do not have complete 1099 information.	H	Y		AP	
226	Ability to default 1099 codes based on the general ledger account code.	H	Y		AP	
227	Interfaces					
228	Ability to accept transactions from other local systems/applications including the following:	-				
229	Payroll (garnishments, benefit providers, etc.)	H	Y		AP, PY	
230	Workers Compensation	L	Y		AP, PY	
231	P-card provider	H	Y		AP	
232	Ability to accept transactions from State systems with ability to transmit payment data back to source system	L	M		Custom Interface	Additional information is required to determine an estimate.
233	Ability to have a complete audit trail of transactions passed to accounts payable from other applications or systems.	H	Y		AP	
234	Ability to import payment information from other systems in a standard format to facilitate processing payments from third-party systems.	H	Y		AP	
235	Ability to import check information from the bank for purposes of performing bank reconciliation, including identifying 'matches' and 'mismatches' from the bank.	H	Y		AP	
236	Ability to capture P-Card transactions as they occur and are posted to the County's P-Card financial institution. Transaction data should include but not limited to: Merchant transactions date, P-Card statement date and P-Card posting date, amount, GL account, card number, card holder name, description and merchant name.	M	Y		AP, ONESolution P-card (PCARD)	
237	Ability to save all export files, import files and check images within the system for retrieval.	H	Y		AP, DO	
238	Ability to scan/attach electronic documents to requisitions, purchase orders and payment vouchers including vendor W-9 forms.	H	Y		AP, DO	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Accounts Payable

4.2 - Accounts Payable		ONESolution Accounts Payable (AP)				
<i>Objective: To efficiently manage all payment disbursements, electronically track paid and outstanding invoices, print checks, and generate completed 1099 forms.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
239	Ability to prevent users from removing electronic documents attached within the system. Audit trail and history must be retained.	H	Y		AP, DO	
240	Ability through workflow to reject an entered invoice, notify the end-user, and require corrections to be made before processing.	H	Y		AP, Workflow	
241	Reporting					
242	A system with the ability to track and report payments by department, by vendor, by account distribution, by check or ACH number, by date and by amount.	H	Y		AP, SunGard Analytics	
243	Ability to automatically generate performance measures on the AP process (e.g., number of errors on invoice entry, time to process an invoice, etc.).	L	Y		AP, SunGard Analytics	
244	Ability to allow P-card data to be defined (including who has possession of card)	M	Y		PCARD	
245	Ability to query the system for: open invoices by vendor, fund and department including ones on hold, unmatched, disputed, unapproved and approved by vendor, fund and department.	H	Y		AP	
246	Ability to query the system for transactions setup for batch processing.	H	Y		AP	
247	Ability of the system to include full drill-down capabilities from summary levels to detail levels for vendor, encumbrance and invoice/payment information.	H	Y		AP, SunGard Analytics	
248	Ability to perform ad-hoc reporting.	H	Y		AP, SunGard Analytics	
249	Ability to define specific search criteria (summary and detail) and limits while performing an inquiry.	H	Y		AP, SunGard Analytics	
250	Ability for departments to print their own reports.	H	Y		AP	
251	Ability to print a Capital Asset Expenditure report which includes daily reporting from Accounts Payable to show those assets that were coded towards capital accounts	H	Y		AP, SunGard Analytics	
252	Ability to provide document history retrieval , linking requisitions to purchase orders, invoices, and checks.	H	Y		AP, PO, BK, DO	
253	Ability to view a Check Register for multiple accounts, which contains a cumulative list of all checks issued, including those later canceled, and must be updateable with information received electronically from the bank.	H	Y		AP, SunGard Analytics	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Bank Reconciliation

SunGard Public Sector	
Code	Availability Definition
Y	Functionality is provided out of the box through the completion of a task associated with a routine configurable area that includes, but is not limited to, user-defined fields, delivered or configurable workflows, alerts or notifications, standard import/export, table driven setups and standard reports with no changes. These configuration areas will not be affected by a future upgrade. The proposed services include implementation and training on this functionality, unless specifically excluded in the Statement of Work, as part of the deployment of the solution.
R	Functionality is provided through reports generated using proposed Reporting Tools.
T	Functionality is provided by proposed third party functionality (i.e., third party is defined as a separate software vendor from the primary software vendor). The pricing of all third party products that provide this functionality MUST be included in the cost proposal.
M	Functionality is provided through customization to the application, including creation of a new workflow or development of a custom interface, that may have an impact on future upgradability.
F	Functionality is provided through a future general availability (GA) release that is scheduled to occur within 1 year of the proposal response.
N	Functionality is not provided.

4.3 - Bank Reconciliation

ONESolution Bank Reconciliation (BK)

Objective: To provide automation with the bank reconciliation process including the outgoing County payments, incoming deposits and providing for the inclusion of adjustments by full integration to other ERP module.

Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
1	Bank Reconciliation					
2	Ability to identify multiple cash accounts.	H	Y		ONESolution Bank Reconciliation (BK)	
3	Ability to associate the cash account with a project.	L	Y		BK, ONESolution Job/Project Ledger (JL)	
4	Ability to capture the type of payment (cash, check, ACH, wire, credit card) by location when reconciling on both deposits and withdrawals.	L	Y		BK	
5	Ability to import a list of cleared checks from the bank for each account.	H	Y		BK	
6	Ability to manually indicate that a check has been cashed and make corrections with an audit trail.	H	Y		BK	
7	Ability to cancel checks by batch or check number range	L	Y		BK	
8	Ability to use drill-down capabilities to see if a check has been issued/cleared for a specified account and originating transaction documentation via a document management program.	H	Y		BK, ONESolution Documents Online (DO), SunGard Public Sector Analytics (SunGard Analytics)	
9	Ability to track manual check issues, voids and replacements and original dollar amount of voided check.	H	Y		BK	
10	Ability to notify, track and monitor the resolution of adjustments that need to be made as a result of an error identified within bank reconciliation.	H	Y		BK	
11	Ability to enter adjustments through a journal voucher with proper authorization.	H	Y		BK, ONESolution General Ledger (GL)	
12	Ability to account for missing checks due to issues with printing and \$0 checks.	H	Y		BK	The system does not allow zero dollar amount checks.
13	System Processes					

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Bank Reconciliation

4.3 - Bank Reconciliation			ONESolution Bank Reconciliation (BK)			
<i>Objective: To provide automation with the bank reconciliation process including the outgoing County payments, incoming deposits and providing for the inclusion of adjustments by full integration to other ERP module.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
14	Ability to export data into spreadsheets, text files, word documents	H	Y		BK	ONESolution contains standard utilities that support numerous data import and export requirements. In order to use these standard features, data must be presented in a supported format such as, CSV or Microsoft Excel. If specific formatting needs, scope, and complexity go beyond the standard format, SunGard will work with you to provide design considerations and level of effort estimates.
15	Ability to manage unclaimed/stale dated checks.	H	Y		BK	
16	Ability to accept paid check image file from bank which will update the appropriate sub-system (check register) in the relevant area.	L	Y		BK	
17	Ability to identify and replace lost checks and reflect new check numbers (interface information from sub-modules).	H	Y		BK	Use association codes.
18	Ability to track check status including outstanding, cleared, stale-dated, replaced, returned and voided.	H	Y		BK	
19	Ability to execute a process to remove stale dated checks from the list of outstanding checks and create the corresponding journal entry.	H	Y		BK	Journal entries need to be created manually.
20	System Interfaces					
21	Ability to import/download bank item activity (BAI transmission) from Financial Institution	H	Y		BK	
22	Ability to import any type of payment (i.e., cash, check, ACH, Wire, credit card) from the bank for a from/through date range.	H	Y		BK	
23	Ability to create automated postings for repetitive imported bank transactions (i.e., recurring journal entries with varying dollar amounts based on an original financial institution import, to self-clear an account)	H	Y		BK, GL	
24	Ability to perform clearing transactions to match imported bank items to journal entries	H	Y		BK, GL	The system performs a three-way match to imported bank items against the finance record.
25	Ability to perform automated clearing transactions between general ledger accounts (i.e., zeroing-out and/or matching balances).	H	N			
26	Ability to reset/correct clearing transactions for bank items and journal entries	H	Y		BK, GL	
27	Ability to provide an interface from Cash Receipts module that includes daily deposits by payment type by location for reconciliation purposes.	M	Y		BK, ONESolution Cash Receipts (CRCPT)	
28	Ability to reconcile deposits with cash receipt details that tie back to a deposit slip with a breakdown by account.	H	Y		BK, CRCPT	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Bank Reconciliation

4.3 - Bank Reconciliation		ONESolution Bank Reconciliation (BK)				
<i>Objective: To provide automation with the bank reconciliation process including the outgoing County payments, incoming deposits and providing for the inclusion of adjustments by full integration to other ERP module.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
29	Ability to interface with the Cash Receipting system for accessing imaged checks that were receipted.	M	N			
30	Ability to provide an interface to the Accounts Payable module to identify checks written on various accounts.	H	Y		BK, ONESolution Accounts Payable (AP)	
31	Ability to provide an interface with the other accounts and G/L where cash is affected.	H	Y		BK, GL	
32	Ability to provide an interface with all sub-modules for drilldown capabilities for all transactions to see originating entry, including backup documentation via a document management program, and history of entry, including adjusting or reversing entries associated with the original entry.	H	Y		BK, DO, SunGard Analytics	
33	Reporting					
34	Ability to create a report of incoming/outgoing bank items that captures all bank activity	M	R		Reporting, SunGard Analytics	
35	Ability to generate a Batch Balance Report that lists any errors that require resolution (e.g., non-match, date errors, etc.). This compares the downloaded listing of checks cleared with those generated from the source systems.	H	R		Reporting, SunGard Analytics	
36	Ability to create a Bank Reconciliation Report, listing GL cash balances, payments and deposits for a user-defined time period, and outstanding payments (e.g., checks) and deposits for each bank account.	H	R		Reporting, SunGard Analytics	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Budgeting

SunGard Public Sector	
Code	Availability Definition
Y	Functionality is provided out of the box through the completion of a task associated with a routine configurable area that includes, but is not limited to, user-defined fields, delivered or configurable workflows, alerts or notifications, standard import/export, table driven setups and standard reports with no changes. These configuration areas will not be affected by a future upgrade. The proposed services include implementation and training on this functionality, unless specifically excluded in the Statement of Work, as part of the deployment of the solution.
R	Functionality is provided through reports generated using proposed Reporting Tools.
T	Functionality is provided by proposed third party functionality (i.e., third party is defined as a separate software vendor from the primary software vendor). The pricing of all third party products that provide this functionality MUST be included in the cost proposal.
M	Functionality is provided through customization to the application, including creation of a new workflow or development of a custom interface, that may have an impact on future upgradability.
F	Functionality is provided through a future general availability (GA) release that is scheduled to occur within 1 year of the proposal response.
N	Functionality is not provided.

4.4 - Budgeting	ONESolution Budgeting (BU)
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Objective: To provide for a distributed budget preparation system that is intuitive and streamlines the budget process.

Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
1	Budget Preparation					
2	Ability to maintain budget history based on user defined requirements	H	Y		ONESolution Budgeting (BU)	
3	Ability to support generation of a biennial budget.	L	Y		BU	
4	Ability to develop budgets and search at all levels of the account structure.	H	Y		BU	
5	Ability to describe a budget item by fiscal year at the account level with narrative explanation	H	Y		BU	
6	Ability to attach documents (e.g. PDF, Excel, Word) to budget items	H	Y		BU	
7	Ability to describe a budget request (e.g., ongoing budget modifications) item by fiscal year at the account level with narrative explanation or attach supporting documentation	H	Y		BU	
8	Ability to print narrative descriptions for each line item	H	Y		BU	
9	Ability to maintain up to 6 budget versions per fiscal year: (e.g. original request, revised request, budget office proposed, approved, amended, projected/forecast).	M	Y		BU	
10	Ability to maintain 6 stages of budget development before the final recommended version (e.g. Department requested, reduction scenarios, one time vs. recurring) and lock each version from edits after submission.	M	Y		BU	
11	Ability for authorized users to make revisions to submitted and locked budget versions (e.g. if a mistake is found) and track the reason for each change	H	Y		BU	
12	Ability to allow for departmental budget entry in an account listing style, such as by account, functional area, activity code.	H	Y		BU	
13	Ability to view progress by departments in budget preparation, as defined in user setup in conjunction with account authority.	M	Y		BU	
14	Ability to approve all requested budget amounts at the same time and post to the GL with proper approval.	H	Y		BU, Workflow	
15	Ability to implement security related to who has access to budget development and view based on their department and organization (e.g., ability to limit user entry of specific accounts / sub-objects).	H	Y		BU	
16	Ability to customize budget scenarios based on specific department scenarios and global scenarios	M	Y		BU	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Budgeting

4.4 - Budgeting		ONESolution Budgeting (BU)				
<i>Objective: To provide for a distributed budget preparation system that is intuitive and streamlines the budget process.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
17	Ability to perform global changes to the budget during preparation (benefits, merit increases, inflation), and view several scenarios prior to posting the starting budget.	M	Y		BU, ONESolution Finance Position Budgeting (PB)	
18	Ability to allow for users to input and view comments per budget line item.	H	Y		BU	
19	Ability to configure which accounts require line item detail in the budget request.	M	Y		BU, Workflow	
20	Ability to identify capital and other one-time items in the budget with a capital item descriptor, specific to accounts.	H	Y		BU	
21	Ability to generate proposed budget data by extrapolating multi-year historical financial data using user-defined criteria/specifications.	H	Y		BU	
22	Ability to limit changes within the un-adopted budget after a certain point in the budget process has been reached, and require appropriate user authorization to implement any changes.	H	Y		BU	
23	Ability to limit user entry of specific accounts vs. central budget planning (i.e. salaries)	H	Y		BU	
24	Ability to perform multiple methods (e.g. views) of updating departmental budget requests (e.g. departmental account listing, one account at a time, etc.).	M	Y		BU, Workflow	
25	Ability to display multiple previous years of actual expenditures	H	Y		BU	
26	Ability to display current year estimated to date	H	Y		BU, SunGard Public Sector Analytics (SunGard Analytics)	
27	Ability to display current year actuals to date	H	Y		BU, SunGard Analytics	
28	Ability to display current year budget vs. actual (variances)	H	Y		BU, SunGard Analytics	
29	Ability for users to directly inquire by account on current and prior year actual activity during budget entry i.e. drilldown on financial detail	H	Y		BU, SunGard Analytics	
30	Ability to import off-line developed budget information into the budget planning system.	M	Y		BU	
31	Ability to generate budget schedules from the system, with support for multiple groupings (Based on the chart of accounts, such as: Function, activities, revenue source, department, division, etc.)	H	N			
32	Ability to prepare base budgets from prior year actual expenditures.	M	Y		BU	
33	Ability to prepare base budgets from prior year baseline, proposed and approved with the ability to add or subtract one time prior year expenditures or revenues.	H	Y		BU	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Budgeting

4.4 - Budgeting				ONESolution Budgeting (BU)		
Objective: To provide for a distributed budget preparation system that is intuitive and streamlines the budget process.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
34	Ability to plan transfers or change of positions between departments/funds for budget and analytical purposes (i.e. what if scenarios)	M	Y		BU, PB	ONESolution Budgeting offers a collection of flexible tools designed to assist in the creation, maintenance and analysis of current and future budgets. Advanced Reporting seamlessly integrates with ONESolution Budgeting and Position Budgeting applications. This integration radically transforms the entire planning cycle, from target setting and budget rollout, to reporting analysis and forecasting. What-if and forecasting features are also enhanced when Advanced Reporting is used in conjunction with ONESolution Budgeting.
35	Ability to provide forecast intervals for short-term (1-2yrs), intermediate (3-4 years) and long-term (5 years)	M	Y		BU	Numbers 35 and 36: Standard budgeting features can be enhanced with the inclusion of Advanced Reporting.
36	Ability to balance inter-fund revenues/expenditures	H	Y		BU	
37	Ability to copy budget to a new version as a starting point for incorporating changes or for different budget scenarios	H	Y		BU	
38	Ability to require staff to enter comments or acknowledge approval if budget amounts are significantly different from historical trends (e.g., activity in the past but \$0 in current year or \$0 in the past but activity in the budget)	H	Y		BU, Workflow	
39	Ability for the system to break out annual budgets into months, based on straight-line or historical seasonality, with ability to override calculated amounts.	M	Y		BU	
40	Ability to limit changes within the unadopted budget after a certain point in the budget process has been reached, and require appropriate user authorization to implement any changes	H	Y		BU, Workflow	
41	Ability to develop overhead allocations	L	Y		BU	
42	Ability for system to notify staff when they input or approve a budget that has line items that are significantly different from historical trends	M	N			
43	System provides functionality to assist users in identifying potential errors in the budget	H	N			
44	System has flexibility to implement security based on levels of account structure	H	Y		BU	
45	Ability to set performance based budgets, using non-financial information (i.e., key performance indicators)	L	N			
46	Ability to track history and projections of non-financial performance indicators	L	N			
47	Ability for users to have view-only access, by default, to the budget when it is locked down.	H	Y		BU	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Budgeting

4.4 - Budgeting		ONESolution Budgeting (BU)				
<i>Objective: To provide for a distributed budget preparation system that is intuitive and streamlines the budget process.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
48	Ability to build a calendar of dates into the system for budget entry, to automate the opening and closing (i.e. lockdown) of the budget preparation time period.	M	Y		BU	
49	Position Budgeting					
50	Ability to import position information from a payroll system to perform budget projections.	H	Y		PB, BU, ONESolution Payroll (PY)	
51	Ability to develop budgets by position type and specific pay level as well as budgeting by employee & actuals including relational benefits (full cost).	H	N			
52	Ability to perform budget forecasting that incorporates planned salary and benefit adjustments by either percentage, flat rate or other variable to salaries and/or benefits provided by position, department, start and end date, or for other groups/all employees.	H	Y		PB	
53	Ability to perform budget projections for salaries and fringes based on merit date, bargaining unit/fringe group contract dates or other as of dates.	L	Y		PB, BU	
54	Ability to support a position budgeting range, specific to each position type, where each employee is budgeted at a certain compensation percentage of the range (i.e. 85%). The system must prohibit employees from falling outside of the compensation range. When raises occur that put an employee outside the compensation range, the system must alert users so that the compensation range can be modified.	H	N			
55	Ability to support both position salary budgeting ranges and fixed salaries	H	Y		PB	
56	Ability to enter globally or provide calculation-only fields for:	-				
57	# of pay periods for upcoming budget year	H	Y		PB	
58	Medicare calculation based on wages	H	Y		PB	
59	Retirement System calculation based on wages	H	Y		PB	
60	Worker's Comp calculation based on the combination of wages and a fixed rate (experience)	H	Y		PB	
61	Health insurance costs	H	Y		PB	
62	Scheduled merit increases	H	Y		PB	
63	Scheduled cost-of-living-adjustment (COLA)	M	Y		PB	
64	Other pay factors as identified	H	Y		PB	
65	Ability to perform position budgeting that includes the calculation of benefits specific to the type of position being budgeted. (i.e.. benefits for extra hire over 30 hours per week)	H	Y		PB	
66	Ability to support personnel cost projections that include fringe benefit costs (based on existing benefits elected).	H	Y		PB	
67	Ability to integrate the position budgeting functionality with the Payroll and HR modules	H	Y		PB, PY, ONESolution Human Resources (HR)	
68	Ability to assist with managing new budget implications of live payroll changes (e.g. raises & transfers) performed during the budget development cycle.	H	Y		PB	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Budgeting

4.4 - Budgeting		ONESolution Budgeting (BU)				
Objective: To provide for a distributed budget preparation system that is intuitive and streamlines the budget process.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
69	Ability to perform position budgeting for vacant positions without the need to assign employees to these positions that includes both salary and fringe projections.	H	Y		PB	
70	Ability to budget based on position type i.e., budget vs. non budget vs. under-filled	H	Y		PB	
71	Ability to calculate salary and benefits for unapproved/requested positions.	M	Y		PB	
72	Ability to perform budget projections for salaries and fringes under different scenarios without the need to use or impact data in the LIVE system (limiting access to the budget team).	H	Y		PB	
73	Ability to budget for partial-year positions	H	Y		PB	
74	Ability to budget for fixed term and limited term positions	H	Y		PB	
75	Ability to support workflow or notification of changes to position budgeting.	H	Y		Workflow	
76	Ability of system to provide budget checking control for creation of new positions.	H	N			
77	Ability for system to create visual organization (org chart) based on information within position budgeting.	M	N			
78	Capital Budgeting					
79	Ability to integrate with Fixed Asset module to assist with projecting equipment replacement costs (including replacement criteria).	M	N			
80	Ability to be able to develop the CIP Budget within the system	L	Y		BU	
81	Ability to automate a distributed "capital budget item request" process providing for approval and reporting (i.e. workflow).	L	Y		BU, Workflow	
82	Ability to classify capital project requests and provide reporting by department, classification or type.	H	Y		BU	
83	Ability to enter CIP general information and project categorization. (Ex. Description, map reference, notes)	L	Y		BU	
84	Ability to rank CIP projects based on selected criteria and scoring against this criteria.	M	N			
85	Ability to manage a multi-year CIP program.	M	Y		BU	
86	Ability to apply inflation factors to costs of CIP projects in years beyond the budget year.	L	R		BU, SunGard Analytics	
87	Ability to track budget and expense by CIP project.	H	Y		BU	
88	Ability to track budget and expense by project (sub-units of CIP).	H	Y		BU	
89	Ability to track budget and expense of operations and maintenance associated with a CIP project.	H	Y		BU	
90	Ability to enter and print a 5 year CIP plan from the system	M	Y		BU	
91	Ability to approve all adopted CIP budget amounts at the same time and post to the GL with proper approval (only the 1st year of the 5 year plan is adopted).	M	Y		BU	
92	Ability to drill from the GL module to the CIP module to easily see descriptions of the project	M	Y		BU	
93	Non-Capital Project / Grant Budgeting					

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Budgeting

4.4 - Budgeting			ONESolution Budgeting (BU)			
Objective: To provide for a distributed budget preparation system that is intuitive and streamlines the budget process.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
94	Ability to use project budgeting within or across funds and departments as specified by the user.	H	Y		BU	
95	Ability to track grant budgets for annual reporting	H	Y		BU	
96	Ability to report on the budget use time periods other than the budget fiscal year (e.g., calendar year or Federal fiscal year)	H	N			
97	Ability to create project/grant master file that allows for tracking and reporting, including but are not limited to the following:	-				
98	Department (responsible for the project or grant)	H	Y		ONESolution General Ledger (GL), ONESolution Job/Project Ledger (JL), ONESolution Grant Management (GM)	
99	Individual project manager (responsible for project)	H	Y		GL, JL, GM	
100	Alphanumeric project/grant numbers (coding assigned by authorized users to be used to identify grants or projects, including case numbers for example)	H	Y		GL, JL, GM	
101	Key dates (approval date, start date, end date, extension date, date of last draw, final performance report)	H	Y		GL, JL, GM	
102	Resolution # for Approval	H	Y		GL, JL, GM	
103	Grant name (program title)	H	Y		GL, JL, GM	
104	Descriptions / Comments	H	Y		GL, JL, GM	
105	Funding source(s)/grantors (e.g., who is providing funding for the grant, project, subproject, activities/task) including contact information and dollar amount for each funding source	H	Y		GL, JL, GM	
106	Pass-through grant indicator and entity and grant #	H	Y		GL, JL, GM	
107	Contract number(s) for projects and grants--could have multiple contracts for each	H	Y		GL, JL, GM	
108	Catalog of Federal Domestic Assistance (CFDA) number, if applicable	H	Y		GL, JL, GM	
109	Amendments (dates, dollars, activity being amended) and allows for multiple amendments	H	Y		GL, JL, GM	
110	Ability to view Contractor(s) name associated with grants and projects e.g., who is providing funding for the grant, project, subproject, activities/task	H	Y		GL, JL, GM	
111	Ability to view detail on contractor (name, contact, address, certifications, Fed ID number, EEO)	M	Y		GL, JL, GM	
112	Ability to track:	-				
113	Sub recipient information	H	Y		GL, JL, GM	
114	Allowable amounts and other information re: restricted use of funds	H	Y		GL, JL, GM, BU	
115	Total grant / project budget amount, over multiple years as necessary	H	Y		GL, JL, GM, BU	
116	Budget detail per grant, project, subproject, activities/task, objective	H	Y		GL, JL, GM, BU, ONESolution Finance Budget Item Detail (BD)	
117	User-defined project attributes related to project types, phases, platforms, etc.	M	Y		GL, JL, GM, BU, BD	Project types and phases are configured as background parts to the key and object.

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

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Budgeting

4.4 - Budgeting				ONESolution Budgeting (BU)		
Objective: To provide for a distributed budget preparation system that is intuitive and streamlines the budget process.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
118	Project milestones and phases	M	Y		GL, JL, GM, BU, BD	Numbers 118 and 119: Phases are supported; but milestones are not supported at this time.
119	Project milestone and phase start and end dates	M	Y		GL, JL, GM, BU, BD	
120	Relevant GL accounts (for revenues and expenditures)	H	Y		GL, JL, GM, BU, BD	
121	Retainage requirements	M	Y		GL, JL, GM, BU, BD	
122	Accounting basis (e.g. cash vs. accrual)	M	Y		GL, JL, GM, BU, BD	
123	Indicator of whether or not there is Grant matching, and how much	H	Y		GL, JL, GM, BU, BD, ONESolution Project Allocation (PA)	
124	Multiple other user defined fields	M	Y		GL, JL, GM, BU, BD	This requirement can be met by re-purposing system-defined fields or using user-defined or coded value fields where available. Additionally, data items can be tracked using Threaded Notes or the proposed Documents Online.
125	EEOC and Davis/Bacon information	M	Y		GL, JL, GM, BU, BD	
126	Multi-Year Budgeting					
127	Ability to prepare a budget for multiple years concurrently.	M	Y		BU	Standard multi-year budgeting features can be further enhanced with the inclusion of the Advanced Reporting application.
128	Ability to create a five year budget	M	Y		BU	
129	Ability for distributed departments to perform projections periodically including estimate revisions and reporting of actual to estimates - at varying levels of the chart of accounts.	M	Y		BU	
130	Ability to perform "what if" calculations looking out multiple years	M	Y		BU	
131	Ability to perform trend analysis over multiple years	M	R		BU, SunGard Analytics	
132	Ability to enter multi-year contracts with annual increases and reflect these values in each year's budget	M	N			
133	Ability to project seasonal revenue and expenditures	M	R		BU, SunGard Analytics	
134	Ability to perform a historical crosswalk of reorganized organizations	M	R		BU, SunGard Analytics	
135	Budget Maintenance					
136	Ability to track changes that occur from one authorization point to another, who made the change, and when the change was made, by producing an audit "change trail."	H	Y		BU, Workflow, SunGard Analytics	
137	Ability to lock or track adopted budget for any fiscal year	H	Y		BU	
138	Ability to prevent or indicate out-of-balance conditions for budget requests with corrections to actuals defined by the user.	H	Y		BU	
139	Ability to request/approve budget adjustments online, through workflow.	H	Y		BU, Workflow	
140	Ability to manage position changes within system, through workflow.	H	N			

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

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Budgeting

4.4 - Budgeting		ONESolution Budgeting (BU)				
<i>Objective: To provide for a distributed budget preparation system that is intuitive and streamlines the budget process.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
141	Ability to configure the system to allow for distributed (departmental) entry of budget adjustment requests - with configurable multi-level approval functionality	H	Y		BU, Workflow	
142	Ability to support different workflows based on user-defined criteria (e.g. budget transfer dollar amounts and GL accounts)	H	Y		BU	
143	Ability to support intra-departmental budget requests with workflow (e.g. employee travel)	M	Y		BU	
144	Ability to provide extended comments with budget revision requests	M	Y		BU, BD, Workflow	
145	Ability to add attachments with budget revision requests	M	Y		BU	
146	Ability to enter budget amendments during the fiscal year (appropriations or revenue estimates).	H	Y		BU	
147	Ability to flag a budget transfer request as recurring and have it populate in future years' budgets accordingly	H	N			
148	Ability to record and track multiple budget amendments requests during the year and inquire on the adjustments after the fact.	H	Y		BU, Workflow, SunGard Analytics	
149	Ability to record and track budget amendments during the year and inquire on the adjustments after the fact.	H	Y		BU, Workflow, SunGard Analytics	
150	Ability to identify a budget adjustment as one-time (temporary) or permanent (affect future base budgets).	H	Y		BU	
151	Ability to enter budget items for future years that will show as a line item with a 0 amount in the current year.	H	Y		BU	The current year does not show a line item unless a budget amount is associated.
152	Ability to have multi-level budget approvals for establishing budgets, line item transfers, budget adjustments (i.e., workflow).	H	Y		BU, Workflow	
153	Ability to support different budget workflows by item class (e.g. technology)	H	Y		BU, Workflow	
154	Ability to lock down prior years so they can't be edited.	H	Y		BU	
155	Budget Checking and Controls					
156	Ability to perform funds availability checking at each chart of account or other user-defined level.	H	Y		BU	
157	Ability to perform funds availability checking by phase/tasks (sub-units of project).	M	Y		BU	
158	Ability to perform funds availability checking by account series	H	Y		BU	
159	Ability to perform funds availability checking by grant	H	Y		BU	
160	Ability to perform funds availability checking by user defined budget unit (i.e. program)	M	Y		BU	
161	Ability to view "available budget" during requisition/purchase order entry for any type of purchase order, journal entry, or accounts payable invoice transaction.	H	Y		BU, GL, ONESolution Purchasing (PO), ONESolution Accounts Payable (AP)	Users must link out to inquiry.
162	Ability to have budget control rules by account (e.g. payroll accounts can be overspent).	H	Y		BU	
163	Ability to have budget control rules by user defined account segment within the chart of accounts	H	Y		BU	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Budgeting

4.4 - Budgeting		ONESolution Budgeting (BU)				
Objective: To provide for a distributed budget preparation system that is intuitive and streamlines the budget process.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
164	Ability to optionally configure budget control at the account level, in addition to the category level.- i.e. controlling at fund, program, series or GL level (account level) or requiring balanced entries for budgeted transfers or interdepartmental allocations (category level) as desired	H	Y		BU	
165	Ability to have budget warnings at the account level and project level.	H	Y		BU	
166	Ability to have budget checking and warnings performed on all system transactions (requisitions, purchase orders, journal entries, budget change requests, etc.)	H	Y		BU	
167	Ability to restrict transfers to/from specific accounts (e.g. Payroll).	H	Y		BU	
168	Ability to prevent users from requesting budget transfers from other department's budgets.	H	Y		BU	
169	Ability to create negative budget on specified accounts (e.g., contra-revenues and contra-expenses, such as expense reimbursement accounts)	H	Y		BU	
170	Ability to overspend a budget at the line item.	M	Y		BU	
171	Reporting					
172	A system with user-friendly budget, project, grant, and CIP reports.	H	R		SunGard Analytics	
173	Ability to produce a budget book, including the following items (include any not available in comments): <ul style="list-style-type: none"> • Departmental breakdown • Mission statement • Budget highlights • Non-financial performance measures • Organizational chart • High-level budget summary • Revenue history and projections • Revenue narrative • Personnel rates and hours • Expenditures by class type for the current budget year (actual and projected) <ul style="list-style-type: none"> • Expenditures by class type for the next year and percentage change • Expenditure line item detail and history for previous years 	H	Y		BU, SunGard Analytics, CAFR Constructor	
174	Ability to create a report showing each employee's salaries, benefits, and totals.	H	R		SunGard Analytics	
175	Ability to project current year expenditures through the end of the fiscal year and make manual changes to the result	H	Y		BU	
176	Ability to maintain the following history for the current and multiple previous years:	-				
177	Original and Current or Amended Budget Amounts	H	Y		BU, SunGard Analytics	
178	Amount Requested	H	Y		BU, SunGard Analytics	
179	Amount Recommended	H	Y		BU, SunGard Analytics	
180	Amount Approved	H	Y		BU, SunGard Analytics	
181	YTD Actuals	H	Y		BU, SunGard Analytics	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Budgeting

4.4 - Budgeting		ONESolution Budgeting (BU)				
<i>Objective: To provide for a distributed budget preparation system that is intuitive and streamlines the budget process.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
182	Ability to query by accounting period (i.e. period 1-3; period 1-14, etc.)	M	Y		BU, SunGard Analytics	
183	Ability to report on 3-5 years of prior year budget to actual amounts	H	Y		BU, SunGard Analytics	
184	Ability to report out on any budget version or type for current plus 5 years	M	Y		BU, SunGard Analytics	
185	Ability to produce org charts based on position control	H	N			
186	Ability to produce charts and graphs	H	Y		SunGard Analytics	
187	Ability to create custom reports	H	Y		SunGard Analytics	
188	Ability to import from and export to Microsoft Excel	H	Y		BU, SunGard Analytics	ONESolution contains standard utilities that support numerous data import and export requirements. In order to use these standard features, data must be presented in a supported format such as, CSV or Microsoft Excel. If specific formatting needs, scope, and complexity go beyond the standard format, SunGard will work with you to provide design considerations and level of effort estimates.
189	Ability to report on budget change (i.e., budget development) and request (i.e., ongoing budget activity) text notes	H	Y		BU, SunGard Analytics	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Cash Receipting

SunGard Public Sector	
Code	Availability Definition
Y	Functionality is provided out of the box through the completion of a task associated with a routine configurable area that includes, but is not limited to, user-defined fields, delivered or configurable workflows, alerts or notifications, standard import/export, table driven setups and standard reports with no changes. These configuration areas will not be affected by a future upgrade. The proposed services include implementation and training on this functionality, unless specifically excluded in the Statement of Work, as part of the deployment of the solution.
R	Functionality is provided through reports generated using proposed Reporting Tools.
T	Functionality is provided by proposed third party functionality (i.e., third party is defined as a separate software vendor from the primary software vendor). The pricing of all third party products that provide this functionality MUST be included in the cost proposal.
M	Functionality is provided through customization to the application, including creation of a new workflow or development of a custom interface, that may have an impact on future upgradability.
F	Functionality is provided through a future general availability (GA) release that is scheduled to occur within 1 year of the proposal response.
N	Functionality is not provided.

4.5 - Cash Receipting	ONESolution Cash Receipts (CRCPT)
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Objective: Upgrading the cash receipting and point-of-sale system to streamline the processing of revenues collected from the federal and state government, individual citizens, and local businesses.

Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
1	General Requirements					
2	Ability to accept and account for multiple payment types including:	-				
3	Cash	H	Y		ONESolution Cash Receipts (CRCPT)	
4	Checks/money orders/cashier's checks	H	Y		CRCPT	
5	Credit cards	H	Y		CRCPT	
6	Debit cards	H	Y		CRCPT	
7	Credit memo (internal) / refund to customer	L	Y		CRCPT	
8	ACH	H	Y		CRCPT	
9	EFT	H	Y		CRCPT	
10	Internet e-payments (Electronic Transaction Receipting, including credit cards, debit cards, EFT, and e-checks)	H	Y		CRCPT	
11	Other/Miscellaneous (Journal Entries, Interfaces)	H	Y		CRCPT	
12	Ability to establish security such that users with an access code or account authorization can perform specific functions (e.g. receipt correction).	H	Y		CRCPT	
13	System supports decentralized cash receipt entry, with the ability to configure and process workflows for transaction approvals, review, and modification.	H	Y		CRCPT, Workflow	
14	System supports both sequential and concurrent review (e.g. each receipt is routed concurrently to three departments for review)	H	Y		CRCPT	
15	Point-of-Sale (POS) System					
16	Ability to connect Point of sale (POS) terminals to the system.	H	N			
17	Ability to park batches and post with defined security between users who are allowed to place batches on "hold" and those that are allowed to "post" batches	H	Y		CRCPT	
18	Ability to accommodate numerous P.O.S. terminals and consolidate all P.O.S. terminal receipts at day's end.	H	N			
19	Ability to use extensive online inquiry (via the P.O.S. terminal) and print customer account history and current balances across all modules.	M	N			

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Cash Receipting

4.5 - Cash Receipting		ONESolution Cash Receipts (CRCPT)				
<i>Objective: Upgrading the cash receipting and point-of-sale system to streamline the processing of revenues collected from the federal and state government, individual citizens, and local businesses.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
20	Ability to sort POS transactions by:	-				
21	Customer Name	M	Y		CRCPT	
22	Customer #	L	Y		CRCPT	
23	Payer Name	M	Y		CRCPT	
24	Transaction #	L	Y		CRCPT	
25	Division/Department	M	Y		CRCPT	
26	Date (or date range)	M	Y		CRCPT	
27	Time (or time range)	M	Y		CRCPT	
28	Transaction/Cash Receipt Type	L	Y		CRCPT	
29	Transaction Amount	L	Y		CRCPT	
30	Clerk ID/Name	M	Y		Reporting, SunGard Public Sector Analytics (SunGard Analytics)	
31	Any Segment of the GL Account Number	H	Y		Reporting, SunGard Analytics	
32	Ability to search the customer master file for an existing customer during a transaction and create a new profile if none exists	M	Y		CRCPT	
33	Ability to provide both cash register and cash drawer functions.	H	Y		CRCPT	Cash drawer functions are provided.
34	Ability to provide multiple drawer functionality.	H	N			
35	Ability to accept over-the-counter payments and generate appropriate credit.	H	Y		CRCPT	
36	Ability to quickly access a menu of receivable/charge code types when accepting payments over-the-counter.	H	Y		CRCPT	
37	Ability to automatically filter the list of AR and charge codes when processing a payment based on the user or their location.	H	N			
38	Ability to restrict payment to cash only for specific item types.	L	N			
39	Ability to calculate the amount of change due back from amount tendered.	H	Y		CRCPT	
40	Ability to identify, code and process transaction fees that are flat dollar amounts and/or percentages.	H	N			
41	Ability to automatically add fees based on receipt type or payment type.	H	N			
42	Ability to void all or part of a transaction independent of batch status.	H	Y		CRCPT	
43	Ability for cash receipting solution to be certified to Check 21 compliance standards.	L	N			
44	Ability to interface with electronic deposit software for check processing.	L	N			
45	Ability to image attachments and associate them with a transaction (e.g. supporting documentation)	H	Y		CRCPT	
46	Ability to integrate with a document management system	H	Y		CRCPT	
47	Payment and Receipt Processing					
48	Ability to define batch payment creation (electronic checks, over the counter, mail, etc.).	H	Y		CRCPT	
49	Ability to include the following information on external receipts provided to customers for individual transactions:	-				
50	Name of entry clerk	H	Y		CRCPT	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Cash Receipting

4.5 - Cash Receipting		ONESolution Cash Receipts (CRCPT)				
<i>Objective: Upgrading the cash receipting and point-of-sale system to streamline the processing of revenues collected from the federal and state government, individual citizens, and local businesses.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
51	Customer Name (with separate fields for First Name, Middle Initial and Last Names)	H	Y		CRCPT	
52	Payer Name	H	Y		CRCPT	
53	Description for the receipt	H	Y		CRCPT	
54	Amount	H	Y		CRCPT	
55	Check number (if payment by check)	H	Y		CRCPT	
56	Credit Card Type (Visa, MasterCard, American Express, Discover, etc.)	H	Y		CRCPT	
57	Effective Date	H	Y		CRCPT	
58	Customer ID	L	Y		CRCPT	
59	Department ID and Name	H	N			
60	Additional user defined fields	H	N			
61	Transaction number	H	Y		CRCPT	Receipt number.
62	Ability to process internal payments (i.e., credit memos) without actually entering a payment while not affecting the deposit and updating the correct ERP module (i.e. utility billing, misc. billing, etc.)	H	Y		CRCPT	
63	System has the option to suppress printing or select individual printing	H	Y		CRCPT	
64	Ability to print user configurable comments and messages on the receipt.	H	Y		CRCPT	
65	Ability to track and search records by:	-				
66	Amount	H	Y		CRCPT	
67	Bank Account	H	N			
68	Batch Number	L	Y		CRCPT	
69	Check number (if payment by check)	H	Y		CRCPT	
70	Clerk ID/Name	L	Y		CRCPT	
71	Credit Card Type (i.e. Visa, MasterCard, Discover, Diner, etc.)	L	Y		CRCPT	
72	Customer Name with separate fields for First Name, Middle Initial and Last Names	H	Y		CRCPT	
73	Payer Name	M	Y		CRCPT	
74	Customer ID	L	Y		CRCPT	
75	Customer/Type	L	Y		CRCPT	
76	A/R Account number	H	Y		CRCPT	
77	Day of Month	H	Y		CRCPT	
78	Day of Week/Business Day	L	R		Reporting, SunGard Analytics	
79	Effective Date	H	Y		CRCPT	
80	Department	H	Y		CRCPT	
81	Entry Date	H	Y		CRCPT	
82	Name of entry clerk	L	Y		CRCPT	
83	GL Account Received	H	Y		CRCPT	
84	Charge code/type	H	Y		CRCPT	
85	Department ID and Name	H	Y		CRCPT	
86	Receipt Number/Document Number	H	Y		CRCPT	
87	Terminal	M	N			
88	Time of Day	H	Y		Reporting, SunGard Analytics	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Cash Receipting

4.5 - Cash Receipting			ONESolution Cash Receipts (CRCPT)			
Objective: Upgrading the cash receipting and point-of-sale system to streamline the processing of revenues collected from the federal and state government, individual citizens, and local businesses.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
89	Transaction Date	H	Y		CRCPT	
90	Transaction #	H	Y		CRCPT	
91	Type of Bill	H	Y		CRCPT	
92	Type of Payment	H	Y		CRCPT	
93	Description for the receipt	H	Y		CRCPT	
94	Ability to see the full account description when processing a receipt.	M	N			
95	Ability to have an unlimited number of detail lines per receipt	M	Y		CRCPT	
96	Ability to set-up different receipt configurations/designs for each department.	H	Y		CRCPT	
97	Ability to take receipts offline in the system when the main system is non-operational (down for maintenance, etc.) and upload after the fact.	H	N			
98	Ability to e-mail electronic versions of receipts without printing a physical copy.	M	F		CRCPT	
99	Ability to take website payments when the main system is non operational (down for maintenance, etc.) and upload after the fact.	L	N			
100	Ability to specify the order in which receipts are processed against outstanding receivables with the option of overriding the order. This would include outstanding receivables across all modules.	M	N			
101	Ability to prepare online receipts for departments without a point of sale terminal.	H	Y		CRCPT	
102	Ability to designate whether a transaction was post-marked on-time to remove potential interest that may be applied to the bill associated with that payment (e.g., use of effective dates).	L	Y		CRCPT	
103	Ability to place receipts on "hold" for subsequent release by finance staff.	H	N			
104	Ability to release "held" receipts based on user authorization.	H	N			
105	Ability to define security between users who are allowed to place receipts on "hold" and those that are allowed to "post" receipts.	H	Y		CRCPT	Ability to provide separation of duties between users that create receipts and distribute receipts.
106	Ability to assign each transaction a unique receipt number which is auto-generated by the system.	H	Y		CRCPT	
107	Ability for the receipt numbering system to automatically reset itself based on the defined number of digits per receipt.	L	N			
108	Ability to have receipt number ranges or receipt number format "masks" to be associated to a department or user.	L	N			
109	Ability to have receipts remain fully editable until the time they are printed and posted.	H	Y		CRCPT	
110	Ability to change the payment type (cash, check, credit card, etc.) without voiding a receipt with proper authorization.	H	Y		CRCPT	
111	Ability to use Optical Character Recognition (OCR) or laser bar code readers for scanning receipted bills.	H	N			
112	Ability to support batch scanning of documents with barcodes to attach to transactions	H	N			
113	Ability to pay multiple bills with a single payment w/description	H	Y		CRCPT	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Cash Receipting

4.5 - Cash Receipting		ONESolution Cash Receipts (CRCPT)				
<i>Objective: Upgrading the cash receipting and point-of-sale system to streamline the processing of revenues collected from the federal and state government, individual citizens, and local businesses.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
114	Ability to print account number and transaction number on checks received	L	Y		CRCPT	
115	Ability to print amount receipted on checks	H	Y		CRCPT	
116	Ability to accept full or partial payments and payments without prior bill (deposits, bonds, etc.)	H	Y		CRCPT	
117	Ability to enter comments (to be used internally) at time of receipt.	M	Y		CRCPT	
118	Ability to define multiple payment types (i.e., EFT, money order) on the same transaction.	H	Y		CRCPT	
119	Ability to reprint duplicate receipts.	H	Y		CRCPT	
120	Ability to provide pre-coded templates for each department for ease of input.	H	Y		CRCPT	
121	Ability to lock pre-coded templates to prevent changes by other users.	H	N			
122	Ability to save pre-coded templates with a new name when changes are made.	L	Y		CRCPT	
123	Ability for individual user to delete self-created pre-coded templates	L	Y		CRCPT	
124	Ability to query lists of all pre-coded transaction templates	M	Y		CRCPT	
125	Ability to automatically retrieve account information including amount owed from scanned bills. User only has to "key in" amount paid, if different from amount owed.	L	Y		CRCPT	
126	Ability to prompt user at time of entry/scan that the account being receipted to has had a history of bad checks/credit card chargebacks based on user defined rules.	M	N			
127	Ability to perform online entry of remittance information by the department as payment is received, including account distribution.	H	Y		CRCPT	
128	Ability to filter the possible GL accounts available to users based on user, location, or department.	M	Y		CRCPT	
129	Ability to enter in a cash receipt that does not have pre-defined codes where the clerk will have to enter in the GL account(s) manually.	L	Y		CRCPT	
130	Ability to break out sales tax payment based on cash receipt code	L	Y		CRCPT	
131	Ability to select from standard reason codes when canceling or changing any transaction.	L	N			
132	Ability to apply payments in current year for a future year license/services/fees and automatically post to deferred revenue	H	Y		CRCPT	
133	Credit Card Processing					
134	Ability to provide a credit card solution that will interface with third-party gateway providers.	H	N			
135	Solution conforms to Payment Card Industry (PCI) standards and has received PA-DSS certification.	H	N			
136	Ability to support credit card refunds.	H	N			
137	Ability to support separate Merchant ID for each physical location for accepting credit cards.	M	N			
138	Closing, Balancing and Depositing					

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Cash Receipting

4.5 - Cash Receipting		ONESolution Cash Receipts (CRCPT)				
<i>Objective: Upgrading the cash receipting and point-of-sale system to streamline the processing of revenues collected from the federal and state government, individual citizens, and local businesses.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
139	Ability to close registers at the end of the day to a holding area until they are later approved and posted. Summary information is posted to the G/L with drill down capabilities and the detail receipt information posted to the individual modules.	H	Y		CRCPT	
140	Ability to distinguish among tender types (e.g., cash, check or credit card payment) and to provide separate totals at days end to assist in balancing the drawer.	H	Y		CRCPT	
141	Ability to summarize and post daily cash receipts by validated General Ledger account.	H	Y		CRCPT	
142	Ability to send summary totals through workflow for approval and edits.	H	N			
143	Ability to settle batches individually or by selection versus all open batches.	H	Y		CRCPT	
144	Ability to edit and correct transaction errors prior to posting with proper authorization.	H	Y		CRCPT	
145	Ability to prohibit posted transactions and receipts from being edited.	H	Y		CRCPT	
146	Ability to allows users with authorization to modify certain fields after a transaction is posted.	H	Y		CRCPT	
147	Ability to enter check list for individual receipt balancing.	L	N			
148	Ability to print deposit ticket with appropriate deposit tracking code.	M	Y		CRCPT	
149	Ability to provide end-of-day check list by user detailing each check included in a deposit.	M	Y		CRCPT	
150	Ability to process NSF checks as a reversal to the original revenue posting.	H	Y		CRCPT	
151	Interfaces and Integration					
152	Ability to manage overpayments and store a credit balance in the appropriate account/customer record	M	Y		CRCPT	
153	Ability to establish and use validations from the G/L chart of accounts.	H	Y		CRCPT	
154	Ability to print an exception report in cash receipts for any electronic payments that do not match the balance due in the other appropriate modules (Misc. Billing, etc.) or if there are duplicate payments	L	R		Reporting, SunGard Analytics	
155	Ability to provide an online payment portal for customers to submit payments	L	N			
156	Reporting					
157	Ability to create a User/P.O.S. Terminal Productivity Report, showing number of transactions processed per day, by operator, by P.O.S. terminal, and by transaction type.	M	Y		SunGard Analytics	
158	Ability to create a report of cash receipts for any given time period, with the ability to filter by location/register.	H	N			
159	Ability to create and save report variants.	M	Y		SunGard Analytics	
160	Ability to report based on user defined period-to-date; summary or detail.	M	Y		CRCPT	
161	Ability to export reports to Excel, Word and other common third party software.	H	Y		SunGard Analytics	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Contract Management

SunGard Public Sector	
Code	Availability Definition
Y	Functionality is provided out of the box through the completion of a task associated with a routine configurable area that includes, but is not limited to, user-defined fields, delivered or configurable workflows, alerts or notifications, standard import/export, table driven setups and standard reports with no changes. These configuration areas will not be affected by a future upgrade. The proposed services include implementation and training on this functionality, unless specifically excluded in the Statement of Work, as part of the deployment of the solution.
R	Functionality is provided through reports generated using proposed Reporting Tools.
T	Functionality is provided by proposed third party functionality (i.e., third party is defined as a separate software vendor from the primary software vendor). The pricing of all third party products that provide this functionality MUST be included in the cost proposal.
M	Functionality is provided through customization to the application, including creation of a new workflow or development of a custom interface, that may have an impact on future upgradability.
F	Functionality is provided through a future general availability (GA) release that is scheduled to occur within 1 year of the proposal response.
N	Functionality is not provided.

4.6 - Contract Management	ONESolution Contract Management (CM)
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Objective: To create, manage and close-out contracts.

Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
1	General Requirements					
2	System allows users to attach documents/files to a contract, such as special provisions, Non-Collusion Affidavit, Non-Disclosure Form and etc.	H	Y		ONESolution Contract Management (CM), Purchasing (PO), ONESolution Documents Online (DO)	
3	Ability to enter, track and inquire on basic contract information online including but are not limited to the following:	-				
4	Grant or CIP Number	H	Y		CM, PO	
5	Funding Source (local, state, federal, or other)	H	Y		CM, PO	
6	Contract amount	H	Y		CM, PO	
7	Contract balance	H	Y		CM, PO	
8	Contract starting date	H	Y		CM	
9	Contract ending date	H	Y		CM	
10	Contract name / title (unlimited characters)	H	Y		CM	
11	Contract number	H	Y		CM	
12	Contract type (Professional Services, Construction, Maintenance Services, Lease, Rentals, Materials, etc.)	H	Y		CM	
13	Contractor name	H	Y		CM	
14	Contractor address	H	Y		CM	
15	Contractor contact info (phone, fax, e-mail)	H	Y		CM	
16	Department	H	Y		CM	
17	Division	H	Y		CM	
18	GL Account where funds are encumbered	H	Y		CM, PO	
19	Services Description	H	Y		CM, PO	
20	Payment method codes (e.g., flat monthly amount, monthly actual invoice, times unit rate)	H	Y		CM	
21	Payments against the contract	H	Y		CM, PO, ONESolution Accounts Payable (AP)	
22	Period of Warranty (if it exists)	H	Y		CM	

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Contract Management

4.6 - Contract Management		ONESolution Contract Management (CM)				
<i>Objective: To create, manage and close-out contracts.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
23	Progress/Expense reports required (yes/no)	H	Y		CM	
24	Vendor name and address	H	Y		CM	
25	Units of items or services contracted (with the ability to track multiple types per contract)	H	Y		CM	
26	User/Contract Manager	H	Y		CM	
27	Project Manager	H	Y		CM	
28	Renewal Options Available (e.g., number of options available, the term for each, cost change, and number of renewals that have been used vs. remain)	H	Y		CM	
29	Revised ending date	H	Y		CM	
30	Vendor Number	H	Y		CM	
31	Status of any contract [e.g., pending approval, fully executed, awaiting external user approval (indicating which external user) etc.]	H	Y		CM, PO, Workflow	
32	User-defined fields (e.g., legislative file number, commission meeting date, agenda item number, etc.)	H	Y		CM, PO	
33	Ability to post contracts online for public viewing, and indicate at which date they should be made available online for public viewing (e.g., after full execution).	M	N			
34	Ability to flag contracts to indicate that they should not be made available online for public viewing	H	N			
35	System is able to differentiate the contract initiation and approval process by contract type	H	Y		CM, Workflow	
36	Ability to handle contracts over multiple fiscal years.	H	Y		CM, PO	
37	Ability to allow multiple contracts per vendor.	H	Y		CM, PO	
38	Ability to allow for multiple phases per contract.	H	Y		CM, PO	
39	Ability to utilize user-created templates for contract creation	H	Y		CM	
40	Ability to restrict creation of new contract templates or modification to existing templates to authorized users.	H	Y		CM	
41	Ability to highlight changes to the existing contract templates	M	N			
42	Ability to maintain a library of common contract terms for use in contract creation	L	Y		CM	
43	Ability to review and print contract text.	H	Y		CM, PO, SunGard Public Sector Analytics (SunGard Analytics)	
44	Ability to set-up contracts with recurring payments to vendors with the ability to make one-time payment amount adjustments without affecting the remainder of the contract payment schedule and amount.	L	Y		CM, PO	
45	Workflow / Change Management					
46	Ability to route the documents electronically to the correct department for review/revisions.	H	Y		CM, PO, Workflow	
47	Ability to support workflow approvals for the following changes:	-				
48	Change in contract dollar amount	H	Y		CM, PO, Workflow	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Contract Management

4.6 - Contract Management		ONESolution Contract Management (CM)				
<i>Objective: To create, manage and close-out contracts.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
49	Material change in eligible uses of contract funds (change in scope of work beyond a configurable dollar amount or percentage--this amount must vary by department)	H	Y		CM, PO, Workflow	
50	Change in contract start or end dates	H	Y		CM, PO, Workflow	
51	Change in contract scope (addition or deletion of contract scope)	H	Y		CM, PO, Workflow	
52	Ability to define different workflows by department and contract type	H	Y		CM, PO, Workflow	
53	Ability for authorized users to create a unique workflow for a given contract.	M	Y		CM, PO, Workflow	
54	Ability to utilize electronic signatures	H	Y		CM, PO, Workflow	
55	Ability to view and approve contracts within the system.	H	Y		CM, PO, Workflow	
56	Ability to initiate addendums/amendments to the original contract for approval	H	Y		CM, PO, Workflow	
57	Contract Management/Tracking					
58	Ability to link contracts to sub-contracts, work authorizations, amendments, etc. (i.e. all would have the same contract number)	H	Y		CM, PO, ONESolution Person/Entity (PE)	
59	Ability to track contracts from set-up through contract close-out based upon commodity codes, PO #, Vendor #, Project #, contract status and etc.	H	Y		CM, PO	
60	Ability to add comments to contracts in a free-form field	H	Y		CM	
61	Ability to track multiple contracts to a single project.	H	Y		CM, PO, ONESolution General Ledger (GL), Project/Job Ledger (JL)	
62	Ability to track a single contract to multiple projects.	H	Y		CM, PO, GL, JL	
63	Ability to link an employee's salary and benefit costs to a contract.	M	N			
64	Ability to record and track contract limits (i.e. multi-year contracts) at user specified levels of detail over the life of the contract.	H	Y		CM, PO	
65	Ability to track and flag contract expiration/extension dates.	H	Y		CM, PO	
66	Ability to configure notifications of contracts that are coming up for renewal a certain period of time before they expire.	H	Y		CM, Workflow	
67	Ability to notify a user when a contract is approaching or has hit the total number of allowable units for a given contract line item.	H	Y		CM, Workflow	
68	Ability to track all contract information required by legal authority with supporting documentation, including but not limited to:	-				
69	Notice of award	H	Y		CM, DO, GL, JL, PO	
70	Lien waivers	M	Y		CM, DO, GL, JL, PO	
71	Notice to proceed	H	Y		CM, DO, GL, JL, PO	
72	Notice of Substantial Completion	H	Y		CM, DO, GL, JL, PO	
73	Notice of Final Completion	H	Y		CM, DO, GL, JL, PO	
74	Certificates of Insurance	H	Y		CM, DO, GL, JL, PO	
75	Performance bonds	H	Y		CM, DO, GL, JL, PO	
76	Payment bonds	H	Y		CM, DO, GL, JL, PO	
77	Additional user-defined documentation	H	Y		CM, DO, GL, JL, PO	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Contract Management

4.6 - Contract Management		ONESolution Contract Management (CM)				
Objective: To create, manage and close-out contracts.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
78	Ability to track and report on multiple insurance policies, amounts and related expiration dates, and get notified in advance of expiration.	H	Y		CM, SunGard Analytics	
79	Ability to access contract information online and in real time, for users with appropriate security.	H	Y		CM	
80	System supports departments looking-up existing contracts and "piggybacking" onto the contract, with proper workflow and approval	H	Y		CM, Workflow	
81	System supports version control for contracts.	H	N			
82	Ability to track if the contract is subject to the federal Davis-Bacon requirements.	H	Y		CM, SunGard Analytics	
83	Ability to track if the contract is subject to the State of Missouri's prevailing wage requirements.	H	N			Additional information is necessary to determine if this functionality is met by the system.
84	Ability to manage contracts and compliance issues (grants and other contract deadlines, invoicing, terms, milestones to be reached and reported on, regulatory requirements such as but not limited to Title VI ADA compliance, program specifics for the grant, etc. and other contract types	H	Y		CM	
85	Ability to separate capital contracts from non-capital contracts for retention purposes.	L	Y		CM	
86	Payments					
87	Ability to allow the user to record and auto calculate retention amounts based upon:	-				
88	Deliverables/Tasks	H	Y		CM, PO	
89	% of Completion	H	Y		CM, PO	
90	Dollar Amount	H	Y		CM, PO	
91	System allows multiple rates of retention based on project progress; for example, first half 10% and second half 5%.	H	N			ONESolution offers four different types of retention plans.
92	Ability to export contract data including payment and other contract information.	H	Y		CM, PO, SunGard Analytics	
93	Ability to process payments against contracts based upon varying payment terms such as milestones, % completion, time and materials, lump-sum and etc.	H	Y		CM	
94	Ability to specify retainage amount, when to pay, and view payment history.	H	Y		CM, PO, ONESolution Accounts Payable (AP)	
95	Ability to classify a contract as terminated/expired	H	Y		CM, PO	
96	Ability to create encumbrances each year for the planned fiscal year's purchase amount on a contract and close these encumbrances at year-end (and re-create if necessary).	H	Y		CM, PO	
97	Ability to close-out contracts with final payment requests or release of retention payment	H	Y		CM, PO	
98	Ability to place a contract on "Hold" in the event of a contract dispute or termination request	H	N			

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Contract Management

4.6 - Contract Management		ONESolution Contract Management (CM)				
<i>Objective: To create, manage and close-out contracts.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
99	Ability to reinstate a decertification/termination done in error and flag contract administrator (via workflow).	H	Y		CM, PO, Workflow	
100	Reporting					
101	Ability to track (which step, date, etc.) the status of each step in the contracting process. Should be able to look up status online and through on-demand reports.	H	Y		CM, PO, SunGard Analytics	
102	Ability to search the full text of all contracts within the database	H	Y		CM	All contract fields are searchable except comments.
103	Ability to report on all contracts with upcoming payments in a configurable amount of time	H	R		SunGard Analytics	
104	Ability to provide a portal solution for the County to post active contracts online for the public to view and download, with the ability to redact any confidential information.	H	N			

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Fixed Assets

SunGard Public Sector	
Code	Availability Definition
Y	Functionality is provided out of the box through the completion of a task associated with a routine configurable area that includes, but is not limited to, user-defined fields, delivered or configurable workflows, alerts or notifications, standard import/export, table driven setups and standard reports with no changes. These configuration areas will not be affected by a future upgrade. The proposed services include implementation and training on this functionality, unless specifically excluded in the Statement of Work, as part of the deployment of the solution.
R	Functionality is provided through reports generated using proposed Reporting Tools.
T	Functionality is provided by proposed third party functionality (i.e., third party is defined as a separate software vendor from the primary software vendor). The pricing of all third party products that provide this functionality MUST be included in the cost proposal.
M	Functionality is provided through customization to the application, including creation of a new workflow or development of a custom interface, that may have an impact on future upgradability.
F	Functionality is provided through a future general availability (GA) release that is scheduled to occur within 1 year of the proposal response.
N	Functionality is not provided.

4.7 - Fixed Assets	ONESolution Fixed Assets (FA)
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Objective: To provide improved control and efficiency for fixed asset accounting and management.

Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
1	General Requirements					
2	The system is compatible with all GASB 34 requirements	H	Y		ONESolution Fixed Assets (FA)	
3	System can track:	-				
4	Capitalized items	H	Y		FA	
5	Non-capitalized items	H	Y		FA	
6	System tracks the following types of assets:	-				
7	Land	M	Y		FA	
8	Buildings	M	Y		FA	
9	Improvements	M	Y		FA	
10	Equipment	M	Y		FA	
11	Furniture & Fixtures	M	Y		FA	
12	Vehicles	M	Y		FA	
13	Capitalized leases	M	Y		FA	
14	Infrastructure	M	Y		FA	
15	Works of Art, Historical Treasures or Other Similar Assets	M	Y		FA	
16	Intangible Assets (e.g., software)	M	Y		FA	
17	Additional user defined types	H	Y		FA	Miscellaneous fields can be used to define user types.
18	Ability to code transactions as CIP (Construction In Progress) and ability to transfer to depreciable asset once project is complete.	H	Y		FA, ONESolution General Ledger (GL)	
19	Ability to break above asset types into multiple user-defined sub-classes (please identify any limitations in the comments field).	H	Y		FA	
20	Ability to identify assets based on user-defined thresholds	H	Y		FA	
21	System tracks donated assets	H	Y		FA	
22	System allows for entry of multiple assets at once	H	Y		FA	
23	Activation Process					
24	System identifies potential fixed assets from purchasing module by:	-				
25	Chart of accounts	H	Y		FA, ONESolution Purchasing (PO)	
26	Dollar amount	H	Y		FA, PO	

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Fixed Assets

4.7 - Fixed Assets		ONESolution Fixed Assets (FA)				
Objective: To provide improved control and efficiency for fixed asset accounting and management.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
27	Manually	H	Y		FA, PO	
28	Commodity Codes	M	Y		FA	
29	Department	H	Y		FA, PO	
30	System identifies potential fixed assets from Accounts Payable module by:	-				
31	Chart of accounts	H	Y		FA, ONESolution Accounts Payable (AP)	
32	Dollar amount	H	Y		FA, AP	
33	System allows creation of asset without having to go through purchasing module or A/P module, for:	-				
34	Assets below capitalization dollar threshold	H	Y		FA	
35	Donated assets	H	Y		FA	
36	Ability to track assets with shared ownership (shared internally or with external organizations) and percentage (%) of asset owned	H	Y		FA	
37	Ability to link fixed assets to budget line items.	H	Y		FA	
38	Ability to have multiple user defined fixed asset capitalization thresholds (e.g. Technology threshold is different from construction which is different from fleet)	H	N			
39	System enables users to create templates for the creation of similar fixed assets.	H	Y		FA	
40	Ability to copy an existing fixed asset and modify fields to create a new fixed asset.	H	Y		FA	
41	Ability to automatically record the purchase as a capital/fixed asset item requiring generation of a system asset number and matching asset tag for the purchase of items over asset threshold.	H	Y		FA, Workflow	
42	Ability to automatically assign and track asset identification, or "tag" numbers in a capital asset master file. Manually entered tag numbers can also be accommodated, assuming there is system duplicate checking.	H	Y		FA	
43	Ability, for a group of new assets, to enter a range of asset ID tag numbers to be assigned to the assets automatically.	H	N			
44	Ability to establish a tentative capital asset to accumulate capital project costs before being capitalized and placed into service.	H	Y		FA	
45	Ability for the user to define the activation date for an asset that may be based on date purchased, date received, date project/work order was closed, or manually entered. This must be able to vary by asset class.	H	Y		FA	
46	Ability to aggregate a series of AP purchases into a single capital asset – building a skeleton.	H	Y		FA, AP	
47	Ability to include the following items in determining the total cost of an asset:	-				
48	Original cost	H	Y		FA	
49	Donation value (assessed fair market value at receipt of donation)	H	Y		FA	
50	Additional costs	H	Y		FA	
51	Ability to transfer assets at completion of construction.	H	Y		FA, GL	
52	Ability to track non-depreciable assets in the fixed asset module.	H	Y		FA	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Fixed Assets

4.7 - Fixed Assets		ONESolution Fixed Assets (FA)				
<i>Objective: To provide improved control and efficiency for fixed asset accounting and management.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
53	Ability to reference prior asset for asset replacements.	H	Y		FA	
54	System has wizard-type entry	M	N			
55	Asset Master File					
56	Ability to accommodate alpha numeric asset numbers.	L	Y		FA	
57	Ability to code assets according to a classification scheme by item code (i.e. desks, cars, etc.). At least 50 class codes desired.	L	Y		FA	
58	Ability to generate tag numbers, have external pre-existing tag numbers manually entered, or not have a tag.	H	Y		FA	
59	Ability to flag a fixed asset as not practical to physically tag	H	Y		FA	
60	Ability to restrict the reuse of tag numbers.	H	Y		FA	
61	Ability to accommodate parent/child relationships between related assets, such as a master unit with one or more accessories.	H	Y		FA	
62	Ability to reassign, add to, or remove from parent/child relationships once they are created.	H	Y		FA	
63	Ability to accommodate free-form descriptive text to further describe assets. The text is electronically associated with the master file.	H	Y		FA	
64	Ability to identify grant funded assets:	-				
65	By identifying one or more grants that are associated with an asset	H	Y		FA	
66	By identifying the percentage split, or capitalization breakout (to each grant) for each asset	H	Y		FA	
67	Ability to track the funding source for grant funded assets.	H	Y		FA	
68	Ability to maintain and track non-owned assets.	L	Y		FA	
69	Ability to maintain and track leased equipment.	L	Y		FA	
70	Ability to identify financing / leasing information for leased assets.	L	Y		FA	
71	Ability to attach memos, word documents, picture documents, etc. to asset file.	H	Y		FA, ONESolution Documents Online (DO)	
72	Ability to assign, track (i.e., search on), and maintain the following key data elements for an asset, including but are not limited to the following:	-				
73	Asset number	L	Y		FA	
74	Tag number	H	Y		FA	
75	Location of tag placement on asset	M	Y		FA	
76	Fund number	H	Y		FA	
77	Department number	H	Y		FA	
78	Original Funding Source(s) - Fund (ability to include 5+ funds)	H	Y		FA	
79	Location	H	Y		FA	
80	Date of all physical inventory audits	H	Y		FA	
81	Estimated useful life (yy)	H	Y		FA	
82	Asset Acquisition Cost (999,999,999.99)	H	Y		FA	
83	Serial number	H	Y		FA	
84	Vendor number	H	Y		FA	
85	Purchase Order Number	H	Y		FA	
86	Vendor name	H	Y		FA	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Fixed Assets

4.7 - Fixed Assets		ONESolution Fixed Assets (FA)				
Objective: To provide improved control and efficiency for fixed asset accounting and management.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
87	General description	H	Y		FA	
88	Date acquired	H	Y		FA	
89	Activation/In-Service Date	M	Y		FA	
90	Acquisition method (i.e. Purchase, Contribution, Construction, etc.)	H	Y		FA	
91	Chart of Account distribution	H	Y		FA	
92	Asset condition (working, impaired, damaged, etc.) Please define any limitations in the comments field.	L	Y		FA	
93	Asset status (i.e. inactive, retired, active, etc.)	H	Y		FA	
94	Asset type	H	Y		FA	
95	Asset class	H	Y		FA	
96	Asset sub-classification (further breakdown of asset class)	H	Y		FA	
97	Depreciation convention	H	Y		FA	
98	Accumulated depreciation	H	Y		FA	
99	Current fiscal year depreciation	H	Y		FA	
100	Disposal reason	H	Y		FA	
101	Disposal limitations (grant prohibits sale or sale proceeds to go to funding agency)	H	N			
102	Disposal method	H	Y		FA	
103	Disposal date	H	Y		FA	
104	Net Book Value	H	Y		FA	
105	Trade in Value	H	Y		FA	
106	Size	M	Y		FA	
107	Model Number	H	Y		FA	
108	Model Name	H	Y		FA	
109	Model Year	H	Y		FA	
110	Linkage to other assets	H	Y		FA	
111	Federal Funding indicator	H	Y		FA	
112	Commission number	M	Y		FA	
113	Quantity/Linear feet	M	Y		FA	
114	Responsible department	H	Y		FA	
115	Replacement Cost	L	Y		FA	
116	Sale price	H	Y		FA	
117	Risk Management specific data fields (e.g., insurance replacement value, insurance type)	H	Y		FA	
118	Comment field	H	Y		FA	
119	User-defined fields (please include allowable number in comments)	H	Y		FA	Three user-defined fields and other fields not already populated can be used. There is also free form text.
120	Warranty / Maintenance Information	L	Y		FA	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

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Fixed Assets

4.7 - Fixed Assets			ONESolution Fixed Assets (FA)			
Objective: To provide improved control and efficiency for fixed asset accounting and management.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
121	Ability to add or change data fields to meet changing requirements.	H	Y		FA	The ability to change the data in fields is available. The ability to add new fields is not; however, existing fields can be re-purposed or miscellaneous fields can be used for tracking purposes.
122	Ability to retain fully depreciated assets in the capital asset master file for inventory control purposes prior to disposition.	H	Y		FA	
123	Ability to default various asset GL accounts during asset set-up based on asset class and type.	H	Y		FA	Accounts can be defaulted in conjunction with depreciation based on primary, secondary, and tertiary class.
124	System allows for FEMA & HOMELAND SECURITY tracking (e.g., police and fire equipment)	M	Y		FA	
125	Asset Management (Adds, Adjustments, Retirements, Transfers)					
126	Ability of departments to create, retire, transfer or request disposition of assets through system workflow with proper approvals.	H	Y		FA, Workflow	
127	Ability to track a disposal workflow for assets that do not exist in the fixed asset inventory (i.e. no asset number).	M	N			
128	Ability of departments to transfer asset between funds through system workflow, including the full history of the asset and the accounting for the cash transfer, with proper approvals.	M	Y		FA, Workflow	
129	Ability to perform a "mass change" to the following fields:	-				ONESolution has a Repeat Last Change function available for updating data. This function will update records based on selection criteria provided and data changes requested by the user in mass.
130	Responsible Department	M	Y		FA	
131	Location	M	Y		FA	
132	Funding source	M	Y		FA	
133	Asset class	M	Y		FA	
134	User-defined fields	M	Y		FA	
135	Ability to capitalize items in aggregate (as a group)	L	Y		FA	
136	Ability to search on asset description, and includes "begins with," "contains," and "sounds like" functionality and create a list for similar items.	H	Y		FA	The Sounds like functionality is not supported at this time.
137	Ability to have a complete audit trail of fixed asset activity.	H	Y		FA	Full logging must be enabled.
138	Ability of setting authority for selected data fields allowing department liaisons data entry rights to restrict departments ability to update accounting impacted data elements	H	Y		FA	
139	Ability to transfer assets between departments, locations and funds, accommodating inter-fund and inter-dept. transfers, duplicating all identifying data from original record.	H	Y		FA, GL	
140	Ability to automatically track gain or loss on a sale of asset and determine value of acquired asset (trade-in)	H	Y		FA	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

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Fixed Assets

4.7 - Fixed Assets		ONESolution Fixed Assets (FA)				
Objective: To provide improved control and efficiency for fixed asset accounting and management.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
141	Ability to track improvements on an existing asset.	H	Y		FA	
142	Ability to perform a partial disposition / retirement, for example bundled assets	H	N			
143	Ability to calculate change in fair market value of donated assets and automatically generate a journal entry to record annual loss or gain.	L	Y		FA	Gain/Loss is calculated when an asset is disposed. The journal entry is done manually.
144	Ability to link receipt of funds for an asset disposal to a fixed asset in the system.	H	Y		FA	
145	Ability to reinstate disposed asset if found (stolen or lost) with appropriate accounting workflow.	M	Y		FA, Workflow	
146	Ability to make manual adjustments to assets for additions, disposals, transfers, adjustments (i.e.. Impairments/obsolescence, change in value write-offs, partial retirements, etc.) and depreciation.	H	Y		FA, GL	Partial retirements are not supported.
147	Asset Inventory					
148	Ability to support barcoded asset tags and portable barcode readers for performing physical inventories.	H	T		BMI	
149	Ability to print barcoded tags or labels for fixed asset identification.	M	T		BMI	
150	Ability to support a physical inventory process, where:	-				
151	Staff select the scope of departmental assets to be included	H	T		BMI	
152	The list of assets to inventory is created and available on a mobile device	H	T		BMI	
153	The mobile device solution supports taking the physical inventory using barcodes	H	T		BMI	
154	Data can be recorded to update inventory status (e.g. damaged, found, not found, found with changes, disposed), add notes specific to an item, and change location	H	N			
155	The above results of the process are imported back into the fixed asset module.	H	T		BMI	
156	Multiple physical inventories can take place concurrently	M	T		BMI	
157	Staff performing the physical inventory on a mobile device can drill down to purchase information for the assets being inventoried	M	N			
158	Asset Depreciation					
159	Ability to calculate depreciation expense on a monthly basis and periodically update each master file using depreciation schedules and activity status (active, fully depreciated but still in use, not depreciable, retired). Results are automatically reflected in the General Ledger as a journal voucher.	H	Y		FA	
160	Ability to depreciate capital assets and allocate depreciation to those programs that use the assets.	L	Y		FA	
161	Ability to reclassify assets from one type to another and effectively manage the new depreciation amount.	H	Y		FA	
162	Ability to set-up a depreciation based on useful life for each asset class or subclass	H	Y		FA	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Fixed Assets

4.7 - Fixed Assets			ONESolution Fixed Assets (FA)			
<i>Objective: To provide improved control and efficiency for fixed asset accounting and management.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
163	Ability to associate multiple capital accounts and multiple related depreciation expense accounts with an asset, and assign a percentage split between each.	L	Y		FA	
164	Ability to idle assets (suspend depreciation).	M	Y		FA	
165	Special Situations					
166	Ability to support asset value appreciation for real property and provide a detailed audit trail. Any appreciation does not affect cost basis.	L	N			
167	Ability for assets that are not purchased through PO to be flagged for further review by end users.	H	Y		FA, Workflow	
168	Interface / Integration					
169	Ability for the Fixed Asset module to integrate with the Accounts Payable and procurement modules. Information on newly obtained fixed assets is reported for verification, then automatically transferred from the A/P module into the Fixed Assets master file system. Ability for the user to make corrections.	H	Y		FA, AP	
170	Ability to record utility costs, maintenance costs and operational costs in accounts payable, and be able to tie those costs to particular fixed assets.	L	Y		FA, AP	
171	Ability to create Project Based Assets, that:	-				
172	Interface with the Project Accounting system to capture project costs for application of overhead costs	M	Y		FA, GL, ONESolution Job/Project Ledger (JL)	
173	Allow a project to be associated with multiple assets	M	Y		FA, GL, JL	
174	Allow an asset to be associated with multiple projects	M	Y		FA, GL, JL	
175	Reporting					
176	Ability for all fixed asset reporting to be run with an "as of" date and a "date range", to recreate a summary and detail level information 'as of' a point in time that may be in a prior accounting period.	H	R		Reporting, SunGard Public Sector Analytics (SunGard Analytics)	
177	Ability to print the Five Year CIP from the system with live data from financial system on existing projects	L	R		SunGard Analytics	
178	Ability to report on assets that are in a workflow process (creation, disposal, etc.) and at what stage in the process they are.	M	R		Reporting, SunGard Analytics	
179	Ability to run depreciation reports based on a user defined date range (daily, monthly, annually, etc.)	H	Y		FA	
180	Ability to print a Capital Asset Expenditure Report which includes daily reporting from AP to show those assets that were coded towards capital accounts	H	R		Reporting, SunGard Analytics	
181	Ability to provide reports to assure that adequate insurance has been secured for property, and expedites the insurance reporting process.	H	R		Reporting, SunGard Analytics	
182	Ability to create GASB 34 Reports and modified accrual reports	H	R		Reporting, SunGard Analytics	
183	Ability to automatically generate journal entries for GASB 34 financial reporting purposes based on current year fixed asset activity	H	R		Reporting, SunGard Analytics	
184	Ability to create a report listed by any data element	H	R		Reporting, SunGard Analytics	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Fixed Assets

4.7 - Fixed Assets		ONESolution Fixed Assets (FA)				
<i>Objective: To provide improved control and efficiency for fixed asset accounting and management.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
185	Ability to create a listing of master asset file information, including item name, description, location, business area, class number, charge account number, equipment ID number, asset number, model, vin/serial number , manufacturer/make and other user defined fields. Acquisition and disposition information are also included.	H	R		Reporting, SunGard Analytics	
186	Ability to generate capital assets report that shows all activity to the asset master file during the month.	H	R		Reporting, SunGard Analytics	
187	Ability to drill-down or report on ALL cost detail associated with a particular asset within the Fixed Asset module that may include AP transactions, journal vouchers, payroll, inventory, purchase order and other pertinent asset costs.	H	R		Reporting, SunGard Analytics	
188	Ability to run historical data comparison reports for any of the aforementioned fixed asset reports.	L	R		Reporting, SunGard Analytics	
189	Ability to generate a list of all asset disposals for a specified date range	H	R		Reporting, SunGard Analytics	
190	Ability to code surplus property disposal list for disposition method, i.e. salvage, auction, donation, trade-in, recycle externally, or agency repurpose.	M	R		Reporting, SunGard Analytics	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

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General and Technical

SunGard Public Sector	
Code	Availability Definition
Y	Functionality is provided out of the box through the completion of a task associated with a routine configurable area that includes, but is not limited to, user-defined fields, delivered or configurable workflows, alerts or notifications, standard import/export, table driven setups and standard reports with no changes. These configuration areas will not be affected by a future upgrade. The proposed services include implementation and training on this functionality, unless specifically excluded in the Statement of Work, as part of the deployment of the solution.
R	Functionality is provided through reports generated using proposed Reporting Tools.
T	Functionality is provided by proposed third party functionality (i.e., third party is defined as a separate software vendor from the primary software vendor). The pricing of all third party products that provide this functionality MUST be included in the cost proposal.
M	Functionality is provided through customization to the application, including creation of a new workflow or development of a custom interface, that may have an impact on future upgradability.
F	Functionality is provided through a future general availability (GA) release that is scheduled to occur within 1 year of the proposal response.
N	Functionality is not provided.

4.8 - General and Technical	ONESolution
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Objective: To ensure that the application operates consistently and to the technical standards of the organization.

Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
1	Documentation					
2	Ability to provide software documentation, topology, and detail design for all software application modules in electronic format.	H	Y		ONESolution	
3	Ability to provide an online tutorial to assist users learning the software.	H	Y		ONESolution	
4	Ability to provide all vendor supplied software that is accompanied by sufficient technical documentation to enable comprehensive understanding of its internal structure and operating procedures.	H	Y		ONESolution	
5	Ability to provide Release Notes that document changes between version releases. These documents must be written in a fashion that is easily understandable by the end user. The format of the Release Notes must be conducive to analyzing which changes effect the organization.	H	Y		ONESolution	
6	Ability to provide a copy of the database schema, ERD (entity relation diagram.), and network diagram.	H	Y		ONESolution	
7	Help System					
8	Ability to provide a menu-driven system with comprehensive utility and "help" screen capabilities at the field and the page level.	H	Y		ONESolution	
9	Ability to provide field-level and screen level help throughout the application that can be customized by trained and authorized users.	M	Y		ONESolution	
10	Online Vendor Customer Support Portal					
11	Ability to provide a portal solution to access various online information regarding the vendor's solution including:	-				
12	Knowledge base of user documentation	M	Y		ONESolution	
13	Release notes	M	Y		ONESolution	
14	Other documentation	M	Y		ONESolution	
15	Upcoming releases	M	Y		ONESolution	
16	Change log	M	Y		ONESolution	
17	System provides a portal solution that allows users to submit enhancement requests and system bugs online that allows for tracking of progress on individual items.	M	Y		ONESolution	

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General and Technical

4.8 - General and Technical			ONESolution			
Objective: To ensure that the application operates consistently and to the technical standards of the organization.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
18	System provides a portal solution that allows users to query on specific items that they and other clients have submitted.	M	Y		ONESolution	
19	System provides an online user community for posting questions and sharing information.	M	Y		ONESolution	
20	Error Processing					
21	Ability to customize or modify system provided error messages and store/log for future review and reporting. Error messages should be meaningful to the user versus being of a technical nature.	M	Y		ONESolution	
22	Ability to allow user-defined reporting from the error log.	M	Y		ONESolution	
23	Ability to allow the system support administrator or designated end-users to view the error log online to provide support for the users.	H	Y		ONESolution	
24	Ability to perform error checking to verify the quality of the information being entered and that system balances are maintained.	H	Y		ONESolution	
25	Ability to turn on/off different levels of error logging functionality within the system.	H	Y		ONESolution	
26	Forms Processing					
27	Ability to generate forms using Microsoft Office Suite and/or Adobe Acrobat.	H	Y		ONESolution	Reports and data exports can be generated using Adobe (PDF).
28	Ability to generate interactive forms using Microsoft Office Suite and/or Adobe Acrobat (for data entry purposes).	H	N			
29	Ability to provide an integrated Forms Solution that allows for custom developed forms within the system that can be integrated with financial processes. without having to modify application code.	H	Y		Easy Laser Forms (ELF)	
30	Ability for trained users to customize forms without the need for Vendor assistance. Customized forms will be able to be incorporated into future vendor releases without the need for retro-fitted changes.	H	Y		ONESolution	
31	Standard software functionality provides the ability for all forms created within the vendor's solution to be stored to allow for future use of that form within the vendor's solution.	H	Y		ONESolution	
32	Security and Auditing					
33	Ability to use Active Directory (AD) as the source for security credentials if solution is on premise. AD shall be used as the primary authentication level for user sign-on into the system (single sign-on).	H	Y		ONESolution	
34	Ability to update security access from Active Directory and have it update permissions in the system.	M	Y		ONESolution	Active Directory (AD) can control whether or not the user is allowed to log into the system. All other permissions are controlled in ONESolution.
35	Ability to authenticate to multiple AD domains if solution is on-premise.	M	Y		ONESolution	
36	Ability to restrict access for add/update/view/delete at the transaction level.	H	Y		ONESolution	
37	Ability to deliver security in a layered format (i.e. data, database, application, network physical).	H	Y		ONESolution	
38	Ability to deliver system security that includes security logging into the system.	H	Y		ONESolution	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

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General and Technical

4.8 - General and Technical			ONESolution			
Objective: To ensure that the application operates consistently and to the technical standards of the organization.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
39	Ability to restrict a user's access to specific screens.	H	Y		ONESolution	
40	Ability to define standard security roles for entry, query and reporting	H	Y		ONESolution	
41	Ability to provide security at the record level.	H	Y		ONESolution	
42	Ability to turn on/off auditing at the table level.	H	Y		ONESolution	This is accomplished with logging.
43	Ability to configure security access to restrict a user's access to individual fields.	H	Y		ONESolution	
44	Ability to maintain system security controls while using the system on mobile devices	H	Y		ONESolution	
45	Ability to restrict user access to fields based on a certain range.	H	Y		ONESolution	Restricted access to records is based on field values.
46	Ability to log all file changes in a detailed permanent audit trail, by user ID, based on user login. The contents of the log should include but not be limited to the following: <ul style="list-style-type: none"> • transactions records • field/change code • pre-value/post value • file name • date/time • user ID • program name used to make change 	H	Y		ONESolution	Program name is not included.
47	Ability to provide role based and class based system security; must be configurable and must establish rules for editing.	H	Y		ONESolution	
48	Ability to have locks on time/date stamp with limited and audited override authority.	H	Y		ONESolution	Available in applicable areas.
49	Ability for an administrator to change a user's status to inactive.	H	Y		ONESolution	
50	Ability to support electronic/digital signatures.	H	Y		ONESolution	
51	Ability to trace the source of all transactions at both terminal and ID user levels.	H	N			
52	Ability to identify users making inquiries or extracting reports from key databases.	H	Y		ONESolution	
53	Ability to support the encryption of data communications between the client and the server.	H	Y		ONESolution	Functionality provided by Secure Sockets Layer (SSL).
54	Ability to support the encryption of stored data in the database.	H	Y		SQL Server Enterprise Edition (SQL Server)	Requires SQL Server Enterprise edition.
55	Ability to define specific user access to processes, icons, screens, reports, records and code tables based on individual and group profiles.	H	Y		ONESolution	
56	Ability to restrict a user's access to records meeting certain criteria (i.e., certain divisions).	H	Y		ONESolution	
57	Ability to apply security restrictions to report writer utilities.	H	Y		ONESolution	
58	Ability to apply security restrictions to global update functions.	H	Y		ONESolution	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

General and Technical

4.8 - General and Technical			ONESolution			
Objective: To ensure that the application operates consistently and to the technical standards of the organization.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
59	Ability to apply security restrictions that only allow certain users to access data connections such as ODBC, JDBC, OLE.	H	Y		ONESolution	We do not apply these restrictions. The County could restrict access from end-user workstations.
60	Ability to differentiate access between ability to view versus update specific data elements.	H	Y		ONESolution	Read, write, update, and delete access can all be separate and different.
61	Ability to restrict the accessing of security configuration and audit logs based upon user profiles or administrator level settings	H	Y		ONESolution	
62	Standard system functionality restricts System Administrator account from performing transactions on the system.	H	Y		ONESolution	This is administered and configured in the ONESolution security server.
63	Ability to require both a user ID and password to access system functionality.	H	Y		ONESolution	
64	Ability to provide password security which will automatically restrict or deny access after a specified number of erroneous attempts to access.	H	Y		Active Directory (AD)	Relies on AD.
65	Ability to monitor concurrent users accessing the database through the application (e.g. open connections).	H	Y		ONESolution	ONESolution has a web-based, multi-tier architecture. Users do not access the database directly.
66	Ability to automatically log off an inactive user. This should be configurable based on the organization's needs.	H	N			
67	Ability to ensure that system passwords are suppressed during entry (***** appears instead of the clear-text representation of the password when logging in).	H	Y		ONESolution	
68	Ability to track the relevant audit trails and allow "drill down to the source" functionality to review the history of all changes to the data when auditing is enabled.	H	Y		ONESolution	This is available through logging.
69	Ability to allow management to review the system administrator's activities.	M	T		Windows Server	Provided by the Windows Server Tools.
70	Ability to provide a "flexible" system audit which can be configured to audit based upon rules and user defined alerts for each action performed within the system.	H	N			
71	Ability to provide audit reporting that is "user friendly" (audit reports are not "cryptic", they are easy to understand and act upon).	M	Y		ONESolution	
72	Ability for the administrators in process owning areas, with proper authorization, to have access to change configuration in the appropriate ERP modules without going through IT.	M	Y		ONESolution	
73	Archiving					
74	Ability to provide an archiving solution for all data elements which provide configuration options for archiving schedules.	M	Y		ONESolution	
75	Ability to interface with a third party document management system (e.g. LaserFiche, Real Vision Document Imaging (RVI)) for archiving.	M	Y		ONESolution	
76	System design provides an "archive" environment for historical data.	H	N			
77	Integration and Interfacing					
78	Ability to import / export non-configuration data (e.g. transaction data) to/from a common data interchange format (e.g. ASCII, XML, etc.)	H	Y		ONESolution	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

General and Technical

4.8 - General and Technical			ONESolution			
Objective: To ensure that the application operates consistently and to the technical standards of the organization.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
79	Ability to interface with a third party document management system (e.g. LaserFiche, RVI) for storing documents related to transactions and system records.	H	M		Interface to Enterprise Document Management (EDM) system	Interface to EDM is included.
80	Ability to import / export configuration data to/from a common data interchange format (e.g. ASCII, XML, etc.)	H	Y		ONESolution	
81	Ability for all data import functions in the system to observe all pre-set data validation rules to enforce data / database integrity	H	Y		ONESolution	Once data is imported, all pre-set data validation rules are enforced through use of ONESolution applications and functionality.
82	Ability to support web services as a means of real-time data exchange with other applications.	H	Y		ONESolution	
83	Ability to import data into master files (commodity codes, Zip, etc.).	H	Y		ONESolution	
84	Ability to provide utilities to perform data conversion from existing system to the new ERP system.	H	Y		ONESolution	
85	Ability to restrict access to all imports performed by a user.	H	Y		ONESolution	
86	Ability to attach multiple documents / images to a single ERP transaction and have that attachment flow with the transaction throughout it's life in the ERP (i.e. requisition to purchase order).	H	Y		ONESolution	
87	Ability to create tables with future dates (i.e. benefits premiums during open enrollment)	H	Y		ONESolution	
88	All databases tables are accessible for custom reporting across all modules	H	Y		ONESolution	
89	Ability to interface with Microsoft Office applications (Word, Excel, Project, Exchange, SharePoint, Access, etc.)	H	Y		ONESolution	This is available with Microsoft Excel.
90	System Installation					
91	Ability to provide capabilities for system to be deployed with an "agentless client" (i.e. thin client / no software on the desktop).	L	Y		ONESolution	
92	Ability to retain user preferences when installing new releases of the vendor's software.	H	Y		ONESolution	
93	Ability to support the following environments during and after system implementation including: DEV, TEST, TRAIN, LIVE.	H	Y		ONESolution	
94	Ability to provide a configuration management solution to allow for easy management of moving data and programs between the various environments.	M	Y		ONESolution	Some limitations apply.
95	System Operations and Administration					
96	Ability to supply various utilities to facilitate file maintenance, data manipulation, and backup/recovery. These may include, but are not limited to, sorts, file generators, and file-to-file copying utilities.	H	Y		ONESolution	
97	Ability for the software vendor(s) to have the facilities to diagnose and maintain the application software and database remotely.	H	Y		ONESolution	
98	Ability for the vendor to provide ongoing software maintenance and new software releases periodically to meet all State and Federal requirements at no additional charge (included in the annual maintenance).	H	Y		ONESolution	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

General and Technical

4.8 - General and Technical			ONESolution			
<i>Objective: To ensure that the application operates consistently and to the technical standards of the organization.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
99	Ability to optionally push out, and rollback, system updates to all clients, from a centralized location.	H	Y		ONESolution	
100	If system allows user to switch screens to display in another language, the system provides a user-friendly process for changing the language back and forth.	L	N			Does not provide multiple language.
101	Technical Standards & Preferences - Applies to ALL products being proposed by the vendor.					
102	Ability to provide system components that operate under a web services solution environment.	L	Y		ONESolution	
103	Ability to provide a system that operates under a Service Oriented Architecture (SOA) environment.	L	Y		ONESolution	
104	Ability to use existing computers and printers.	H	Y		ONESolution	SunGard reviewed the County's existing hardware listed in the RFP and we don't see any conflicts between our software and your infrastructure. We will work with the County to recommend the ideal configuration.
105	Ability, if the solution uses browser-based access, to support flexibility in browser choice among modern browsers(i.e. Chrome, Internet Explorer, Firefox, MS Edge, Safari), without requiring only one specific browser version to be used (i.e. there is backwards compatibility, but also new versions are supported within six months of release).	H	Y		ONESolution	Chrome, Internet Explorer 11, and Safari for iOS are supported.
106	Ability to provide a solution that operates with the County's current technical standards listed in the RFP	H	Y		ONESolution	
107	Ability to support a VMWare virtualized server environment.	H	Y		ONESolution	
108	Data Management					
109	Ability for all informational data elements tracked to be maintained in an enterprise ODBC-compliant integrated database to allow efficient data sharing, customized report writing, and automated posting.	H	Y		ONESolution	
110	Ability to directly read the database for JDBC and ODBC access	H	Y		ONESolution	SQL Server is the database that is used.
111	Ability to add user defined data fields and tables to meet changing requirements.	H	Y		ONESolution	Tables can be added but not data fields. System updates could remove the custom fields.
112	Ability to identify/define character numbers/limitations for custom fields.	H	Y		ONESolution	System updates could remove custom fields in standard system tables.
113	Ability for system to interact with the relational database and offer robust querying and online analysis tools that do not require programming knowledge, allowing users to pick and choose fields, link tables, and establish criteria under appropriate security controls.	H	Y		ONESolution	
114	Ability to log all online input and provide the ability to recover the data files to the point of the last transaction in the event of a programming or system failure. This recovery process should minimize user involvement.	H	Y		ONESolution	Provided through SQL Server database logging.

Priority

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County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

General and Technical

4.8 - General and Technical			ONESolution			
Objective: To ensure that the application operates consistently and to the technical standards of the organization.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
115	Ability to access tables from other systems using both SQL and non-SQL data sources.	H	Y		ONESolution	SQL Server is the database that is used.
116	Ability to support referential integrity through the use of data definitions and Entity Relationship Diagrams.	H	Y		ONESolution	
117	Ability to create database integrity constraints that match the business rules enforced by the system through the modules code.	H	Y		ONESolution	Integrity constraints are applied when SunGard creates the databases.
118	Ability for the database to allow for data access in a seamless manner even though the data may physically reside on another server.	H	Y		ONESolution	
119	Ability to flag specific information as confidential, and redact it, so that it is not provided to the public with open records requests.	H	Y		ONESolution	
120	User Interface					
121	Ability for system to ensure that all features and functions within the application will be available and operate identically regardless of the user interface that is used (i.e., web-based or client-based, tablet vs. laptop, etc.).	H	Y		ONESolution	
122	Ability to ensure that the software complies with accessibility standards including all system components. To comply with the Americans with Disabilities Act (ADA), Information technology must be accessible to people with disabilities. And the information technology's accessibility level must comply with accessibility standards set forth in Section 508 of the Rehabilitation Act. Section 508 requires that Federal agencies' electronic and information technology is accessible to people with disabilities.	H	Y		ONESolution	SunGard has performed preliminary testing on the ONESolution screens and the screen reader was able to interpret the Extensible Application Markup Language (XAML) for field tags. However, the formal testing for compliancy with the Section 508 Amendment to the Rehabilitation Act has not been completed at this time.
123	Ability to ensure that the software applications provide functionality for or are compatible with third party industry standard screen magnification products to enlarge the print on the computer screen and configure print size, contrast and color selection for blind users. Please note third party product compatibility in Comment field.	M	N			
124	Ability for the software applications to provide functionality for or are compatible with third party industry standard screen reading software (used to operate a speech synthesizer, which voices the contents of a computer screen) for blind users. Please note third party product compatibility in Comment field.	M	N			
125	Ability to utilize keyboard shortcut/command keys to quickly perform common actions.	H	Y		ONESolution	
126	System use of shortcut/command keys and screen layouts is consistent across the application.	H	Y		ONESolution	
127	Ability for system to allow multiple screens to be open simultaneously within the same session.	H	Y		ONESolution	
128	Ability to allow any screens to be modified/configured to suit a client's business needs, without compromising data integrity.	M	Y		ONESolution	Most of the web screens are designed to allow for site and/or user modification using the screen features.

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
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General and Technical

4.8 - General and Technical			ONESolution			
<i>Objective: To ensure that the application operates consistently and to the technical standards of the organization.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
129	Ability to allow unused data elements to be removed, hidden or modified to conform to existing practices without compromising the ability to perform system updates that will result in these changes being lost.	M	Y		ONESolution	
130	Ability to restrict modification of system screens based on user role or group (i.e. the goal is to promote some uniformity to allow cross-training, but not excessively restrict personalization).	M	Y		ONESolution	
131	Ability to modify pull down menus and pick lists, with proper security authorization.	H	Y		ONESolution	
132	Data Entry & Transaction Processing					
133	Ability to control entry of data to ensure user enters data into all required fields on the screen.	H	Y		ONESolution	
134	Ability to have data entry fields automatically default to a specific value (e.g., date fields should default to current date).	H	Y		ONESolution	
135	Ability to perform batch data entry of transactions with batch totals.	H	Y		ONESolution	
136	Ability for system to provide data entry transaction templates (i.e. journal entries, requisitions, etc.), with custom defined fields as a default.	H	Y		ONESolution	
137	Ability to configure tabbing order on all data entry screens.	H	Y		ONESolution	
138	Ability to "auto fill" in field level information (i.e. – vendor name, account name) based on information entered (e.g., enter vendor #, name populates, etc.)	H	Y		ONESolution	
139	Ability for back-ups or other transactions in one module to not block, delay, or otherwise interfere with transactions in other modules.	H	Y		ONESolution	
140	Ability for the system (including complete system backup activities), to be available 24 hours a day.	H	Y		ONESolution	
141	System provides record locking functionality which only allows viewing and query access to system records by users, while a user is making edits to the record.	H	Y		ONESolution	ONESolution supports multiple simultaneous viewers during a multi-edit event. The first commit is accepted and secondary updates receive comprehensive error message.
142	Ability for system to provide free form comments fields – prior to posting, after the fact (multiple un-editable comments with user stamping and date stamping)	L	Y		ONESolution	
143	Central Document / Transaction Workflow Engine					
144	Ability to remind employees to enter time using alerts, reminders or notifications:	-				
145	in the main application	H	Y		ONESolution	
146	via email	H	Y		ONESolution	
147	via an application for mobile devices	H	N			While an application isn't available for mobile devices, the system can be run on mobile devices.

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

General and Technical

4.8 - General and Technical			ONESolution			
Objective: To ensure that the application operates consistently and to the technical standards of the organization.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
148	Ability to provide workflow functionality, automating business processes within the system that can be controlled and managed by a trained end-user. This workflow includes routing based on roles defined in the system and assigned to each user and rules determining how a process is handled and works consistently across all module areas and user interfaces within the application.	H	Y		ONESolution	
149	Ability to set up workflows to allow for user-defined levels of approval. (Please identify any workflow approval limits in the comments field).	H	Y		ONESolution	
150	Ability to differ workflow by item type (e.g. technology item being purchase, fixed assets from a specific department, etc.)	H	Y		ONESolution	
151	System provides audit trail history of transaction approvals.	H	Y		ONESolution	
152	Ability to provide workflow functionality that allows users to lookup a transaction and see the status in an approval tree.	H	Y		ONESolution	
153	System provides workflow functionality that is role based such that departments can perform approvals.	H	Y		ONESolution	
154	System provides reminder functionality throughout the system that could be set to trigger based on certain events (e.g., more than 2 weeks have passed and you are responsible for completing this step, contract is going to expire soon, etc., Grant item being purchased).	H	Y		ONESolution	
155	Ability to support the aforementioned reminder functionality through e-mail notifications.	H	Y		ONESolution	
156	System provides the same workflow rules and engine regardless of the user interface that is used (i.e., web-based or client-based interface).	H	Y		ONESolution	
157	System provides workflow functionality that allows a user to enter text and/or attach a document indicating the reason for the rejection and allows for complete viewing of this text by the user receiving the rejection notice.	H	Y		ONESolution	
158	System provides workflow functionality that allows a user to forward workflow items for a user-designated period of time to another user who will act as a surrogate / delegate in being able to review, approve and reject all workflow items in the first user's absence.	M	Y		ONESolution	
159	System provides workflow functionality that allows for items to be put into workflow with sequential approvals.	M	Y		ONESolution	
160	System provides workflow functionality such that in a parallel approval the following options are possible: <ul style="list-style-type: none"> All users must approve an item before moving to the next step One user must approve an item before moving to the next step Rejection by only one of the users will push the workflow back to the previous step or original step. Previous step of process is locked once approval is authorized Overrides to above options are allowed with appropriate authorization. 	M	Y		ONESolution	
161	System provides workflow functionality that allows for reporting and audit on how long each step in a workflow is taking to perform.	M	Y		ONESolution	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

General and Technical

4.8 - General and Technical		ONESolution				
<i>Objective: To ensure that the application operates consistently and to the technical standards of the organization.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
162	System provides workflow functionality with the following options when reviewing an item: <ul style="list-style-type: none"> • Approve • Collaborate • Forward • Return • Hold • Reject • Cancel 	H	Y		ONESolution	
163	System supports user-defined workflow status options	M	Y		ONESolution	
164	System provides workflow functionality that allows for notification of the results of a workflow step to be sent to a user via email or be viewable internally within the application. The type of notification (email or internal to application) can be customizable for each individual user.	M	Y		ONESolution	
165	Ability to provide workflow functionality that allows for users receiving workflow updates via email to click on a link provided within the email that takes the user to the appropriate area within the application to perform the next steps on that workflow.	M	Y		ONESolution	
166	Ability for workflow notification e-mails to include supporting information regarding the transaction and permit the recipient to respond with an action (e.g. approve, deny, etc.) and have that action take place in the system.	M	Y		ONESolution	
167	Ability to automatically route reports via a workflow.	H	Y		ONESolution	
168	Management Dashboard					
169	Ability to provide system data in "management dashboard" views.	H	Y		SunGard Public Sector Analytics (Analytics)	
170	Ability for users to be able to individually configure their "management dashboard" views.	H	Y		SunGard Analytics	
171	Ability for users to drill down from "management dashboard" reports to the source transactions.	H	Y		SunGard Analytics	
172	Ability to display data from data sources external to the system which contain common relational databases	M	M		SunGard Analytics	Included in report development, please refer to pricing details.
173	Dashboard provides the ability to format components using bar charts, dials, gauges and graphing components	H	Y		SunGard Analytics	
174	Ability to establish Key Performance Indicators	H	Y		SunGard Analytics	
175	Ability to configure dashboard components and publish for other dashboard users to subscribe to	M	Y		SunGard Analytics	
176	Ability to personalize dashboard components per user, by configuring input parameters	M	Y		SunGard Analytics	
177	Ability for dashboard components to filter data based on users department / division	H	Y		SunGard Analytics	
178	Dashboard components recognize established system security framework	H	Y		SunGard Analytics	

Priority

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County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

General and Technical

4.8 - General and Technical			ONESolution			
Objective: To ensure that the application operates consistently and to the technical standards of the organization.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
179	Ability to configure dashboard components to visualize trends over time, including comparative activity (e.g. past x months, past x years, this month compared to same month last year, etc.)	H	Y		SunGard Analytics	
180	Reporting and Printing					
181	Ability to create ad hoc queries and reports using a built-in reporting tool, in a user-friendly manner that does not require knowledge of report writing software or IT intervention based on user assigned authority including field level security restrictions.	H	Y		SunGard Analytics	Allows for drag and drop creation of ad hoc reports using out-of-the-box reporting packages. Respects application field level data security.
182	Ability to provide a real-time snapshot of the financial performance based on key defined metrics determined by the administrator/user.	H	Y		SunGard Analytics	
183	System should include an easy to use report generator, with all data exportable to MS Excel spreadsheet format for ad hoc reporting.	H	Y		SunGard Analytics	
184	System provides a report writer capability with file organization structure consistent between all application modules	H	Y		SunGard Analytics	
185	Ability to run reports without impacting system performance.	H	Y		SunGard Analytics	
186	Ability for system to have an integrated report writer with the following features, including but not limited to the following:	-				
187	Flexible report formatting capabilities	H	Y		SunGard Analytics	
188	Ability to modify or create underlying reporting structure	H	Y		SunGard Analytics	
189	Mailing list and label generation capability	H	Y		SunGard Analytics	
190	Ability to retrieve information from multiple tables / files	H	Y		SunGard Analytics	
191	Ability to specify desired subtotal breaks and totaling fields	H	Y		SunGard Analytics	
192	Ability to obtain reports in different sort sequences	H	Y		SunGard Analytics	
193	Ability to calculate percentages	H	Y		SunGard Analytics	
194	Ability to calculate averages	H	Y		SunGard Analytics	
195	Ability to make minor alterations to <i>previously</i> defined reports.	H	Y		SunGard Analytics	Some limitations apply.
196	Ability to prepare / print reports from any accounting period and across periods.	H	Y		SunGard Analytics	
197	Ability for users to save previously created ad-hoc queries and reports for easy access.	H	Y		SunGard Analytics	
198	Generate sequentially numbered pages on reports	H	Y		SunGard Analytics	
199	Represent current date and reports "as of" date	H	Y		SunGard Analytics	
200	Option available to send report to the screen, a printer, file, or email.	H	Y		SunGard Analytics	
201	Utilize report out file as an input file for another report.	H	Y		SunGard Analytics	
202	Ability for reports to be scheduled and generated to a target output format (e.g. PDF)	H	Y		SunGard Analytics	
203	Ability for reports to be scheduled and automatically sent via e-mail	H	Y		SunGard Analytics	
204	Ability to setup reports to accommodate optimized page size and layout (e.g. portrait and landscape orientations).	H	Y		SunGard Analytics	
205	Ability to select any account or range of accounts in the chart of accounts for inclusion in reports or exclusion	H	Y		SunGard Analytics	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
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County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

General and Technical

4.8 - General and Technical		ONESolution				
<i>Objective: To ensure that the application operates consistently and to the technical standards of the organization.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
206	System has "Wildcard" and/or "Keyword" capability to allow easy accessing of a range of values when creating reports (e.g. "*" or "%") and searching for data across all modules	H	Y		SunGard Analytics	
207	Ability to quickly access a range or set of accounts for report creation by specifying a fund, utility and/or account type	H	Y		SunGard Analytics	
208	Data fields include commas, decimal points, dollar signs, +/- signs, etc. and are right or left justified as appropriate	H	Y		SunGard Analytics	Characters can be brought into the report.
209	Ability to "drill down" allowing a user to begin with a summary level screen / online report and inquire on progressively more detailed (i.e., source) transactions.	H	Y		SunGard Analytics	
210	Ability to output electronically (file or online) to key governmental entities as required by law.	H	Y		SunGard Analytics	This assumes the County saves to media and sends to the appropriate governmental agency.
211	Ability to execute reports with an "as of" date.	H	Y		SunGard Analytics	
212	Ability to allow end users to directly print reports and inquiry screens to printer, without cumbersome use of a "print queue".	H	Y		SunGard Analytics	
213	Ability to allow search criteria on reports to be not-exact matches, partials, or similar (e.g., soundex, Boolean logic, etc.).	H	Y		SunGard Analytics	This is available using wildcards.
214	Ability to provide system-wide search functionality for keyword search, across all master and transaction records, to assist with fulfilling Open Records Requests.	H	Y		SunGard Analytics	
215	Ability for system to allow users to perform inquiries and searches by any field available for data entry, without impacting system performance.	H	Y		SunGard Analytics	
216	Ability to reprint reports, checks, or bills with restart capability when reports, checks, or bills being printed are interrupted.	H	Y		SunGard Analytics	Restart is available for checks and others can be reprinted.
217	Ability for the user to print all reports from their PC's using their choice of installed system printer(s) based on user assigned authority including field level security restrictions.	H	Y		SunGard Analytics	
218	Ability for system to provide report formats that are developed to maximize data available on a page while still being readable.	H	Y		SunGard Analytics	
219	Ability to print Accounts Payable and Payroll checks to laser printers with signatures and MICR coding (with appropriate security measures in place).	H	Y		ONESolution, Easy Laser Forms (ELF)	
220	Ability to allow formatted output to be matched to printer device characteristics without intervention by the user.	H	Y		SunGard Analytics	
221	Ability to report/query on all user defined fields, without adversely impacting system performance.	H	Y		SunGard Analytics	
222	Adhere to all GAAP, GASB and CAFR requirements. GASB 34 and GAAP compliance.	H	Y		ONESolution General Ledger (GL), CAFR Constructor	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

General Ledger

SunGard Public Sector	
Code	Availability Definition
Y	Functionality is provided out of the box through the completion of a task associated with a routine configurable area that includes, but is not limited to, user-defined fields, delivered or configurable workflows, alerts or notifications, standard import/export, table driven setups and standard reports with no changes. These configuration areas will not be affected by a future upgrade. The proposed services include implementation and training on this functionality, unless specifically excluded in the Statement of Work, as part of the deployment of the solution.
R	Functionality is provided through reports generated using proposed Reporting Tools.
T	Functionality is provided by proposed third party functionality (i.e., third party is defined as a separate software vendor from the primary software vendor). The pricing of all third party products that provide this functionality MUST be included in the cost proposal.
M	Functionality is provided through customization to the application, including creation of a new workflow or development of a custom interface, that may have an impact on future upgradability.
F	Functionality is provided through a future general availability (GA) release that is scheduled to occur within 1 year of the proposal response.
N	Functionality is not provided.

4.9 - General Ledger	ONESolution General Ledger (GL)
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Objective: To provide an automated, integrated, General Ledger system that will improve the County's ability to efficiently manage and accurately report its financial affairs.

Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
1	General Requirements					
2	Ability to simultaneously comply with financial accounting and reporting standards in accordance with:	-				
3	GAAP (Generally Accepted Accounting Principles)	H	Y		ONESolution General Ledger (GL)	
4	GASB (Governmental Accounting Standards Board) statements	H	Y		GL	
5	CAFR (Comprehensive Annual Financial Reporting) requirements (i.e. government-wide and fund statements)	H	Y		GL, CAFR Constructor, SunGard Public Sector Analytics (SunGard Analytics)	
6	Modified accrual basis of accounting	H	Y		GL	
7	Full accrual basis of accounting	H	Y		GL	
8	Ability to allow multiple fiscal years to be open (and have transactions processed against them) simultaneously. This includes the ability to have related reversing entries automatically post to the new fiscal year (i.e. AP, inter-fund journals, accruals, etc.).	H	Y		GL	
9	Chart of Accounts					
10	Ability to auto-generate chart of accounts based on sequential order of chart "segments" (i.e. fund, account, category, division, department, etc.) defined within the system.	H	N			
11	Ability to classify accounting transactions by the following structures: fund, program, organization, project, activity, cost center, object class, and any other data elements needed to meet data classification and/or reporting needs	H	Y		GL	
12	Ability to modify and customize the chart of accounts structure to be specific to the organization.	H	Y		GL	
13	Ability to establish rules to validate segments of the components of the Chart of Accounts.	H	Y		GL	

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

General Ledger

4.9 - General Ledger			ONESolution General Ledger (GL)			
<i>Objective: To provide an automated, integrated, General Ledger system that will improve the County's ability to efficiently manage and accurately report its financial affairs.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
14	Ability to have alphanumeric program, project and grant segments.	H	Y		GL, ONESolution Job/Project Ledger (JL)	
15	Ability to expand chart of account segments at any point in time without re-entering/re-converting entire chart.	H	Y		GL	
16	Ability to provide options for account roll-up capabilities at any level of the chart of account segments.	H	Y		GL	
17	Ability to support sub-level chart of account codes that roll up to standard account codes.	H	Y		GL	
18	Ability to associate user logins with an organization, or other segment within the chart, and only allow user edit only access to transactions and balances related to that user's segment as defined by the chart.	H	Y		GL	
19	Ability to associate an account type (revenue, expense, fund balance, asset, liability, net assets, etc.) with each account when defining the chart of accounts.	H	Y		GL	
20	Ability to set-up each fund as full accrual or modified accrual	H	Y		GL	
21	Ability to support crosswalk from existing chart of accounts for data conversion purposes.	H	Y		GL	
22	Ability to retain history on account segment combinations:	-				
23	Current year adopted budget amount (expenditures and revenue)	H	Y		GL, ONESolution Budgeting (BU)	
24	Current monthly, quarterly and year-to-date actual amounts (all balance sheet and income statement accounts)	H	Y		GL	
25	Current year budget adjustments	H	Y		GL, BU	
26	Budget balance remaining (adjusted budget minus year-to-date actuals)	H	Y		GL, BU	
27	Amounts encumbered	H	Y		GL	
28	Prior year monthly totals	H	Y		GL	
29	Prior year final budget amount	H	Y		GL, BU	
30	Prior year adopted budget amount	H	Y		GL, BU	
31	Last transaction date	H	Y		GL	
32	Ability to segment the account number and report on any of the following:	-				
33	Fund (3 digits)	H	Y		GL	
34	Department/Cost Center (4 digits)	H	Y		GL	
35	Account/Object Code (5 digits)	H	Y		GL	
36	Program/Project (3-6 digits)	H	Y		GL	
37	Ability to allow a particular department to charge to accounts in another fund.	H	Y		GL	
38	Ability to limit a department to charge only against certain accounts.	H	Y		GL	
39	Account Information					

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General Ledger

4.9 - General Ledger			ONESolution General Ledger (GL)			
<i>Objective: To provide an automated, integrated, General Ledger system that will improve the County's ability to efficiently manage and accurately report its financial affairs.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
40	Ability for users to lookup account numbers using a portion, wild card, etc.	H	Y		GL	The ability to select and query from any field throughout ONESolution is standard both on screen and through reporting. The ability to sort by any element is also available with reporting. Any field or groups of fields can be selected. The use of wildcards and ranges is also available.
41	Ability to accommodate up to a 60-character transaction description.	H	Y		GL	The long description is 30 alpha-numeric characters in length. Background parts, object codes, and account keys can use multiple user-defined text fields, which are stored as text up to 240 characters long and are attached to the account key, object code and/or background parts.
42	Ability to define master "account code shortcuts" (i.e. – abbreviated accounts) that cross-reference shortcut name to an account code.	M	Y		GL	
43	Ability to allow the user to use synonym/account names to inquire on accounts (user specific names that relate to specific account codes).	M	Y		GL	Available in Budgeting only.
44	Ability to maintain a self-balancing set of accounts for each fund including assets, liabilities, fund balance, expenditures and revenues including the ability to automatically close to fund balance (user defined) to open the new year.	H	Y		GL	
45	Ability to optionally configure budget control at the account level, in addition to the category level.- i.e. controlling at fund, program, series or GL level (account level) or requiring balanced entries for budgeted transfers or interdepartmental allocations (category level) as desired.	H	Y		GL, BU	
46	System has consistent budget and accounting classifications (i.e., mapping) to enable synchronization with other deliverables (i.e., CAFR, budget book, grant reporting) that may have a different mapping scheme/structure.	H	Y		GL, BU	
47	Ledgers					
48	Ability to maintain control account balances from subsidiary ledgers for revenue, expenditures (CY, Prior Year), encumbrances (CY, Prior Year), appropriation (CY, Prior Year).	H	Y		GL	
49	Fund Information					
50	Ability to accommodate fund/encumbrance-based accounting.	H	Y		GL	
51	Ability to reverse encumbrances in the period when they were established.	H	Y		GL	
52	Ability to define the details of a fund including: fiscal year, posting periods, valid posting date ranges, etc.	H	Y		GL	
53	Ability to change how a specific fund rolls up in the index.	H	Y		GL	
54	Allocations					

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

General Ledger

4.9 - General Ledger		ONESolution General Ledger (GL)				
<i>Objective: To provide an automated, integrated, General Ledger system that will improve the County's ability to efficiently manage and accurately report its financial affairs.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
55	Ability to automatically allocate between specific accounts (or account groups) as defined by the user (e.g., for lease chargebacks).	H	Y		GL	
56	Ability to provide journal entry functionality to provide assistance in performing allocations, by a percentage or based on a separate allocation table, for recurring entries with the same allocation.	H	Y		GL	
57	Ability to allocate to multiple GL accounts either by a fixed dollar amount or percentage.	H	Y		GL	
58	Ability to accommodate an index/suffix for projects and grants within funds and include additional sub-projects or sub-grants.	H	Y		GL, JL	
59	Ability to allow for flexible/configurable timing of posting of allocations based on work order business rules.	H	Y		GL	
60	Ability to use accumulate costs to any segment of the account structure.	H	Y		GL	
61	Ability to support managerial cost accounting by providing the capability to measure and report the costs of each segment's output.	L	Y		GL	
62	Provide an audit trail that traces the GL transaction from the originating transaction.	H	Y		GL	
63	Ability to establish/use multiple assignment methods, such as fixed fee, square footage, full-time equivalent (FTE).	H	Y		GL	
64	Ability to allocate direct and indirect costs differently.	M	Y		GL	
65	System can produce various allocation schedules prior to the financial closing for the period.	M	N			
66	System allows changing allocation schedule at any time during year	M	N			
67	Automatically prepare a journal entry from each allocation schedule.	M	N			
68	Transaction Processing					
69	Ability to import General Ledger transactions from external data sources or spreadsheets with validation rules.	H	Y		GL	
70	Ability to set up security to have individual levels of authorization.	H	Y		GL	
71	Ability to either have transaction posting require authorization or be automatic based on user security.	H	Y		GL, Workflow, SPSONE Security	
72	For purchasing (PO & non-PO), restrict GL use to only the expenditure accounts associated with purchasing	H	Y		GL, ONESolution Purchasing (PO)	
73	Ability to limit the accounts eligible to be selected for posting revenue to the general ledger by individual user or by department (i.e., limiting access to post to cash).	H	Y		GL	
74	Ability to allow for transaction/batch approval prior to posting the transaction.	H	Y		GL, Workflow	
75	Ability to restrict posting transactions to inactivated accounts.	H	Y		GL	
76	Ability to retain all transactions for at least 10 years online.	H	Y		GL	Subject to the constraints of the underlying database and storage, ONESolution does not limit the number of transactions or history maintained.

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

General Ledger

4.9 - General Ledger			ONESolution General Ledger (GL)			
<i>Objective: To provide an automated, integrated, General Ledger system that will improve the County's ability to efficiently manage and accurately report its financial affairs.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
77	Ability to identify the sub-ledger source for transactions.	H	Y		GL	
78	Ability to enter transactions and inquire of master file data in an online, interactive mode, providing an audit trail of each transaction.	H	Y		GL	
79	Ability to prevent one-sided transactions.	H	Y		GL	
80	Ability to attach files/images /user notes/emails, documents to a transaction within the system.	H	Y		GL, ONESolution Documents Online (DO)	
81	Ability to enter text description next to each individual GL line item within the journal entry.	H	Y		GL	
82	System supports departmental entry of inter-fund transfer requests with workflow	H	Y		GL, Workflow	
83	Ability to prevent specific users from requesting budget transfers from other departments' budgets.	H	Y		GL, SPSONE Security	
84	Inter-Fund Accounting					
85	Ability to perform and track inter-fund transfers.	H	Y		GL	
86	Ability to flag inter-fund entries for review and reconciliation of inter-fund receivables and payables. System has the ability to automatically generate the required inter-fund transactions based on fund relationship definitions.	H	Y		GL	
87	Edits/Validations					
88	Ability to add and maintain validation rules defined by the County	H	Y		GL	
89	Ability to apply validation rules during the data entry process, giving the user a warning but allowing them to save the transaction – for further review and edit/approval.	H	Y		GL	
90	Journaling					
91	Ability to process automated/recurring and manual journal entries.	H	Y		GL	
92	Ability to process system-generated transactions, such as automated accruals, closing entries, cost assignment transactions, and recurring payments.	H	Y		GL	
93	Ability to establish unique journal entry numbering schemes specific to a department, separate from the main journal entry numbering scheme.	H	N			
94	Ability to create user-defined posting codes.	H	Y		GL	
95	Ability to establish, save and use journal entry templates that will allow users to easily create new journal entries using pre-saved journal entry details.	H	Y		GL	
96	Ability to have journal entry approval functionality include rejection abilities, comment abilities, response with attachments, and re-routing to originator for correction.	H	Y		GL, Workflow	
97	Ability to maintain disaster tracking information through quick setup of chart of accounts codes and by adding additional fields to journal transactions (quantities of materials, material types, equipment rates, equipment types).	H	Y		GL, JL	The job ledger may be used to track the disaster, however, the fields listed are not available in a journal entry.
98	Ability to record recurring accruals and the related reversing journal entries in the next period or next year.	H	Y		GL	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

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General Ledger

4.9 - General Ledger			ONESolution General Ledger (GL)			
<i>Objective: To provide an automated, integrated, General Ledger system that will improve the County's ability to efficiently manage and accurately report its financial affairs.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
99	Ability to warn a user at transaction entry if a cash balance creates a negative balance.	H	N			
100	Ability to create batch journal entries.	H	Y		GL	
101	Ability to allow entries to unlimited accounts with one journal entry (one credit and multiple debits, multiple debits and multiple credits, etc.) with validation of all transactions being in balance.	H	Y		GL	
102	Ability to have journal entries (entered into the system in batches via interfaces) be accompanied by a control total which is created outside the system and is the sum of all sub-ledger postings to ensure the integrity of the data prior to the posting function. Integrity checks should include a batch number to detect duplicate or skipped batches, and validity of header and trailer records to ensure that counts and amount in trailer agree with records in batch.	H	N			This functionality could be met with a custom interface if needed.
103	Ability to summarize distributions to the same account (e.g., cash) or show details of every transaction (i.e., multiple cash disbursements are displayed/stored online as a single, summary cash disbursement and shows the details of the balancing disbursements) based on user definition.	M	Y		GL	This is based on global system setup, not user definition.
104	Ability to submit journals on hold for later review and release based on authorized security and other user-defined business rules.	H	Y		GL	
105	Ability to make adjusting entries that do not affect the GL but allow for necessary reclassifications for financial reporting.	H	Y		GL	
106	Ability to create and approve journal vouchers via automated electronic workflow.	H	Y		GL, Workflow	
107	Ability to route journal vouchers via workflow based on the type of journal, e.g., reversing entries.	H	Y		GL, Workflow	
108	Ability to support journal vouchers with dollar amounts in excess of \$999,999,999.99	L	Y		GL	
109	Ability to delegate approvals to other authorized users, excluding the user who initiated the transaction.	H	Y		GL	
110	User entry and query screens support validation of codes entered on the screen and assist users in determining correct codes if an invalid code is entered (e.g., entering a number displays the related account description; a drop down box/search can be used to find the appropriate account)	H	Y		GL	Some limitations apply; further discovery is required to ensure full compliance.
111	Ability to process intra-governmental transactions and track intra-governmental balances related to state and federal agencies.	H	Y		GL	
112	Financial Audit Trail					
113	System provides for traceability of changes made to previously posted transactions (i.e. provide audit trails that identify document input, change, approval, and deletions by journal entry originator).	H	Y		GL	Full logging must be enabled.
114	Ability to track all workflow components. (i.e., creator, approver, attachments, date and time, status, changes)	H	Y		GL, Workflow	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

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General Ledger

4.9 - General Ledger		ONESolution General Ledger (GL)				
<i>Objective: To provide an automated, integrated, General Ledger system that will improve the County's ability to efficiently manage and accurately report its financial affairs.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
115	System provides audit trails to trace transactions from source documents, original input, other systems, system-generated transactions, and internal assignment transactions.	H	Y		GL	
116	Ability to drill down into fund/department/account/PO/expenditure/check issued/receipt detail.	H	Y		GL, PO, AP, Bank Reconciliation (BK), SunGard Analytics	
117	Provide audit trails to trace source documents and transactions through successive levels of summarization to the financial statements and the reverse.	H	Y		GL, SunGard Analytics	
118	Provide audit trails to identify changes made to system parameters, tables, or the chart of accounts that would affect the processing or reprocessing of any financial transaction.	H	Y		GL	
119	Ability to select transactions for review based on user-defined criteria by type of transactions	H	Y		GL, SunGard Analytics	
120	Period End Processing					
121	Ability to perform closes at monthly, quarterly, or annual periods.	H	Y		GL	
122	Ability to archive "prior year history" at close of year to a separate archive database, but still be readily reportable.	H	N			
123	Ability to move prior year cancelled encumbrances to unencumbered fund balance.	H	Y		GL	
124	Ability to move balance sheet accounts, unexpended available balances and unreleased encumbrances over to a new year.	H	Y		GL	
125	Ability to suppress roll forward of appropriations and encumbrances at fund level, department level and/or the grant/project level based on user defined roll forward criteria.	H	Y		GL	
126	Ability to start processing against any open period in the new fiscal year prior to close of last fiscal year. Retroactive transactions only to open periods are allowed.	H	Y		GL	
127	Ability for authorized users to reopen closed periods.	H	Y		GL	
128	Ability to provide year-end closing procedures that close-out revenues and expenditures/expenses, and carry forward the appropriate balances.	H	Y		GL	
129	Ability to support up to 14-month periods (i.e., to show adjusting journal entries for categories such as accruals, reclassifications for reporting purposes, etc.).	H	Y		GL	
130	Ability to process journals in multiple months simultaneously.	H	Y		GL	
131	Ability to automatically reverse year end accruals.	H	Y		GL	
132	Integration					
133	Ability to maintain the budget as compared to actual reporting, by fund, account, org, division and department (i.e. any segment) within the General Ledger module.	H	Y		GL, BU	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

General Ledger

4.9 - General Ledger		ONESolution General Ledger (GL)				
<i>Objective: To provide an automated, integrated, General Ledger system that will improve the County's ability to efficiently manage and accurately report its financial affairs.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
134	Ability to enter and maintain the original budget, supplemental budgets and budget transfers into the General Ledger module.	H	Y		GL, BU	
135	Ability to define GL charges/transfer approval workflows by element of the chart of accounts (e.g. fund, department/division)	H	Y		GL, Workflow	
136	Ability to maintain unique security on payroll data elements in the General Ledger.	H	Y		GL	
137	Ability to perform timesheet capture to include additional field level tracking to identify usage/quantity and have a rate structure identified that could be used for cost allocation (i.e. FEMA equipment rates).	M	Y		GL, ONESolution Payroll (PY), Timecard Online (TO), ExecuTime	
138	Interest Allocation					
139	An automated system posting to the specified GL Cash account as the other side of a journal entry within the same fund.	H	Y		GL	
140	Ability to track average daily cash balance by fund for user defined period.	L	Y		GL	
141	Ability to allocate interest correctly when there are negative or zero cash balances.	H	Y		GL	
142	Ability to redirect interest allocation to another fund	H	Y		GL	
143	Ability to define interest apportionment requirements and create automatic allocation entry.	H	Y		GL	
144	Reporting and Inquiry					
145	Ability to create financial reports for any set of dates, including overlapping fiscal years.	H	R		SunGard Analytics	
146	Ability to provide a financial system report writer that allows for custom report configurations to be saved for future use.	H	R		SunGard Analytics	
147	Ability to configure scheduled financial reports to assist with error checking of transactions.	H	R		SunGard Analytics	
148	Ability to report on or view all pending transactions at one time.	H	R		SunGard Analytics	
149	Ability to generate a report on-demand that indicates those accounts with an abnormal balance (e.g., asset with a credit balance).	H	R		SunGard Analytics	
150	Ability to allow for departments to view revenue and expenditure activity against their accounts at any time.	H	R		SunGard Analytics	
151	Ability to support cross-department and cross-fund account analysis.	H	R		SunGard Analytics	
152	Ability to prepare preliminary financial statements before period close.	H	R		SunGard Analytics	
153	Ability to summarize defined activities and revenue/expense types across departments/funds.	M	R		SunGard Analytics	
154	Ability to run historical general ledger reporting across fiscal and calendar years with a minimum of current and two previous years simultaneously.	H	R		SunGard Analytics	
155	Ability to view trend information for user-defined activity and time periods.	L	R		SunGard Analytics	
156	Ability to produce reports using different sort sequences (i.e., cost center, etc.).	H	R		SunGard Analytics	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

General Ledger

4.9 - General Ledger		ONESolution General Ledger (GL)				
<i>Objective: To provide an automated, integrated, General Ledger system that will improve the County's ability to efficiently manage and accurately report its financial affairs.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
157	Ability for users to design reports and extract files for their specific requirements and to perform table look-ups and expansion of codes when needed to clarify the information contained within those reports.	M	R		SunGard Analytics	
158	Ability to provide an option to list all detailed accounts that are combined into each line of the financial reports for verification of accounting accuracy.	M	R		SunGard Analytics	
159	Ability to search the chart of accounts for active accounts with no history by user defined time period to facilitate batch deletion/inactivation.	M	R		SunGard Analytics	The ability to select and query from any field throughout ONESolution is standard both on screen and through reporting. The ability to sort by any element is also available with reporting. Any field or groups of fields can be selected. The use of wildcards and ranges is also available.
160	Ability to generate a Trial Balance, by fund and fund rollup (detail and summary) by account. Description field should display full description for fund and account. Total should be generated for total assets and total liabilities & fund balance, revenue, expense and other financing sources and uses.	H	R		SunGard Analytics	
161	Ability to report according to account classification structure established for a specific accounting period (i.e., retaining mapping from prior periods for reporting purposes).	H	R		SunGard Analytics	
162	Ability to create a General Ledger activity report showing all activity for a given day or date range.	H	R		SunGard Analytics	
163	Ability to create an Expense Summary by Expense Category and Expense Function for Selected Funds.	H	R		SunGard Analytics	
164	Ability to create all required reports for production of the CAFR.	H	R		SunGard Analytics	
165	To configure the system to only utilize modified accrual accounting in the governmental funds. At year end, a GASB 34 fund could be utilized for creation of the CAFR government-wide statements.	H	R		SunGard Analytics	
166	Ability to prepare Single Audit Report, such as Schedule of Expenditures of Federal Awards.	H	R		SunGard Analytics	
167	Ability to create an Overhead Rate Report, showing a rate that can be used for charge backs, grants, etc. Rate is based on expenditures by department, location and/or service category.	M	R		SunGard Analytics	
168	Ability to upload or download data using Excel or Access or any other format.	H	Y		GL, SunGard Analytics	

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Human Resources

SunGard Public Sector	
Code	Availability Definition
Y	Functionality is provided out of the box through the completion of a task associated with a routine configurable area that includes, but is not limited to, user-defined fields, delivered or configurable workflows, alerts or notifications, standard import/export, table driven setups and standard reports with no changes. These configuration areas will not be affected by a future upgrade. The proposed services include implementation and training on this functionality, unless specifically excluded in the Statement of Work, as part of the deployment of the solution.
R	Functionality is provided through reports generated using proposed Reporting Tools.
T	Functionality is provided by proposed third party functionality (i.e., third party is defined as a separate software vendor from the primary software vendor). The pricing of all third party products that provide this functionality MUST be included in the cost proposal.
M	Functionality is provided through customization to the application, including creation of a new workflow or development of a custom interface, that may have an impact on future upgradability.
F	Functionality is provided through a future general availability (GA) release that is scheduled to occur within 1 year of the proposal response.
N	Functionality is not provided.

4.10 - Human Resources	ONESolution Human Resources (HR)
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Objective: To provide an automated system to improve management of employee records and facilitate the preparation of reports, to provide automated Human Resource and Benefit Administration services.

Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
1	General Integration					
2	Ability to perform both payroll and personnel functions from a single personal record with automatic update of information in both systems from a single transaction.	H	Y		ONESolution Human Resources (HR), Payroll (PY)	
3	Ability to integrate position request with Budget module for development of personnel budget.	H	M	\$20,000.00	HR, PY, ONESolution Position Budgeting (PB)	
4	Ability for the position requisition function to integrate to the Payroll and Human Resources functions to create a position, upon approval of the requisition.	H	M	\$20,000.00	HR, PY, PB	
5	Ability to provide an integrated document management function for attachment of electronic documents (documents, spreadsheets, images, PDF's, emails saved to HTML, etc.) to employee record.	H	Y		ONESolution Documents Online (DO)	
6	Ability to support the uploading of secured documents to employee and applicant records that can only be opened by authorized staff	H	Y		HR, ONESolution Applicant Online (AO)	Documents may be attached to applicant or employee records internally. Applicants may also upload documents to their application via Applicant Online.
7	Ability to integrate to the office productivity suite (MS Office) for mail merge of letters or email notifications.	M	R		SunGard Public Sector Analytics (SunGard Analytics)	
8	Ability to integrate with Accounts Payable to automatically process payments to insurance/benefits providers.	H	Y		HR, PY, ONESolution Accounts Payable (AP)	
9	Ability to meet ACA reporting requirements	H	Y		HR, PY	
10	Ability to integrate the Payroll / Human Resources modules to track Workers' Compensation claim activity, including date of loss, injury type, WC-1, restrictions, appointments, notes, etc.	M	Y		HR, PY	
11	Position Control, Classification & Tracking					
12	Ability to have a unique, County defined, identifier for each position.	H	Y		HR	

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Human Resources

4.10 - Human Resources			ONESolution Human Resources (HR)			
<i>Objective: To provide an automated system to improve management of employee records and facilitate the preparation of reports, to provide automated Human Resource and Benefit Administration services.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
13	Ability to handle several types of position classifications, including part time, full, temp part / full time, seasonal, elected, pool positions, volunteers other.	H	Y		HR	
14	Ability to create, view, inquire and report on master position file data.	H	Y		HR, SunGard Analytics	
15	Ability to maintain history of creations, promotions, changes and abolishment's - to coding, title, pay range assignments, definitions, minimum qualifications.	H	Y		HR	
16	Ability to associate an employee with multiple positions and many employees to one position(pool positions)	H	Y		HR	
17	Ability to track volunteers as a separate status than employees.	M	Y		HR	
18	Ability to manage volunteers, which includes tracking hours and recording screening status	M	Y		HR, PY	
19	Ability to have history of a position's changes or reclassifications by cost center.	H	Y		HR, SunGard Analytics	
20	Ability to have ad hoc reports by establishment, transfer or reclassification of position.	H	R		HR, SunGard Analytics	
21	Ability to calculate and monitor employee turnover rates by job classification, department, and other user-defined criteria.	H	R		HR, SunGard Analytics	
22	Ability to create Head Count Reports.	H	R		HR, SunGard Analytics	
23	Ability to maintain Job Classifications.	H	Y		HR	
24	Position Requisition					
25	Ability to manage workforce planning by developing future positions for financial forecasting (what-if scenarios)	H	Y		HR, PB	
26	Ability to create and track position requisitions, including position requisition status.	H	Y		HR	
27	Ability to develop and implement workflow approval cycles for position requisitions.	H	Y		HR, PY, Workflow	
28	Ability to track length of time (by date) positions have been vacant.	H	R		HR, SunGard Analytics	
29	Ability to view a listing of inactive positions	H	R		HR, SunGard Analytics	
30	Ability to track and capture all position requisition activities, status and progress.	H	Y		HR	
31	Recruiting					
32	Ability to track position advertising approaches used per open position (e.g. Facebook, Monster, newspaper, etc.)	M	M	\$3,000.00	AO	
33	Ability to track advertising costs for Recruitment per position	H	M	\$3,000.00	AO	
34	Ability to track recruitment plan tasks and notes of all activities.	L	M	\$20,000.00	AO	
35	Ability to centralize recruitment/examination plan (maintain the entire history of recruitment and exam plans within one central repository (i.e. job posting, applicants, hurdles, written/oral exam questions, advertisements, notes, etc.).	M	Y		AO	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

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Human Resources

4.10 - Human Resources			ONESolution Human Resources (HR)			
<i>Objective: To provide an automated system to improve management of employee records and facilitate the preparation of reports, to provide automated Human Resource and Benefit Administration services.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
36	APPLICANT TRACKING					
37	Position Advertisement					
38	Ability to create and post job announcements in a format visible to job search websites (i.e. Indeed).	H	N			
39	Standard system functionality provides ability to post job specifications to the County's website.	H	Y		AO	
40	Ability for announcements to auto-expire after their closing date and automatically be removed from the website.	M	Y		AO	
41	Applicant Data Collection and Tracking					
42	Ability for applicant to create their own profile in a web based online position posting / application system, for open positions and provide security such that the applicant can view and modify only their data.	H	Y		AO	
43	Ability to for the County to configure data entry screens.	H	M	\$10,000.00	AO	Numbers 43 and 47: Assuming this refers to applicant data entry screens and not internal HR screens. Job specific questionnaires are currently supported through development modifications. An enhancement is in progress for allowing configuration of questionnaires at the end users level, but the release date is not final at this time. Initial license includes development hours for configuration. If additional hours are required that would be an add-on at the then-current rate.
44	Ability to allow applicants to apply online for open positions by filling out online application and attaching additional electronic documents.	H	Y		AO	
45	Ability to restrict County review of documents until the application has been submitted.	H	Y		AO, SPSONE Security	
46	Ability to manually enter applicant data including referral source, date, position applied for, contact info, rehire, test results, certifications, etc.	H	Y		AO	
47	Ability for the applicant to respond to job specific questions developed from each vacancy in a job-specific questionnaire.	H	M	\$10,000.00	AO	
48	Ability for departments to configure department specific steps for the hiring process.	H	M	\$10,000.00	AO	
49	Ability to calculate the duration of time that passes between each defined step.	H	R		AO, SunGard Analytics	This assumes modification is made to support above requirement number 48.

Priority

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Human Resources

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Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
50	Ability for the applicant to apply using alternative approaches including a "hard copy" application. There must be efficient means to track these applicants, which may include the ability for applicant profiles to be entered manually by authorized staff.	H	Y		AO	
51	Ability for the applicant to complete an online application and later retrieve the application for viewing, modification or conversion to applications for another position.	H	Y		AO	Submitted applications are not editable, but are used for future applications and information may be modified on those applications until submission.
52	Ability to send an automatic notification to the applicant acknowledging receipt of an application both on the screen and by email.	H	M	\$5,000.00	AO, Workflow	
53	Ability to track applicant skills.	M	Y		AO	
54	Testing					
55	Ability to create a database of test questions for applicants to complete, with the ability to denote which departments each question is applicable to.	M	M	\$5,000.00	AO	Numbers 55 and 57: Tracking of test results is available. Administration and management of tests is a modification.
56	Ability to track results of pre-employment drug testing and background check and keep this information secured such that it is only visible to authorized users.	H	Y		AO	
57	Ability to perform multiple levels of applicant testing and allow for staff lookup of applicant test results.	H	M	\$5,000.00	AO	
58	Applicant Hiring Decision Support					
59	Ability to track applicant reference and reference checking results.	M	Y		AO	
60	Ability to allow multiple rounds of scoring of applicants (e.g. minimum qualifications, applicants to interviews, etc.).	H	Y		AO	
61	Ability to score, rank and refer applicants.	H	Y		AO	Reporting would be used for analysis and reporting.
62	Ability to maintain unique application denial messages per position.	H	Y		AO	Numbers 62 and 68: A new workflow may be required, please refer to the Modification pricing detail.
63	Ability to refer certified applicants electronically (refer certified candidates including scanned hardcopy materials to hiring managers online).	H	Y		AO	
64	Hiring Measurement and Reporting					
65	Ability to collect, track, report, and analyze EEO data.	H	Y		AO, HR	
66	Employee Onboarding					
67	Ability to perform 'hire' action which will pull over any information on the applicant into the HR and Payroll modules.	H	Y		AO, HR	
68	Ability to notify multiple service departments when an employee is hired.	H	M		AO, HR	

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Human Resources

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Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
69	Ability to define, and establish a listing of onboarding activities and track onboarding progress against them for each employee hire.	M	M	\$10,000.00	AO, HR	
70	Ability to track pre-employment process status (e.g. drug test complete, all forms complete).	H	M	\$5,000.00	AO, HR	Reporting would be used for analysis and reporting.
71	Ability to track who is responsible for each step of the pre-employment process.	H	M	\$1,000.00	AO, HR	Assuming development for number 70 is completed.
72	Ability to track multiple hire dates including original hire, position hire and benefit date.	H	Y		HR	
73	Personnel Administration					
74	Ability to maintain the current status and chronological history of all employees and positions and allow comprehensive searching/sorting/reporting, including but not limited to following information:	-				
75	Employee name	H	Y		HR	
76	Address (multiple)	H	Y		HR	
77	Phone (multiple)	H	Y		HR	
78	Former/maiden name	M	Y		HR	
79	Adjusted effective hire date	H	Y		HR	
80	Anniversary date	H	Y		HR	
81	Position Pay Range	H	Y		HR	
82	Current salary (total compensation if employee in multiple positions)	H	R		HR	
83	Bonded (Y/N)	H	Y		HR	
84	Birth date	H	Y		HR	
85	Certifications, expiration date	M	Y		HR	
86	Certifications/licenses (license number, expiration date(s), endorsements)	M	Y		HR	
87	Citizenship	H	Y		HR	
88	Current / job classification and grade change history	H	Y		HR	
89	Date of death	M	Y		HR	
90	Position Department	H	Y		HR	
91	Spouse and Dependents (names, ages, social security numbers)	H	Y		HR	
92	Discipline records	M	Y		HR	
93	Driver's License number (including type, expiration and restrictions)	H	Y		HR	
94	Education/training received (degrees, majors/minors/training)	M	Y		HR	
95	Email (both Work / Personal)	H	Y		HR	
96	Emergency information i.e. contact name (minimum of 3), phone, address, doctor preference and medical alert)	H	Y		HR	
97	Employment status changes (including dates)(i.e. leave without pay, FMLA leave, probationary status etc.)	H	Y		HR	
98	Ethnic background/EEOC classification(with appropriate authority)	H	Y		HR	
99	Gender	H	Y		HR	

Priority

H - High | M - Medium | L - Low

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Human Resources

4.10 - Human Resources		ONESolution Human Resources (HR)				
<i>Objective: To provide an automated system to improve management of employee records and facilitate the preparation of reports, to provide automated Human Resource and Benefit Administration services.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
100	ADA accommodation needs	M	Y		HR	
101	Hiring dates/termination dates (cumulative employment history)	H	Y		HR	
102	Termination reason	M	Y		HR	
103	Immunizations	M	Y		HR	
104	I-9 certification status	M	Y		HR	
105	Languages spoken	L	Y		HR	
106	Last date worked	H	Y		HR	
107	Layoff/leave of absence/recall/return dates (including military leave)	H	Y		HR	
108	Leave balance history	H	R		HR	
109	Leave of absence start and stop dates, type of leave, hours, remarks	H	Y		HR	
110	Marital status	H	Y		HR	
111	Merit increases/denials by dates	H	Y		HR	
112	Military background	L	Y		HR	
113	Past Work experience (including prior employers)	L	Y		HR	
114	Performance evaluations and dates (including next review date)	H	Y		HR	
115	Photograph of employee (including date)	H	Y		HR	
116	Position number	H	Y		HR	
117	Position change history (including dates)	H	Y		HR	
118	Preferred name / alias	H	Y		HR	
119	Probation dates	H	Y		HR	
120	Probationary status	H	Y		HR	
121	Promotions/demotions and dates	H	Y		HR	
122	Retirement effective date and number	L	Y		HR	
123	Safety sensitive position	H	Y		HR	
124	Salary/wage history/merit increases	H	Y		HR	
125	Seniority dates (multiple) with adjustments	H	Y		HR	
126	Social Security number	H	Y		HR	
127	Supervisor (multiple levels)	H	Y		HR	
128	Termination date	H	Y		HR	
129	Training History (County and prior employers)	H	Y		HR	
130	Transfers between positions (date and position numbers)	H	R		HR	
131	Veteran status	L	Y		HR	
132	Visa type & expiration	M	Y		HR	
133	W4 information	H	Y		HR	
134	Work location	H	Y		HR	
135	Workers Compensation code	H	Y		HR	

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Human Resources

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<i>Objective: To provide an automated system to improve management of employee records and facilitate the preparation of reports, to provide automated Human Resource and Benefit Administration services.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
136	Unlimited user defined fields	H	Y		HR	In instances where a specific field tag is not available, data items may be tracked by re-purposing a current system field, using associated/ miscellaneous code values provided, via Threaded Notes, or in an attachment using Documents Online.
137	System provides an "Employee Communications" log which can be used by authorized Personnel staff to log conversations with employees related to various aspects of their employment. Log is easily visible from the main electronic employee record.	L	Y		HR	Threaded Notes and/or attachments.
138	Ability to grant review rights and set security levels on active/terminated/ retired employee history.	H	Y		HR, SPSONE Security	
139	Ability to track the same information for employees, regardless of temporary or regular status.	H	Y		HR	
140	Ability to manage assignment of (coded) door proximity cards to employees (including expiration dates) and tracking of historical assignments	L	Y		HR	
141	Ability to manage assignment of County assets to employees such as IT equipment, uniforms, weapons, vehicles, etc.	H	Y		HR	
142	Ability to submit future personnel/payroll actions, e.g., be able to submit April, May, June actions at the time the actions are known rather than waiting until effective date.	M	Y		HR, ONESolution Personnel Action Forms (PAF)	
143	Ability to automatically produce review notices and personnel action forms based on user defined rules.	H	M		HR	A new workflow may be required, please refer to the Modification pricing detail.
144	Ability to enter one employee in multiple positions with multiple job titles, pay rates, classifications, cost centers, etc. during the same pay cycle without the need for manual journal entries; show cross reference in payroll register.	H	Y		HR	
145	Ability to produce mass changes by employee group using percentages or flat rates with effective dates	H	Y		HR	
146	Ability to classify employees in variety of ways (active, terminated, inactive, on-call, seasonal, permanent, temporary term, intermittent, full-time, part-time, elected, exempt, non-exempt, and user-defined other).	H	Y		HR	
147	System must provide the ability to safeguard against using duplicate Social Security Numbers.	H	Y		HR	
148	System must provide the ability to safeguard against using duplicate unique identifier such as multiple Personnel numbers (e.g. retirees, employees, extra-hires) and relate them if necessary.	H	Y		HR	
149	Ability to display employee information without displaying the SSN.	H	Y		HR	
150	Ability to enter multiple location codes per employee, such as work location, paycheck location (for distribution purposes), etc.. And the flexibility to change the locations by the Department as often as needed.	M	Y		HR	
151	Ability to assign an effective date in the future for off-boarding employees.	H	Y		HR	

Priority

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Human Resources

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Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
152	Ability to terminate an employee at any point in the pay period.	H	Y		HR	
153	Ability to maintain payout leave balances after a person leaves the County to be reinstated if the person returns to the County.	H	Y		HR	
154	Employee Self-Service					
155	Ability for employee to change their own address using an employee self service portal.	H	Y		HR, ONESolution Employee Online (EO)	
156	Ability to provide a web based online enrollment function for benefits, providing annual out-of-pocket costs, benefit choices, costs, copays, deductibles, etc.	H	Y		HR, EO	
157	Ability for employee to enter family status changes and change beneficiaries.	H	Y		HR, EO	
158	Ability for employee to view current and historical pay stubs / advices (with all benefits balances).	H	Y		HR, EO	
159	Ability for managers to view their employees including pay rate in bi-weekly / hourly / monthly figures, range, job title, next review date, original hire date, position hire date, general leave balances including holiday, comp time earned/taken, and training hours YTD, merit date, retirement participation date, history of earnings for 10 years, working title. Employee's view provides the same information. System provides the appropriate security.	H	R		HR, EO, SunGard Analytics	Reports are currently available for managers to review employee information. Manager dashboards will be available in a future release within a year from proposal submission.
160	Ability for designated personnel to enter status changes for employees with no self-service.	H	Y		HR	
161	Ability for employees to enroll in training classes through employee self-service.	L	Y		HR, PD	
162	Ability for employees to view and enroll in wellness program activates through employee self-service.	H	N			
163	Ability for managers to access a screen which will allow cash value calculation of general leave balances based on balance, rate of pay and available unused vacation.	M	Y		HR, SunGard Analytics	
164	Ability to manage and workflow an employee suggestion box.	M	N			
165	Benefits					
166	Ability to track, inquire and report on Medicare as second payer for self insured payers and spouses, including Medicare number, eligibility status / dates.	L	Y		HR	Only tracking specific to Medicare as a second payer is available, so some information tracking may require using misc. fields.
167	Ability to enter dependents and beneficiaries in one table and then tie the appropriate records from that table to all applicable benefits (avoiding entering the same dept./ben data multiple times).	M	Y		HR	
168	Ability to determine benefit eligibility for each position number.	H	N			
169	Ability to manually override benefits assigned based on above rules.	H	Y		HR	

Priority

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Human Resources

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Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
170	System provides capabilities to configure and administer an online employee open enrollment, allowing employees to view their prior election and how their current elections affect their paychecks, etc.	M	Y		HR	Online open enrollment is available without a paycheck calculator. The what-if calculator is available outside of open enrollment.
171	Ability to update employees benefit enrollment status for each benefit plan through an interface with benefit providers.	L	Y		HR	Standard interfaces are available. If a custom interface is necessary a modification would be necessary at 50-100 hours depending on the complexity.
172	Ability to support multiple carriers for each benefit plan.	M	Y		HR	Multiple carriers are supported for each benefit type but each benefit plan is only associated with one provider. For example, a benefit type would be medical and a benefit plan could be Aetna, pre-Tax, or employee only.
173	Ability to automatically flag for FMLA leave eligibility after 12 continuous months of employment if 1250 hours are worked.	H	Y		HR, Workflow	Eligibility is calculated when entering a new FMLA request. Flagging employees automatically when they become eligible would require a new Workflow.
174	Ability to accommodate and identify multiple types of benefit plans (e.g., health, dental, life insurance, etc.) that are employee and/or employer paid with multiple premium amounts per plan (individual, individual+1, family).	H	Y		HR	
175	Ability to accommodate varying employer benefit contribution amounts by multiple employee groups.	H	Y		HR	
176	Ability to set and calculate variable employee and employer contribution amounts on employee benefit deduction records based on the following input transaction fields:	-				ONESolution supports user-defined calculation codes to offer flexibility and customization when calculating contributions, deductions, and hours. These calculation codes allow the user to direct the system in how it performs mathematical calculations, from simple to complex, and designate how the system applies special rules.
177	Effective date	H	Y		HR, PY	
178	Benefit plan	H	Y		HR, PY	
179	Dependent coverage (individual +1, family)	H	Y		HR, PY	
180	Employee group	H	Y		HR, PY	
181	Eligibility	H	Y		HR, PY	
182	Combination of the above fields	H	Y		HR, PY	
183	Coverage amount/level	H	Y		HR, PY	
184	Ability to track employee election of benefits prior to the related deduction being taken.	H	Y		HR, PY	

Priority

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Human Resources

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Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
185	Ability to automatically assign end dates for benefits when employee is terminated.	H	Y		HR, PY	
186	Ability to handle multiple employee retirement programs based on employee group.	L	Y		HR, PY	
187	Ability to automatically create GL entries to central fund account for employer contributed benefits.	H	Y		HR, PY	
188	Ability to select specific enrollment information and define the format for interfaces to outside carriers including medical, dental, vision and life.	H	Y		HR, PY	ONESolution contains standard utilities that support numerous data import and export requirements. In order to use these standard features, data must be presented in a supported format such as, CSV or Microsoft Excel. If specific formatting needs, scope, and complexity go beyond the standard format, SunGard will work with you to provide design considerations and level of effort estimates.
189	Ability to calculate service by:	-				
190	Hours (e.g. FMLA eligibility of 1250 hours)	H	Y		HR, PY, SunGard Analytics	
191	Elapsed time	H	Y		HR, PY, SunGard Analytics	
192	Elapsed time with multiple breaks in service	H	Y		HR, PY, SunGard Analytics	
193	Ability to calculate the cost of lost work time due to an accident or illness.	H	Y		HR, PY, SunGard Analytics	
194	Ability to track actual hours use of Workers Comp, FMLA , etc.	H	Y		HR, PY	
195	Ability to track multiple employer contributions (e.g. 457, 401a, etc.)	H	Y		HR, PY	
196	Ability to check and flag dependents who no longer qualify for insurance benefits (age 23 or 27).	H	Y		HR, PY, Workflow	Numbers 196 and 200: A new workflow may be required, please refer to the Modification pricing detail.
197	Ability to track employee and dependents enrollment in health and dental insurance programs.	H	Y		HR	
198	Ability to retain dependent data for a user-specified period of time after the dependent is no longer covered on the employee's insurance.	H	Y		HR	Purging of data is not automatic and must be done through a manual or technical processes.
199	Ability to track and report on all benefit enrollment history including employee and dependents.	M	Y		HR, SunGard Analytics	
200	Ability to identify all COBRA eligible actions and flag employees/dependents as they become COBRA eligible.	M	Y		HR, PY, Workflow	
201	Ability to calculate and deduct life insurance and long-term disability premiums each month for all employees based on coverage and employee age.	H	Y		HR, PY	
202	Ability to move from Active employee to retiree.	L	Y		HR, PY	
203	Ability to move from Active employee to Cobra participant.	M	Y		HR, PY	

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Human Resources

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Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
204	Ability to generate bills for retirees and employees on leave.	H	Y		HR, PY, ONESolution Accounts Receivable (AR)	
205	Ability to automatically update all master files (HR, payroll) when certain insurance master file data is updated.	L	Y		HR, PY	
206	Ability to pro-rate benefit changes on employee premiums. Premiums should be pro-rated based on date of hire for an employee.	H	Y		HR, PY	Pro-rating is not automatic. Calculations and updates to the record are manual.
207	Ability to handles multiple providers for each plan.	M	Y		HR	
208	Coverage options (single, family, etc.) under each plan	H	Y		HR	
209	Ability to track employee benefit change history	M	Y		HR	
210	Ability to administer pre-tax deductions for flexible spending accounts (FSA) for medical and dependent care and H-S-A.	H	Y		HR	
211	Ability to allow changes by employees to insurance plans, dependent care, flexible spending accounts at times of qualifying events.	H	Y		HR	
212	Benefit Reporting					
213	Ability to produce letter for COBRA and HIPAA that include all necessary data elements.	M	R		HR, SunGard Analytics	
214	Ability to view/print deduction reports to document the amounts of the employee and employer contributions	H	Y		HR, PY, SunGard Analytics	
215	Ability to produce electronic file of any deduction report.	H	R		HR, SunGard Analytics	
216	Ability to view/print a list of employees contributing to charitable organizations and amount contributed.	L	R		HR, PY, SunGard Analytics	
217	Ability to view/print a list of all employees receiving medical/dental/vision insurance benefits, listing deductions - on demand.	H	R		HR, PY, SunGard Analytics	
218	Ability to create a leave activity report.	H	R		HR, PY, SunGard Analytics	
219	Ability to create a leave balance report.	H	R		HR, PY, SunGard Analytics	
220	Ability to create annual health insurance benefits summaries by carrier, employee or other user sort.	L	R		HR, PY, SunGard Analytics	
221	Ability to view/print benefit enrollment by benefit or by employee.	H	R		HR, PY, SunGard Analytics	
222	Ability to view/print an annual statement on leave balances carried over to new fiscal year by type	H	R		HR, PY, SunGard Analytics	
223	Ability to view/print a report and have employees/managers receive notifications showing staff with vacation balances in excess of the maximum allowable amount that will be converted to sick leave on the employee's anniversary date.	M	R		HR, PY, SunGard Analytics	
224	Ability to view/print semiannual notices to all employees concerning leave bank and comp time balances.	L	R		HR, PY, SunGard Analytics	
225	Ability to report on census data for insurance providers and the actuary.	H	R		HR, PY, SunGard Analytics	
226	Ability to create an employee confirmation of benefits statement.	L	R		HR, PY, SunGard Analytics	
227	Ability to create an employee compensation and benefits report that details total compensation including insurance/benefits cost for each employee.	H	R		HR, PY, SunGard Analytics	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

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Human Resources

4.10 - Human Resources			ONESolution Human Resources (HR)			
<i>Objective: To provide an automated system to improve management of employee records and facilitate the preparation of reports, to provide automated Human Resource and Benefit Administration services.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
228	Ability to produce a notice of benefit changes whenever any of the following conditions is encountered:	-				
229	Employee's name changes	L	Y		HR, PY, SunGard Analytics	Numbers 229-235: New Workflow is required for a notice to be automatically run or sent to anyone.
230	Employee's social security number changes	L	Y		HR, PY, SunGard Analytics	
231	Employee terminates employment	L	Y		HR, PY, SunGard Analytics	
232	Employee moves to a non-pay status	L	Y		HR, PY, SunGard Analytics	
233	Employee's deduction is administratively canceled	L	Y		HR, PY, SunGard Analytics	
234	Employee and/or the employer contribution amount is administratively changed	L	Y		HR, PY, SunGard Analytics	
235	On demand	L	Y		HR, PY, SunGard Analytics	
236	Ability to view/print benefit enrollment worksheets.	H	R		HR, PY, SunGard Analytics	
237	Ability to view/print benefit confirmation statements.	H	R		HR, PY, SunGard Analytics	
238	Ability to view/print a report to document deductions not taken even though scheduled.	H	R		HR, PY, SunGard Analytics	
239	Deferred Compensation					
240	Ability to defer special pay into a deferred compensation plan, if special pay is sick/vacation/PTO.	L	Y		HR, PY	
241	Ability to set maximum taxed dollar amount on deferred compensation deductions.	H	Y		HR, PY	
242	Ability to calculate employee deferred comp withholding contribution based on percentage of gross wages.	H	Y		HR, PY	
243	Ability to compute employer-paid retirement contributions based on a percentage of the employee's gross wages or flat dollar amount.	H	Y		HR, PY	
244	Training Management & Administration					
245	Ability to register employees for training courses offered.	M	Y		HR, ONESolution Professional Development (PD)	
246	Ability to develop, maintain, inquire and report on the various data elements for each training course available, including: Course, description, hours, materials, IT requirements, min/max employees, etc.	L	Y		HR, PD, SunGard Analytics	
247	Ability to develop, maintain, inquire and report on the various data elements for each section (instance) of when a course is offered: Date, location, instructor, feedback, registrants, etc.	M	Y		HR, PD, SunGard Analytics	
248	Ability to enter courses a trainer is eligible to teach.	L	Y		HR, PD, SunGard Analytics	
249	Ability to automatically update employee records for attendance in a class.	L	Y		HR, PD, SunGard Analytics	Attendance can be tracked but it is not automated through electronic check-in.

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Human Resources

4.10 - Human Resources			ONESolution Human Resources (HR)			
<i>Objective: To provide an automated system to improve management of employee records and facilitate the preparation of reports, to provide automated Human Resource and Benefit Administration services.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
250	Ability to categorize training by various job categories (i.e. , management, supervisory, professional, technical, clerical, skilled, semiskilled and service related).	L	Y		HR, PD	
251	Ability to categorize training as required (i.e., sexual harassment training), strongly encouraged and optional.	L	M	\$2,000.00	HR, PD	
252	Ability to flag a class as a requirement for various certificate programs (e.g. CDL, ESDP or ICMA).	L	M	\$2,000.00	HR, PD	
253	Ability to record training time completed during night and weekend courses, classes, and seminars.	L	Y		HR, PY, PD	Course attendance is tracked in ONESolution Professional Development. Time is tracked in ONESolution Payroll. Reporting may be done to show related information.
254	Ability to view/print training by school, department, employee and job category.	H	R		HR, PD, SunGard Analytics	
255	Ability to view/print a report indicating those employees who have received training and those scheduled for future training classes.	H	R		HR, PD, SunGard Analytics	
256	Ability to list outside (not internal program) courses identified as effective in meeting specific training needs.	H	N			
257	Ability to capture, track, workflow, approve, inquire and report on employee requests for travel and / or external training, including tracking of projected and actual training and travel cost.	H	N			
258	Ability for approved travel / training requests to be printed	H	N			
259	Ability to select specific employees and view/print individual training profiles.	L	N			
260	Ability to view/print a full-year or monthly training calendar by course name and job category.	L	R		HR, PD, SunGard Analytics	
261	Ability to view/print number of training hours completed annually by individual, by department and by division.	H	R		HR, PD, SunGard Analytics	
262	Ability to view/print a roster of class attendees.	M	R		HR, PD, SunGard Analytics	
263	Ability to automatically notify or print confirmations/reminders of training prior to class start date.	H	Y		HR, PD, Workflow	A new workflow may be required, please refer to the Modification pricing detail.
264	Ability to view/print a list of available training programs and prerequisites to the individual programs.	L	N			
265	Ability to view/print a report to conduct employee program review, curriculum development, new discipline candidates, and skills and general program development.	L	N			
266	Ability to view/print a list of employees who have not taken a specific class based on additional user defined criteria.	M	R		HR, PD, SunGard Analytics	
267	Ability to view/print employee transcript.	L	Y		HR, PD, SunGard Analytics	
268	Skills Tracking					
269	Skills can be tracked and linked to:	-				

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

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Human Resources

4.10 - Human Resources			ONESolution Human Resources (HR)			
<i>Objective: To provide an automated system to improve management of employee records and facilitate the preparation of reports, to provide automated Human Resource and Benefit Administration services.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
270	Positions (requirement)	H	Y		HR	
271	Employees (possession)	H	Y		HR	
272	Department objectives (target)	L	N			
273	Certifications / Licenses					
274	Ability to record and flag yearly training requirements as needed to keep professional licenses.	H	Y		HR	
275	Ability to flag CDL employees and CDL supervisors who have not taken their annual training.	H	Y		HR, Workflow	Numbers 275 and 278: A new workflow may be required, please refer to the Modification pricing detail.
276	Ability to track licensure and certification requirements.	H	Y		HR	
277	Ability to track other certifications per employee (e.g. NIMS) and their expirations.	H	Y		HR	
278	Ability to notify employees prior to a certification/license expiration date.	M	Y		HR, Workflow	
279	Wellness Program					
280	Ability to configure Wellness programs (e.g. health fairs, flu shots, blood drives, lunch & learns, etc.) administered by the organization and their related meetings.	L	N			
281	Ability to route wellness enrollment reminders annually based on employee anniversary date.	L	N			
282	Ability to track, manage, inquire and report on wellness program activity participation per employee	L	N			
283	System provides aggregate wellness program activity reporting	L	N			
284	Compliance Tracking & Reporting					
285	Ability to track and report all necessary elements for compliance with the following laws:	-				Compliance requirements as defined by various federal and state agencies are supported; however, further discovery is required to ensure that requirements are met and additional charges need not be incurred.
286	Equal Employment Opportunity (EEO) - all categories including ADEA (Age Discrimination and Employment Act)	H	Y		HR, SunGard Analytics	
287	COBRA	H	Y		HR, SunGard Analytics	
288	INS - immigration laws including fields for tracking I-9 documents verified	H	Y		HR, SunGard Analytics	
289	Veterans	L	Y		HR, SunGard Analytics	
290	Disabilities (ADA)	H	Y		HR, SunGard Analytics	
291	Accommodations - free form text field for accommodations provided	M	M	\$2,000.00	HR, SunGard Analytics	A new field to support the free form text requirement is needed.
292	Fair Labor Standards (FLSA) status by position for all positions	H	Y		HR, SunGard Analytics	
293	Approved exceptions to Fair Labor Standards (FLSA) status for all positions.	H	Y		HR, SunGard Analytics	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

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Human Resources

4.10 - Human Resources			ONESolution Human Resources (HR)			
<i>Objective: To provide an automated system to improve management of employee records and facilitate the preparation of reports, to provide automated Human Resource and Benefit Administration services.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
294	Census statistics	M	Y		HR, SunGard Analytics	
295	The vendor will provide software updates to maintain compliance with all applicable Federal and State laws related to HR tracking and management.	H	Y		HR	
296	Other Reporting Requirements					
297	Ability to have user designed standard and ad hoc reporting, on all employees, which include but are not limited to the following:	-				
298	Ability to inquire on and track types (reason) of leave without pay.	H	R		HR, PY, SunGard Analytics	The ability to select and query from any field throughout ONESolution is standard both on screen and through reporting. The ability to sort by any element is also available with reporting. Any field or groups of fields can be selected. The use of wildcards and ranges is also available.
299	Ability to create an Overtime report by employee group, class, department, etc.	H	R		HR, PY, SunGard Analytics	
300	Ability to create an Employee master alpha file listing.	H	R		HR, PY, SunGard Analytics	
301	Ability to track and report on when an employee has reached their maximum pre-tax deferral amount.	H	R		HR, PY, SunGard Analytics	
302	Ability to create organizational chart based on supervisor field, tracking position, and position number.	H	N			
303	Ability to track at what stage in the application process an applicant leaves the application process.	H	N			
304	Ability to report on applicants who are qualified vs. those who applied.	H	R		HR, PY, SunGard Analytics	
305	Ability to view/print a history of ratings showing rating dates and promotions, reclassification, etc.	L	R		HR, PY, SunGard Analytics	
306	Ability to view/print a list of employees with automatic eligibility for promotion and eligibility date.	L	R		HR, PY, SunGard Analytics	
307	Ability to view/print a report indicating date of hire, department, salary history, and current salary for an employee or position.	H	R		HR, PY, SunGard Analytics	
308	Ability to view/print a report which identifies early retirement employees (different types of eligibility).	L	R		HR, PY, SunGard Analytics	
309	Ability to view/print advance notifications to department heads of who is approaching retirement qualification dates (reflect multiple retirement systems and multiple requirements of those systems).	L	R		HR, PY, SunGard Analytics	
310	Ability to view/print an employee history including all positions held throughout a career including retirement.	M	R		HR, PY, SunGard Analytics	
311	Ability to view/print total hours worked for a historical period by individual and by summary.	H	R		HR, PY, SunGard Analytics	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

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Human Resources

4.10 - Human Resources		ONESolution Human Resources (HR)				
<i>Objective: To provide an automated system to improve management of employee records and facilitate the preparation of reports, to provide automated Human Resource and Benefit Administration services.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
312	Ability to produce reports by department, work location and responsible supervisor on performance evaluations for all probationary, part-time, temporary and permanent employees.	H	R		HR, PY, SunGard Analytics	
313	Ability to produce reports by department, work location and responsible supervisor on performance evaluations scheduled, completed and not completed on a monthly, quarterly and annual basis.	M	R		HR, PY, SunGard Analytics	
314	Ability to report on all past and current employee positions and appointments of an individual including start and end dates - comprehensive employee history.	H	R		HR, PY, SunGard Analytics	
315	Ability to create monthly notifications to supervisors of subordinates who are due performance evaluations/merit increases.	H	R		HR, PY, SunGard Analytics	
316	Ability to create a leave without pay balance report.	M	R		HR, PY, SunGard Analytics	
317	Ability to create monthly lists of employees in safety sensitive positions for random drug testing including ability to run lists for different groups of employees such as fire, police and CDL.	H	R		HR, PY, SunGard Analytics	
318	Ability to report on probationary employees and scheduled end date.	H	R		HR, PY, SunGard Analytics	
319	Ability to report on retiree data, including name, address, age, insurance coverage, dependents and retirement date.	L	R		HR, PY, SunGard Analytics	
320	Ability to create summary reports of all service awards, licenses, certificates, and credentials earned by each employee.	L	R		HR, PY, SunGard Analytics	
321	Ability to report on temporarily promoted employees and scheduled end date (Temporary Assignment Pay).	M	R		HR, PY, SunGard Analytics	
322	Ability to report on temporary and part-time and employees and interns by department - get info as needed.	M	R		HR, PY, SunGard Analytics	
323	Ability to create an employee personnel history data report.	H	R		HR, PY, SunGard Analytics	
324	Ability to create a Promotion/Demotion/Transfer Report, by EEOC classification and department.	L	R		HR, PY, SunGard Analytics	
325	Ability to create a seniority listing report.	H	R		HR, PY, SunGard Analytics	
326	Ability to provide multiple free form fields for inquiries at department level.	H	R		HR, PY, SunGard Analytics	
327	Ability to print mailing labels for employees based on any field of the employee or position record	L	R		HR, PY, SunGard Analytics	
328	Reporting - Pension / Retirement					
329	Ability to report the following individual retirement deduction information in each retirement system's prescribed format for export:	-				Additional discovery is required to ensure that all checklist items in this sections are fully satisfied. Additional charges may be incurred.
330	Employee identification	H	R		HR, PY, SunGard Analytics	
331	Retirement plan identification	H	R		HR, PY, SunGard Analytics	
332	Employee earnings information	H	R		HR, PY, SunGard Analytics	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

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Human Resources

4.10 - Human Resources			ONESolution Human Resources (HR)			
<i>Objective: To provide an automated system to improve management of employee records and facilitate the preparation of reports, to provide automated Human Resource and Benefit Administration services.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
333	Employee contribution information	H	R		HR, PY, SunGard Analytics	
334	Employer contribution information	H	R		HR, PY, SunGard Analytics	
335	Employer identification	H	R		HR, PY, SunGard Analytics	
336	Total member contribution information	H	R		HR, PY, SunGard Analytics	
337	Total employer contribution information within each retirement plan	H	R		HR, PY, SunGard Analytics	
338	Ability to produce deduction statistical reports which provide extensive detail and summary totals of deductions withheld.	L	R		HR, PY, SunGard Analytics	
339	Ability to track total employer/employee contribution information by plan.	M	R		HR, PY, SunGard Analytics	
340	Ability to track total voluntary contributions by individual and total by plan.	H	R		HR, PY, SunGard Analytics	
341	Ability to report on the following data fields: Employee name, employee number, SSN (mask), Address, Age, Hire Date, Birth Date, Covered Pay.	H	R		HR, PY, SunGard Analytics	
342	Ability to view/print start and retirement dates by employee and position.	M	R		HR, PY, SunGard Analytics	
343	Ability to create/report on list employees to retire or who retired in specific time frame.	M	R		HR, PY, SunGard Analytics	
344	Workflow					
345	Ability to electronically route personnel action forms to multiple individuals for approvals.	H	Y		PAF	Numbers 345-356: A new workflow may be required, please refer to the Modification pricing detail.
346	Ability to administer performance appraisal process including notice to manager 45 days prior to performance review, second notice if not completed and notice to the manager's boss or HR if still not completed after effective date.	M	Y		HR, Workflow	
347	Ability to route training reminders to employee and supervisor.	L	Y		HR, Workflow	
348	Ability to route notices to all appropriate departments (benefits, payroll, IT, etc.) when an employee is terminated in the system.	H	Y		HR, Workflow	
349	Ability to route pending job reclassification notifications including ability for supervisor to respond with approval.	L	Y		HR, PAF, Workflow	
350	Ability to create and route automated notices to supervisors on a standardized schedule of individuals who have not reached their minimum leave taken.	M	Y		HR, PY, Workflow	
351	Ability to create and route automated notices to supervisors on a standardized schedule of individuals who have not reached their minimum annual training hours.	M	Y		HR, Workflow	
352	Automated notice to human resources of employees who have been paid under a leave code.	H	Y		HR, PY, Workflow	
353	Ability to route workers comp information/claims based on department specific processes.	H	Y		HR, Workflow	
354	Ability to inquire and report on where routed approval are in the queue (whose inbox the forms are in and how long they have been there).	H	Y		Workflow	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

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Human Resources

4.10 - Human Resources		ONESolution Human Resources (HR)				
<i>Objective: To provide an automated system to improve management of employee records and facilitate the preparation of reports, to provide automated Human Resource and Benefit Administration services.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
355	Ability to automatically create a performance appraisal workflow based on a user-defined anniversary date that may vary by department.	M	Y		HR, Workflow	
356	Ability to create a termination workflow process.	H	Y		HR, Workflow	
357	Ability to record items provided to employees (i.e. laptop, phones, vehicles, etc.) as well as the ability to update for changes	H	Y		HR	
358	Employee Relations					
359	Ability to perform grievance control/status in an automated manner through the solution.	M	N			
360	Ability to track online grievances by department, employee and type / class.	M	Y		HR	
361	Ability to manage and track collective bargaining agreements.	L	N			
362	Risk Management					
363	Ability to default appropriate information from the accident report to the workers compensation form and, in addition, track and report on workflow.	-				
364	Pre-designation of physician	M	N			A modification estimate to add an online accident form for employees is \$10,000. If an accident form is added, then numbers 364-368 will be supported.
365	Date Employee Received Claim Form	M	N			
366	Date Supervisor Received Claim Form from Employee	M	N			
367	Date Risk Mgmt. Received all Claim Forms from Supervisor	M	N			
368	Date Forms were filed with Third Party Administrator	M	N			
369	Ability to track Workers' Compensation claim activity, including date of loss, injury type, WC-1, restrictions, appointments, notes, etc.	L	M		HR	ONESolution does not track claim activity at this time. The estimate provided in number 10 would support this requirement as well.
370	System provides functionality to track, manage, inquire and report on accidents, incidents and losses including:	-				
371	Type	L	Y		HR	
372	Date	L	Y		HR	
373	Description	L	Y		HR	
374	Causes	L	Y		HR	Numbers 374, 375, 377, and 378: May be tracked as narrative.
375	Consequences	L	Y		HR	
376	Timing and allocation	L	Y		HR	
377	Other qualitative data	L	Y		HR	
378	Other quantitative data	L	Y		HR	
379	Multiple other user defined fields	L	Y		HR	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

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Human Resources

4.10 - Human Resources			ONESolution Human Resources (HR)			
<i>Objective: To provide an automated system to improve management of employee records and facilitate the preparation of reports, to provide automated Human Resource and Benefit Administration services.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
380	System provides functionality to track, manage, inquire and report on property, casualty and liability claims, including:	-				Tracking of property incidents is not supported. A modification is possible but additional information would be necessary to determine an estimate.
381	Carrier	H	N			
382	Type	H	N			
383	Claim information (multiple fields)	H	N			
384	Incident date	H	N			
385	Claim date	H	N			
386	Status	H	N			
387	Resolution	H	N			
388	Multiple other user defined fields	H	N			
389	Ability to track the value of insured items	M	Y		ONESolution Fixed Assets (FA)	
390	Performance Management					
391	Ability to perform and track online performance evaluations - flexible tool with multiple formats.	H	N			Tracking of performance evaluation dates, dues dates, and overall scores is available but online performance evaluations are not available.
392	Ability to maintain the following data elements:	-				
393	Date of performance and salary review, date completed	H	Y		HR	
394	Date of next performance and salary review	H	Y		HR	
395	Position at time of review	H	Y		HR	
396	Performance Rating	H	Y		HR	
397	Recommended merit increase	H	M	\$2,000.00	HR	
398	Actual merit increase	H	M	\$2,000.00	HR	May be tracked as narrative.
399	Reason for more/less than recommended increase	H	M	\$2,000.00	HR	
400	Ability to link salary changes to performance ratings.	L	N			
401	Ability to track exit activities, including return of County material assignments, exit interview results, etc.	H	M	\$5,000.00	HR, PY, Workflow	Custom Workflow. Tracking of the exit interview would require a modification.
402	System supports employee performance management requirements for internal affairs activities, including:	-				
403	Threshold, peer group review, and / or analytical functionality to support intervention and early warning at the personnel and organizational levels	L	N			
404	Internal affairs case management functionality including reporting of investigation results	L	N			
405	Succession and Career Planning					
406	Ability to maintain succession planning information.	L	N			
407	Ability to maintain career development information.	L	N			
408	Ability to create career profiles.	L	N			

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

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Human Resources

4.10 - Human Resources		ONESolution Human Resources (HR)				
<i>Objective: To provide an automated system to improve management of employee records and facilitate the preparation of reports, to provide automated Human Resource and Benefit Administration services.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
409	Ability to compare changes over time in regards to transfers, terms, and retirement rates.	L	N			
410	Ability to forecast retirement dates based on personnel data.	M	R		HR, SunGard Analytics	

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Misc Billing, Invoicing AR

SunGard Public Sector	
Code	Availability Definition
Y	Functionality is provided out of the box through the completion of a task associated with a routine configurable area that includes, but is not limited to, user-defined fields, delivered or configurable workflows, alerts or notifications, standard import/export, table driven setups and standard reports with no changes. These configuration areas will not be affected by a future upgrade. The proposed services include implementation and training on this functionality, unless specifically excluded in the Statement of Work, as part of the deployment of the solution.
R	Functionality is provided through reports generated using proposed Reporting Tools.
T	Functionality is provided by proposed third party functionality (i.e., third party is defined as a separate software vendor from the primary software vendor). The pricing of all third party products that provide this functionality MUST be included in the cost proposal.
M	Functionality is provided through customization to the application, including creation of a new workflow or development of a custom interface, that may have an impact on future upgradability.
F	Functionality is provided through a future general availability (GA) release that is scheduled to occur within 1 year of the proposal response.
N	Functionality is not provided.

4.11 - Misc Billing, Invoicing & AR	ONESolution Accounts Receivable (AR)
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Objective: To provide for fully integrated billing, collection and tracking of all receivables.

Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
1	Customer Management					
2	Ability to associate Customer number ranges or Customer number format "masks" (i.e., field validation) to a department or receivable type.	H	Y		ONESolution Accounts Receivable (AR)	
3	Ability for system to generate customer ID numbers and link ID to master name.	H	Y		AR	
4	Ability to split or combine customer accounts.	H	Y		AR	
5	Ability to identify duplicate accounts by user defined criteria	H	Y		AR, Reporting, SunGard Public Sector Analytics (SunGard Analytics)	
6	System must provide the ability to maintain and query the following customer information which include but are not limited to the following:	-				
7	Customer Number	H	Y		AR	
8	Name of Customer	H	Y		AR	
9	Separate fields for First Name, Middle Initial, Last Name	H	Y		AR	
10	Owner / Business Address(s)	H	Y		AR	
11	Customer master two addresses lines (i.e., physical vs. mailing)	H	Y		AR	
12	Bill To Address (Nine Digit Zip Code)	H	Y		AR	
13	Description	H	Y		AR	
14	Telephone - Work/Cell/Home	H	Y		AR	
15	Fax Number	H	Y		AR	
16	Customer Type (including user-defined options)	H	Y		AR	
17	Number of Insufficient Fund Checks Received	L	R		SunGard Analytics	
18	Date of Last Insufficient Fund Check Received	L	Y		AR	
19	Social Security Number (with ability to restrict access)	L	Y		AR	
20	Last payment date	H	Y		AR	
21	Last payment amount	H	Y		AR	
22	Email Address	H	Y		AR	
23	Customer Notes (in log form, tracking user ID, date, and time)	H	Y		AR	

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Misc Billing, Invoicing AR

4.11 - Misc Billing, Invoicing & AR			ONESolution Accounts Receivable (AR)			
Objective: To provide for fully integrated billing, collection and tracking of all receivables.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
24	Unlimited number of user defined fields	H	Y		AR	Numerous fields are provided for user-defined purposes; however, it is not unlimited.
25	Current balance	H	Y		AR	
26	Last invoice date	H	Y		AR	
27	Due date	H	Y		AR	
28	Prepaid deposit/advance on account	M	Y		AR	
29	Pending transactions	H	Y		AR	
30	Last statement balance	H	Y		AR	
31	Ability to review a customer's billing/transaction history at a summary level and drill down and select a bill or transaction item to view in detail.	H	Y		AR, ONESolution Documents Online (DO), SunGard Analytics	
32	Ability for the system to automatically maintain and allow viewing of an audit log of all changes to a customer account.	H	Y		AR	
33	Ability to block postings to an inactive customer account.	H	Y		AR	
34	Ability to develop user-defined flags and warnings.	H	Y		AR	User-defined flags can be set up by custom account categories; however, warnings are not user defined.
35	Ability to block customer account for payment and provide a notification/warning (e.g., to notify the clerk/customer that additional action is needed first or the payment must be paid at a different location).	H	N			
36	Ability to establish effective and end dates for managing all customer flags.	H	Y		AR	
37	Accepts overpayments and stores a credit balance in the appropriate account/customer record, including the appropriate accounting entry based on defined accounts (i.e., suspense accounts).	H	Y		AR, ONESolution Cash Receipts (CRCPT)	
38	Ability to process a refund against customer credit balance from overpayment.	H	Y		AR, CRCPT	
39	Ability to apply overpayment amounts to other invoices for that customer.	H	Y		AR, CRCPT	
40	System warns users when there is customer overpayment.	H	N			
41	Ability to support eGovernment customer self-service function, whereby each customer has the ability to access customer account level information, including viewing their invoices, payments, a statement, etc.	M	N			
42	Ability to see all outstanding receivables on a customer's account across all implemented ERP modules	H	Y		AR, CRCPT	
43	Ability to accept a payment and apply to billings on user defined bill types	H	Y		AR, CRCPT	
44	Ability to report on customers that have had no activity as of a user specified date, so that the customer can be archived from the system and option to reactivate.	M	Y		AR, CRCPT, SunGard Analytics	Data can stay online as long as desired. ONESolution does not provide archive features. This process is handled internally by your IT staff.
45	Miscellaneous Billing and Invoicing					
46	Ability to support recurring billing functions allowing the user to establish effective date and frequency of recurring billing.	H	Y		AR	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Misc Billing, Invoicing AR

4.11 - Misc Billing, Invoicing & AR		ONESolution Accounts Receivable (AR)				
Objective: To provide for fully integrated billing, collection and tracking of all receivables.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
47	Ability to select the "remit to" address on the invoice from a list of centrally approved/managed addresses.	H	Y		AR	
48	Ability to create notifications so that the user is alerted when a billing needs to be created.	H	Y		AR, Workflow	
49	Ability to establish a series of department specific bill types for various charges.	H	Y		AR	Bill Type as associated detail may be set up using Late Fees, Fee Codes, Miscellaneous Codes, and Calc Codes.
50	Ability to establish bill types and rate tables and schedules for each with the ability for authorized users to change these default rates on invoices.	H	Y		AR	
51	Ability to create internal, inter-departmental bills.	H	Y		AR	
52	Ability to accommodate various bill calculation methods using rate tables (e.g., flat rate, unit charge, flat rate plus a unit charge, etc.).	H	Y		AR	
53	Ability for different fields to be required based on bill type, including user defined fields.	M	N			
54	Ability to enter payment with an effective (posting) date for payment	H	Y		AR	
55	Ability for user to define an invoice format specific to each bill type without programming intervention required, and restrict creation and modification of these formats to only authorized users.	H	Y		AR, Easy Laser Form (ELF), Reporting, SunGard Analytics	
56	Ability for the bill print formatting features to be enabled by forms design tools, not performed through mail merge.	H	Y		AR, ELF, SunGard Analytics	
57	Ability to print invoices in a specified order such as customer number, customer name, invoice number, zip code etc.	H	Y		AR	
58	Ability to automatically generate separate GL batches when processing invoices, payments, adjustments, etc.	H	Y		AR	
59	System can produce customer reconciliation statements showing beginning balance, charges, credits and payments, and a new outstanding balance.	H	Y		AR, Reporting, SunGard Analytics	
60	Ability to create standard bill types, business-unit aging reports, past due reports, account statuses, and collections statuses.	H	Y		AR, Reporting, SunGard Analytics	
61	Ability to send an "estimate/deposit" (should not be labeled as an invoice, should be labeled as an "estimate/deposit").	M	Y		AR, Reporting, SunGard Analytics	
62	Ability to establish user-defined receivable types.	H	Y		AR	
63	Ability to input billing information at the departmental level.	H	Y		AR	
64	Ability to generate a credit memo/adjustments to specific invoices or to a group of invoices.	H	Y		AR	
65	Ability to assess, maintain, and track non-sufficient funds (NSF) fees.	M	Y		AR	
66	Ability to manage return payments on customer accounts (i.e., record payment reversals for NSF checks).	H	Y		AR	
67	Ability to import/export invoice line item information from/to external data sources (i.e., Excel) into a working (not yet printed/posted) invoice.	H	Y		AR	
68	Ability to establish payment terms (# days until due) based on bill type.	H	Y		AR	
69	Ability to allow one-time invoices (i.e., one-time customers for miscellaneous sales).	H	Y		AR	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Misc Billing, Invoicing AR

4.11 - Misc Billing, Invoicing & AR		ONESolution Accounts Receivable (AR)				
Objective: To provide for fully integrated billing, collection and tracking of all receivables.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
70	Ability to credit each line item on an invoice to multiple revenue accounts.	M	N			
71	Ability to reprint billings/invoices.	H	Y		AR	
72	Ability to denote if a bill/invoice has been paid when printed	L	N			
73	Ability to specify due dates for bills, based on type of bill or billing frequency, such as 30 days from the printing or mailing date or other user-defined criteria.	H	Y		AR	
74	Ability to e-mail an invoice and save as PDF versus printing and mailing.	H	Y		AR, Reporting, Workflow	
75	Ability to specify invoice numbering schemes specific to each bill type (i.e., alphanumeric).	H	Y		AR	
76	Ability to perform internal billing for hourly work (e.g. County Attorney).	H	Y		GL	
77	Ability to apply pre-payments for those customers that pay in advance.	H	Y		AR	
78	Late Charges/ Interest/Penalty					
79	Ability to automatically calculate interest and penalties on a delinquent bill based on bill type with user defined rules (e.g. billing date, first day of month, etc.).	M	Y		AR	
80	Ability to automatically notify delinquent customers that they are late.	M	Y		AR, Workflow	
81	Ability to establish late charges and penalties as a percentage of overdue amount, a flat penalty, a daily penalty, etc..	M	Y		AR	
82	Ability to establish late charges with user definable frequency as to when late charges are applied (i.e. daily, weekly, monthly, quarterly, etc.).	M	Y		AR	
83	Ability to waive penalty for an individual customer or invoice with proper authorization.	M	Y		AR	
84	Statement Processing					
85	Ability to generate one statement for all bill types being billed to same customer.	M	Y		AR, ELF	
86	Ability to support late notice statement processing with "configurable" language based on the aging results.	M	Y		AR, Reporting, SunGard Analytics	
87	Ability to print statements with zero balances if there was any activity for the month, configurable by bill type.	H	Y		AR, Reporting, SunGard Analytics	
88	Ability to print statement with zero balances on request if there was no activity for the month	L	Y		AR, Reporting, SunGard Analytics	
89	Receivables Management					
90	Ability for the system to be configured to allow decentralized entry and workflow to users for review of the information for accuracy before final posting to the General Ledger and Accounts Receivable.	H	Y		AR, Workflow	
91	Ability to identify if an invoice is "in default" on the customer record.	L	Y		AR	
92	Ability to identify if an invoice is being disputed on the customer record.	M	Y		AR	
93	Ability to have an approval process where a request for an adjustment or write off is routed through a workflow for approval.	H	Y		AR, Workflow	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

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Misc Billing, Invoicing AR

4.11 - Misc Billing, Invoicing & AR		ONESolution Accounts Receivable (AR)				
<i>Objective: To provide for fully integrated billing, collection and tracking of all receivables.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
94	Ability to flag debt for write off once it reaches the timeframe indicated in County policy.	H	Y		AR	
95	Ability to flag notes to be forgiven after a certain number of years.	M	Y		AR	
96	Ability to attach documents to receivables	H	Y		AR, DO	
97	Ability to set security rights for viewing attachments, such as limiting only designated users access to sensitive information.	H	Y		AR, DO	
98	System must provide the ability to compile delinquent receivables for:	-				
99	Write-off the balance	H	Y		AR	
100	Adjustment of the balance	H	Y		AR	
101	Ability to generate notices for mailing to customers resulting from NSF checks that includes a returned check fee.	H	Y		AR, Reporting	
102	Ability to record invoices as deferred revenue.	H	Y		AR	
103	Ability to calculate reserves (allowances) for uncollectibles.	L	R		Reporting, SunGard Analytics	
104	Ability to apply different rules related to when an A/R becomes uncollectible, by invoice type or department.	L	Y		AR	
105	Ability to create an amortization schedule on these for the duration of a lease	L	N			
106	Ability to apply price index increases to leases.	M	N			
107	Ability to separate types of customers and individual accounts in order to have varied aging, late payment charges, and interest calculations.	L	Y		AR	
108	Customer Portal					
109	Ability for customers and citizens to log-in to a web portal and view outstanding balance, and make payments	L	N			
110	Ability for customers to initiate credit card or ACH online.	L	N			
111	Ability for customers to log-in and update their contact information	L	N			
112	Interfaces / Integration					
113	Ability to enter payments from the cash receipts module and update the customer invoice information in the Misc. Billing/AR module	H	Y		AR	
114	Ability to integrate to Accounts Payable for refunds	H	Y		AR, ONESolution Accounts Payable (AP)	
115	Ability to override automatic matching for incoming cash receipts (from the cash receipts module) in order to split the application of payments to multiple invoices.	H	Y		AR, CRCPT	
116	Ability to interface with the General Ledger for financial entries when billing or making adjustment to invoices	H	Y		AR, GL	
117	Ability to have ACH functionality in the Misc. Billing / AR module	H	Y		AR	
118	Ability to export reports to Excel, Word and other common third party software.	H	Y		AR	
119	Reporting					

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

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Misc Billing, Invoicing AR

4.11 - Misc Billing, Invoicing & AR		ONESolution Accounts Receivable (AR)				
<i>Objective: To provide for fully integrated billing, collection and tracking of all receivables.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
120	Ability to pull reports on any user defined and general customer information fields.	H	R		Reporting, SunGard Analytics	
121	Ability to create and save report variants.	H	R		Reporting, SunGard Analytics	
122	Ability to report based on user defined period-to-date; summary or detail.	H	Y		AR	
123	Ability to create an aging report (30, 60, 90, 120, etc.)	H	Y		AR	
124	Ability to report activity in summary by GL account number	H	Y		AR	

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Payroll

SunGard Public Sector	
Code	Availability Definition
Y	Functionality is provided out of the box through the completion of a task associated with a routine configurable area that includes, but is not limited to, user-defined fields, delivered or configurable workflows, alerts or notifications, standard import/export, table driven setups and standard reports with no changes. These configuration areas will not be affected by a future upgrade. The proposed services include implementation and training on this functionality, unless specifically excluded in the Statement of Work, as part of the deployment of the solution.
R	Functionality is provided through reports generated using proposed Reporting Tools.
T	Functionality is provided by proposed third party functionality (i.e., third party is defined as a separate software vendor from the primary software vendor). The pricing of all third party products that provide this functionality MUST be included in the cost proposal.
M	Functionality is provided through customization to the application, including creation of a new workflow or development of a custom interface, that may have an impact on future upgradability.
F	Functionality is provided through a future general availability (GA) release that is scheduled to occur within 1 year of the proposal response.
N	Functionality is not provided.

4.12 - Payroll	ONESolution Payroll (PY)
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Objective: To provide an automated system to efficiently and effectively support the timely processing of pay and deduction information, manage employee records and facilitate the preparation of paychecks and reports.

Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
1	General Requirements					
2	All payroll functions support bi-weekly pay periods which typically entail 26 bi-weekly payrolls in a calendar year. However, 27 pay periods may occasionally occur in a calendar year.	H	Y		ONESolution Payroll (PY)	
3	Ability for authorized users to create or change employee records (wages, deductions, etc.) in the past, present, and future time periods.	H	Y		PY, ONESolution Human Resources (HR)	
4	Ability to determine employee eligibility for affordable care act coverage.	H	Y		PY	
5	Ability to pay election workers in accordance with Federal and State requirements.	M	Y		PY	
6	System is date driven (start date, end date, etc.) for future flexibility (changes in rates, wage types, calculations, etc.)	H	Y		PY, HR	
7	Ability to pre-populate start and end date (prior to the start of the payroll period that the start date falls in).	H	Y		PY, HR	
8	Ability for system to calculate payroll for mid pay period personnel actions.	H	Y		PY	
9	System provides all mandated State and Federal payroll reports, and includes updates with the standard software maintenance agreement.	H	Y		PY	Numerous mandated state and federal reports are provided standard; however, we cannot guarantee all state and federal requirements are met. Standard software updates are provided.
10	Ability to restrict access to Payroll/Personnel system according to specific end user roles.	H	Y		PY, HR, SPSONE Security	
11	Ability to perform supplemental payroll processing to support tax reporting requirements and perform year-end processing and quarterly tax adjustments.	H	Y		PY	
12	Ability to adjust all accumulated totals that are affected by an adjustment (e.g., FICA-subject wages, taxes, and retirement).	H	Y		PY	
13	Ability to associate every payment and adjustment with the pay period where the adjustment applies.	H	Y		PY	Timecard dates may be dated for previous pay periods but the calculations and adjustments will be processed on the current pay period.

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Payroll

4.12 - Payroll		ONESolution Payroll (PY)				
<i>Objective: To provide an automated system to efficiently and effectively support the timely processing of pay and deduction information, manage employee records and facilitate the preparation of paychecks and reports.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
14	Ability to pay employees every other week but have the choice of producing vendor disbursements (i.e. Federal, state, insurances, etc.) on the same cycle or monthly.	H	Y		PY, ONESolution Accounts Payable (AP)	
15	Ability to change any field affecting payroll processing mid-pay cycle (e.g. position, pay rate, wages, deductions, and job class)	H	Y		PY	
16	Ability to generate multiple checks for an employee within a single pay cycle.	H	N			Each employee can only receive one epaper check per pay period but they can have multiple direct deposits.
17	Ability to provide extensive audit trails of payroll transactions.	H	Y		PY	
18	Ability to pay employees with hourly rate, biweekly salary, and additional special pays in same payroll cycle.	H	Y		PY	
19	Ability to perform both payroll and personnel functions from a single personnel record with automatic update of information in both systems from a single transaction.	H	Y		PY, HR	
20	Ability to maintain payroll information for terminated employees permanently.	H	Y		PY	
21	Ability to create new pay types through use of pay codes. Must be able to define how pay type would behave (i.e. fica/taxable/fringe benefit, cash/noncash etc.)	H	Y		PY	
22	Ability to make adjustments (deductions) to employees' regular pay and define them as taxable/non-taxable, FLSA/non-FLSA, or Pensionable/non-pensionable.	H	Y		PY, HR	
23	Ability to track individual pay types separately on the check stub, with complete names/descriptions for each category, without requiring this information to be shown only at a summary level.	H	Y		PY	
24	Ability to send appropriate electronic notifications to HR/Payroll Personnel when important payroll functions have occurred (checks printed, etc.)	H	Y		PY, Workflow	A new workflow may be required, please refer to the Modification pricing detail.
25	Ability to set and track user-defined employee/position statuses (e.g. permanent, terminated, seasonal, temporary, intermittent)	H	Y		PY, HR	
26	Ability for end-users to submit changes to payroll via an automated workflow (i.e. changes to W4, bank details, time entry, self-service functionality).	H	Y		PY, HR, Workflow	HR and PY are integrated. A custom Workflow is required for an automated notification.
27	Deductions and Contributions					
28	Ability to process, track, and query all deductions, including but not limited to the following information:	-				The ability to select and query from any field throughout ONESolution is standard both on screen and through reporting. The ability to sort by any element is also available with reporting. Any field or groups of fields can be selected. The use of wildcards and ranges is also available.

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Payroll

4.12 - Payroll		ONESolution Payroll (PY)				
Objective: To provide an automated system to efficiently and effectively support the timely processing of pay and deduction information, manage employee records and facilitate the preparation of paychecks and reports.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
29	Basic and additional life insurance (i.e. supplemental, double-supplemental, dependent)	H	Y		PY, HR	
30	Charitable contributions	H	Y		PY, HR	
31	Child Support payments	H	Y		PY, HR	
32	Credit union (or other banking facility)	H	Y		PY, HR	
33	Deductions with a future effective date(s)	H	Y		PY, HR	
34	Deferred compensation (457)	H	Y		PY, HR	
35	Dependent coverage (single +1, family)	H	Y		PY, HR	
36	Federal, state, FICA, Medicare taxes	H	Y		PY, HR	
37	Flexible spending/cafeteria plan/health savings account (health and dependent care)	H	Y		PY, HR	
38	Leave Status	H				
39	Long-term disability insurance	H	Y		PY, HR	
40	Multiple Insurance plans	H	Y		PY, HR	
41	State disability insurance (SDI)	L	Y		PY, HR	
42	Unlimited number of user-defined deductions	H	Y		PY, HR	Deductions are limited to 999.
43	Ability to specify, by pay/deduction code:	-				
44	Which codes apply to which employees.	H	Y		PY, HR	
45	Which are for retroactive pays.	H	Y		PY	
46	Which deductions apply by pay period (some are not deducted on the third pay period of each month) and employee/bargaining group.	H	Y		PY	
47	Deductions with begin and stop dates for such items as:	-				
48	Recurring deductions	H	Y		PY	
49	Minimum/maximum percentage of earnings amount	H	Y		PY	
50	Minimum/maximum fixed dollar value	H	Y		PY	
51	Priority	H	Y		PY	
52	Frequency for withholding	H	Y		PY	
53	Ability to establish multiple deduction matching rules (e.g. deferred compensation (457), health savings account), allowing for match based on employee contribution level	H	Y		PY	
54	Ability to allow for leave without pay with the ability to continue employer paid deductions (FMLA, Injury Pay - Safety).	H	Y		PY, HR	
55	Ability to have online real-time update capability of the deduction table.	H	Y		PY	
56	Ability to provide mass update capabilities on payroll tables.	H	Y		PY	Some limitations apply.
57	Ability to set-up arrears rules by deduction type.	H	Y		PY	
58	Ability to allow the selection of the method of computing employee and employer contribution amounts based on the following:	-				
59	Flat dollar amount	H	Y		PY, HR	
60	Percentage of the total contribution amount	H	Y		PY, HR	
61	Amount per hour worked	H	Y		PY, HR	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Payroll

4.12 - Payroll			ONESolution Payroll (PY)			
Objective: To provide an automated system to efficiently and effectively support the timely processing of pay and deduction information, manage employee records and facilitate the preparation of paychecks and reports.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
62	Formula	H	Y		PY, HR	ONESolution supports user-defined calculation codes to offer flexibility and customization when calculating contributions, deductions, and hours. These calculation codes allow the user to direct the system in how it performs mathematical calculations (from simple to complex) and designate how the system applies special rules.
63	Percent of earnings	H	Y		PY, HR	
64	Data table (i.e. tax table, insurance type table) that could be based on length of service, age, number of dependents etc.	H	Y		PY, HR	
65	With the calculation of a matching amount	H	Y		PY, HR	
66	Ability to produce audits of employee deductions for the purpose of detecting the absence of a required deduction or the existence of an unauthorized deduction.	H	R		PY, SunGard Analytics	
67	Ability to determine if a deduction should be applied to a particular payment based on such criteria as earnings type, effective dates, and employee group restrictions.	H	Y		PY	
68	Ability to determine if earnings are sufficient to withhold a deduction.	H	Y		PY	
69	Ability to accumulate totals per employee deduction for the following employee and employer contribution amounts:	-				
70	Current period wage period	H	Y		PY	
71	Month-to-date	H	Y		PY	
72	Quarter-to-date	H	Y		PY	
73	Year-to-date	H	Y		PY	
74	Fiscal-to-date	H	Y		PY	
75	Life-to-date	H	Y		PY	
76	Date range (for the check or pay period date)	H	R		PY, SunGard Analytics	
77	Ability to calculate a single employer percentage contribution to pension plans.	H	Y		PY	
78	Ability to calculate a multiple employer percentage contribution to pension plans.	H	Y		PY	
79	Ability to assign employee retirement contribution rates based on County hire date, or a user-defined retirement plan start date (for hires from other jurisdictions).	H	Y		PY	
80	Ability to set up deductions with different taxability for Income taxes, Social Security and Medicare taxes (for example on deferred comp, section 125 plan earnings) .	H	Y		PY	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

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Payroll

4.12 - Payroll		ONESolution Payroll (PY)				
<i>Objective: To provide an automated system to efficiently and effectively support the timely processing of pay and deduction information, manage employee records and facilitate the preparation of paychecks and reports.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
81	Ability to calculate and deduct life insurance, short-term and long-term disability premiums each month for all employees based on gross wages and employee's age.	H	Y		PY	
82	Ability for user defined deductions to have user defined calculation methods	H	Y		PY	
83	Ability to generate automatic G/L journal entry for all deductions each pay period.	H	Y		PY	
84	Ability to auto adjust all deductions at termination	H	N			Auto calculations are not available.
85	For employee benefits on leave without pay (LWOP), family leave employees with no pay, and COBRA, ability for system to state which fields are needed to track direct pay agreements, and track direct start, end dates, and changes.	M	Y		PY	Additional information may be necessary to ensure compliance.
86	Garnishments					
87	Ability to setup varying computational methods for each garnishment type, such as determining an employee's disposable earnings for each garnishment type (gross minus required withholdings) including accommodations for varying tax filing status'.	H	Y		PY	
88	Ability to enter specific garnishment withholding amounts for an employee for each pay period.	H	Y		PY	
89	System supports multiple garnishment types including:	-				
90	Child Support	H	Y		PY	
91	Federal/State Levies	H	Y		PY	
92	Creditor	H	Y		PY	
93	Bankruptcy	H	Y		PY	
94	Other user defined types	H	Y		PY	
95	Multiple garnishment types as defined above applied across multiple states (i.e. Child Support)	H	Y		PY	
96	Ability to record the following information with each garnishment:	-				
97	Name and address of the levying party	H	Y		PY, ONESolution Person/Entity (PE)	
98	Case number	H	Y		PY, PE	
99	Garnishment amount	H	Y		PY, PE	
100	Balance	H	Y		PY, PE	
101	Start and end date	H	Y		PY, PE	
102	Ability to flag employee when garnishment balance and interest is paid	H	Y		PY	
103	Ability to generate an individual or combined garnishment check	H	Y		PY, AP	
104	Ability to cancel garnishment check and refund with appropriate workflow	H	Y		PY, AP	Assuming refund is to an employee. Custom workflow would be required.
105	Ability to calculate and deduct garnishment admin fee	H	Y		PY	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Payroll

4.12 - Payroll			ONESolution Payroll (PY)			
Objective: To provide an automated system to efficiently and effectively support the timely processing of pay and deduction information, manage employee records and facilitate the preparation of paychecks and reports.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
106	Ability to have garnishment deductions that can be paid out to multiple vendors	H	Y		PY, AP	This presumes that the question is asking whether or not multiple garnishments may be paid out, not that a single garnishment dollar figure assigned to one employee may be paid out to multiple vendors.
107	Ability to calculate withholding of specific amount up to a pre-described amount (balance due/maximum deduction amount).	H	Y		PY	
108	Ability to calculate withholding at a percentage rate of disposable pay up to a pre-described amount (balance due/maximum deduction amount).	H	Y		PY	
109	Ability to establish minimum earnings standards which preempt the deduction from being taken (e.g., 30 X minimum wage exempt from garnishment).	H	Y		PY	
110	Ability to track each garnishment independently (to track multiple garnishments per employee).	H	Y		PY	
111	Ability to properly calculate multiple garnishments for one employee	H	Y		PY	
112	Ability to prioritize garnishments based on State law.	H	Y		PY	
113	Ability to update calculations based on most current federal and state regulations.	H	Y		PY	
114	Ability to calculate court-ordered medical insurance premiums as garnishments when computing disposable income.	H	Y		PY	
115	Earnings					
116	Ability to allow an unlimited number of user defined earning types and attributes.	H	N			Earnings types are limited to 999.
117	Ability to accumulate totals per employee earnings type:	-				
118	Current period wage period	H	Y		PY	
119	Month-to-date	H	Y		PY	
120	Quarter-to-date	H	Y		PY	
121	Year-to-date	H	Y		PY	
122	Fiscal-to-date	H	Y		PY	
123	Life-to-date	H	Y		PY	
124	Date range (for the check or pay period date)	H	R		PY, SunGard Analytics	
125	Ability to compute, accrue, track, and query all earnings information (MTD, QTD, YTD, FTD, LTD, date range), including but not limited to:	-				
126	Regular Pay	H	Y		PY	
127	Overtime Pay (straight 1.0, 1.5, 2.0, 2.5)	H	Y		PY	
128	Call back pay - employees are guaranteed a minimum number of hours when called back in	H	Y		PY	
129	Crew leader pay - temporary increase	H	Y		PY	
130	Compensation time earned	H	Y		PY	
131	Compensation time paid	H	Y		PY	

Priority

H - High | M - Medium | L - Low

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County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Payroll

4.12 - Payroll		ONESolution Payroll (PY)				
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Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
132	Earnings type subject to FLSA, retirement, FICA, income tax, or Unemployment Insurance	H	Y		PY	
133	Family death (funeral) leave	H	Y		PY	
134	Football pay - for employees that work the football games, this pay is reimbursed by the university and needs to be tracked separately.	H	Y		PY	
135	Family Leave - no pay, comp taken, personal holiday, sick leave, vacation	H	Y		PY	
136	Pay stub visibility of hours previously worked or taken but paid in the current pay period to distinguish from the current pay period earnings	H	Y		PY	
137	Incentive / award paid	H	Y		PY	
138	Jury duty	H	Y		PY	
139	Lump sum paid leave (vacation, comp time hours, holiday paid, personal leave, floating holiday and banked holidays etc.)	H	Y		PY	
140	Military Active Leave	H	Y		PY	
141	Military Training	H	Y		PY	
142	On-call pay	H	Y		PY	
143	Paid Leave	H	Y		PY	
144	Unpaid Leave	H	Y		PY	
145	Personal Leave	L	Y		PY	
146	Sick leave	H	Y		PY	
147	Short term disability	L	Y		PY	
148	Step Increase	L	Y		PY	
149	Administrative Leave Paid	M	Y		PY	
150	Termination leave payout (vacation, comp time hours, holiday paid, personal leave, floating holiday and banked holidays etc.)	H	Y		PY	
151	Holidays of all types: holidays worked, family holiday worked, banked holidays, half day holidays, holiday in lieu etc.	H	Y		PY	
152	Temporary Promotion Pay	H	Y		PY	
153	Temporary Assignment Pay	H	Y		PY	
154	Severance Pay	H	Y		PY	
155	Workers Compensation leave status	H	Y		PY	
156	Assignment Differential	H	Y		PY	
157	Shift Differential	H	Y		PY	
158	Night pool premium (a different kind of shift differential)	H	Y		PY	
159	Variable taxing rates and methods (e.g. flat percent or annualized percentage table) for any earnings type on a single paycheck	H	Y		PY	
160	Ability to identify retirement eligible wages from gross wages.	H	Y		PY	
161	Ability to have different base wages for calculating different deductions and earnings (union dues, fringe, etc.)	H	Y		PY	
162	Ability to build salary range tables per job classification.	H	Y		PY, HR	
163	Ability to override the job classification salary range table on a position level.	H	Y		PY, HR	

Priority

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County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Payroll

4.12 - Payroll		ONESolution Payroll (PY)				
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Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
164	Ability to pay one employee based on multiple positions (additional appointments) with multiple job titles, pay rates, departments, locations, roles, classifications, cost centers, etc., during the same pay cycle without the need for manual journal entries and show cross reference in payroll register and check stub.	H	Y		PY, HR	
165	Ability to split employee pay and benefits across multiple organizations, departments, and cost centers based on a fixed percentage, dollar amount, or worked hours.	H	Y		PY, HR	The split is based on percentage. More information is necessary to ensure compliance.
166	Ability to calculate regular rate of pay, per FLSA requirements: Rate of Pay = ((Total hours X Base Rate) + (additions to pay))/total hours worked. System must also allow multiple rates to be used and any other allowable FLSA calculation methods.	H	Y		PY	
167	Ability to allow the FLSA calculation to include non-worked hours, such as leave pay.	H	Y		PY	
168	Ability to establish and manage a separate care leave bank to which employees can donate, or allow employees to donate leave directly to another employee, and go through an approval workflow.	M	Y		PY	
169	Ability for earnings to be based on quarters of an hour, or other increments (using 4 digits for rounding).	H	Y		PY	
170	Other Earnings					
171	Ability to change earnings/pay in the past, present, future and hold changes in suspense awaiting release by authorized user/department prior to updating employee record	H	Y		PY, HR	
172	Ability to pay earnings, including but not limited to based on the following calculation types:	-				
173	Flat amount per pay period	H	Y		PY, HR	
174	Percent of salary rate (base pay rate)	H	Y		PY, HR	
175	Hourly rate	H	Y		PY, HR	
176	Bi-weekly salary	H	Y		PY, HR	
177	Monthly salary	H	Y		PY, HR	
178	Annual salary	M	Y		PY, HR	
179	Fixed Amount	H	Y		PY, HR	
180	Ability to accommodate special pay codes/circumstances including but not limited to the following items: call-out pay, standby pay (after hours) payments - Hours worked after business hours per the various rules.	H	Y		PY	
181	Ability to restrict an earnings type to a specified group or groups of employees	H	Y		PY	
182	Ability to compute total hours worked multiplied by rate per hour when less than a standard pay period amount is due to an individual (e.g., salary employee on unpaid leave).	H	Y		PY	
183	Ability of system to calculate and adjust taxable wages for non-cash fringe benefits (imputed income) above a configurable amount	H	Y		PY	

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Payroll

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Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
184	Ability for departmental request of supplemental pay (e.g., assignment or military pay) with appropriate workflow rules.	H	Y		PY, HR, Workflow	A new workflow may be required, please refer to the Modification pricing detail.
185	Ability to calculate and pay additional sources of employee compensation, including but not limited to the following:	-				
186	Allowance (clothing, uniform, etc.)	H	Y		PY, HR	
187	Car Allowance	H	Y		PY, HR	
188	Lump sum payment for unused leave	H	Y		PY, HR	
189	Employee reimbursements under a non-accountable plan	H	Y		PY, HR	
190	Other reimbursements and additions to pay	H	Y		PY, HR	
191	Prior period adjustments	H	Y		PY, HR	
192	Supplemental payments	H	Y		PY, HR	
193	One time payment	H	Y		PY, HR	
194	Ability to incorporate payments outside the payroll module (i.e. AP) to an employee record for tax reporting (i.e. W2's)	H	Y		PY, HR	
195	Retro Pay/Deductions					
196	Ability to automatically re-calculate deductions in current period for prior period changes in employees' deductions (insurance premiums, changes to benefits enrollments, union dues, retirement contributions, etc.).	H	N			Numbers 196 and 198: Calculations/adjustments are manual.
197	Ability to handle pay rule changes without custom programming.	H	Y		PY	
198	Ability to calculate benefits in arrears for new hires	H	N			
199	Ability to automatically calculate pay or wage adjustments in current period when pay-related information in prior periods is changed - rate, hours, allowances, pay code, etc. Ability to calculate based on individual or group.	H	Y		PY	Prior period overtime can be adjusted using timecards. The Retro Utility can be used to adjust based on normal number of hours a day or pay rate has changed.
200	Ability to reimburse employees for pre-tax and post-tax deduction overpayments	H	Y		PY	
201	Ability to identify that a payment is retroactive, and the dates associated with it, including the date the retroactive pay occurred.	H	Y		PY	
202	Ability to track all retro active changes to employee records.	H	Y		PY	
203	Ability to track retro active payment and deductions on the payroll journal and employee pay stub.	H	Y		PY	
204	Payroll Processing					
205	Ability to forecast/simulate an employee's paycheck based on criteria/employee data entered (i.e. Tax changes etc. W4)	H	Y		PY, EO	This is achieved using the what-if tool in Employee Online.
206	Ability to "lock" employees records and time sheets during and after payroll processing to prevent changes while payroll is calculated for the payroll period.	H	Y		PY	Employee records are managed by effective dates and locking employee records is not necessary or recommended.
207	Ability to allow future changes to employee records if the start date of change is after the current pay period end date during payroll processing.	H	Y		PY, HR	

Priority

H - High | M - Medium | L - Low

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M - Modification | F - Future | N - Not Available

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Payroll

4.12 - Payroll		ONESolution Payroll (PY)				
<i>Objective: To provide an automated system to efficiently and effectively support the timely processing of pay and deduction information, manage employee records and facilitate the preparation of paychecks and reports.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
208	Ability to make mass pay rate changes including and excluding certain pay types as needed	H	Y		PY, HR	
209	Ability to run proposed current and future payroll for projections and validation of payroll results, and report information	H	Y		PY, HR	
210	Ability to perform end of year payroll postings for pay periods that cross two fiscal years.	H	Y		PY, HR	
211	Ability to automate year-end payroll accruals when a pay period crosses a fiscal year.	H	Y		PY, HR	
212	Ability to auto-generate year end accruals and reversals.	H	Y		PY, HR	
213	Direct Deposit					
214	Ability to create a file for direct deposit in ACH format for vendors and others as needed.	H	Y		PY, HR, AP	
215	Ability to create a file for direct deposit in ACH format for employees salary payments.	H	Y		PY	
216	Ability to change the format of the bank file when changes are requested from the bank based on authority.	H	Y		PY	
217	Ability to have multiple financial institutions per employee designated for direct deposit.	H	Y		PY, HR	
218	Ability to allow direct deposit as:	-				
219	Full net amount to one financial institution	H	Y		PY, HR	
220	Percentages of the net amount to more than one financial institution/account	H	Y		PY, HR	
221	Fixed amounts to more than one financial institution/account	H	Y		PY, HR	
222	Ability to direct payments to pay cards and create file to upload to pay card provider.	M	Y		PY, HR	
223	Ability to prenote prior to an employee's first pay cycle.	L	Y		PY, HR	
224	Ability to override prenote process.	L	Y		PY, HR	
225	Ability to accept direct deposit changes directly from bank (e.g., for routing information).	L	N			
226	Ability to email check stubs	H	Y		PY, EO	Check stubs are available via the proposed Employee Online application.
227	Check Printing					
228	Ability to provide computer-generated payroll checks.	H	Y		PY	
229	Ability to print checks in prescribed sequence that can be changed at any time by users.	L	Y		PY	Sorting by criteria is available, e.g., department, check distribution, and name.
230	Ability to view pay stub/earning statement through the system on or after the payment date.	H	Y		PY, EO	
231	System must provide flexible processing schedules for the ability to rerun payroll, if needed.	H	Y		PY	
232	Ability to restart the check process for the following:	-				

Priority

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Payroll

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<i>Objective: To provide an automated system to efficiently and effectively support the timely processing of pay and deduction information, manage employee records and facilitate the preparation of paychecks and reports.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
233	One check	H	Y		PY	
234	Small group of checks	H	Y		PY	
235	Entire check run	H	Y		PY	
236	Ability to automatically advance to next paycheck to continue stub printing.	H	Y		PY	
237	Ability to have special payroll runs at any time (i.e. separately from a normal payroll run or at the same time).	H	Y		PY	
238	Ability to void payroll check or direct deposit and reissue a new check or process a direct deposit for the same payment.	H	Y		PY	
239	Ability to print single payroll checks for employees even if they are working in multiple positions or funded from multiple funding sources.	H	Y		PY	
240	Ability to issue checks outside of the processing cycle.	H	Y		PY	Supplemental pay periods can be processed at any time.
241	Ability of the advice / check stub to be simple to read/understand and have all relevant detailed information regarding the employee, earnings, and deductions, including annual accumulators as defined by user.	H	Y		PY	
242	Ability to print the name of financial institution on direct deposit advice.	H	Y		PY	
243	Ability to support MICR printing	H	Y		PY	
244	Ability to support printing the check signature with proper security of the signature.	H	Y		PY	
245	SPECIAL CHECK PROCESSING					
246	Ability to handle the following special payroll processing situations:	-				
247	Reissue a voided check, where there is no adjustment to records, except the check number associated with the payment	H	Y		PY	
248	Paying an additional amount, where certain deductions previously applied are excluded (e.g. health insurance)	H	Y		PY	
249	Off cycle processing of pay check (i.e. department forgot to turn in pay req), where all regular deductions are applied	H	Y		PY	
250	Termination check, where all outstanding accruals are paid with the ability to exclude certain deductions	H	Y		PY	
251	Ability for all special checks (except re-issued checks) should have same behavior for vendor payments/journal entries/check printing/ach as regular payroll checks	H	Y		PY	
252	Payroll Taxes					
253	Ability to automatically update tax tables (rates and limits) as required by the state or federal government, including but not limited to the following tax categories:	-				
254	Federal income tax	H	Y		PY	
255	State income tax	H	Y		PY	
256	FICA (OASDI and Medicare)	H	Y		PY	
257	Earned income credit	L	Y		PY	

Priority

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Payroll

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Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
258	Ability to have default taxes withheld using single with zero exemptions as the default.	H	Y		PY	Employee must have tax assignment.
259	Ability to allow any legally allowable number of exemptions (marital status and dependents) for each taxing entity.	H	Y		PY	
260	Ability to mark an employee as completely exempt from federal and/or state taxes	H	Y		PY	
261	Ability for employees to withhold an additional user-specified amount for Federal or State taxes.	H	Y		PY	
262	Ability to withhold Federal and State income taxes on the basis of aggregated/supplemental earnings for a pay period.	H	Y		PY	
263	Ability to define different tax rates for different earnings (i.e. earning1 can be at aggregate rate based on W4 information and Earning2 can be at 3% etc.)	M	Y		PY	
264	Ability to support and deduct multiple pension types and calculations	H	Y		PY	
265	Ability to adjust (withhold or refund) employees Federal, State, County, or City withholding taxes by pay period.	H	Y		PY	
266	Ability to adjust (debit or credit) an employee's Federal, State, County, or City year-to-date taxable gross wage and withholding amount totals.	H	Y		PY	
267	Ability to exclude wages withheld for deductions from Federal, State, County, and City income tax withholdings, as part of the process of defining a deduction.	H	Y		PY	
268	Ability to maintain an employee's OASDI and Medicare contribution total for unlimited prior tax years.	H	Y		PY	
269	Ability to automatically and manually adjust (withhold or refund) OASDI and Medicare by employee in the current pay period, quarterly, monthly, or annually.	H	Y		PY	
270	Ability to adjust (debit or credit) OASDI and Medicare year-to-date totals for employee and employer withholding amounts and employee's gross wages on a quarterly, monthly, or annual basis.	H	Y		PY	
271	Ability to calculate Advanced Earned Income Credit.	L	Y		PY	
272	Void Check Processing					
273	Ability for the reversal (void paycheck) process to be automated to reverse all employer/employee records (including voluntary deductions, time and attendance, and PLT accruals).	H	Y		PY	
274	Ability for Payroll Division to initiate process to void a paycheck	H	Y		PY	
275	Ability to have multiple voided checks per pay cycle by employee.	H	Y		PY	
276	Ability to record each replacement check number in the payment history record for the check that is replaced and the replacement number should not overlay the original check number.	H	N			Payroll History records are maintained and reversed for the original check and a new record is created for the final check (where applicable). Check numbers are not referenced on the related records.

Priority

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Payroll

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Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
277	Ability to locate and view every check record using the replacement check number, employee ID number, or check date as a search key.	H	Y		PY	Replacement checks do not have special numbering. But searches can be done by date, pay period, or employee information.
278	GL - Journal Entries					
279	Ability to automatically post payroll transaction data to the General Ledger after regular payroll and special (off cycle) payrolls	H	Y		PY, ONESolution General Ledger (GL)	
280	Ability to specify posting dates for posting payroll transactions.	H	Y		PY, GL	
281	Ability to post payroll transaction to multiple funds and cost centers based on employee records (for example, organizational assignments, multiple positions).	H	Y		PY, GL	
282	Ability to create GL journal entries which allow for interfund transactions and still balance in total and by fund (e.g. employees who are paid from several funds, but whose tax withholdings are accumulated in one fund).	H	Y		PY, GL	
283	Ability to create monthly and annual payroll accrual journal entries.	H	Y		PY, GL	
284	Ability to create detail journal entries to allocate labor charges to various cost centers/projects/grants.	H	Y		PY, GL	
285	Ability to select a date for future posting of automated journal entries and manually update this date.	H	Y		PY, GL	Additional information is necessary to determine if this functionality is met by the system. Payroll may be posted to a future user-defined date that can be overridden prior to posting payroll.
286	Ability to create automated journal entries for fringe benefit cost to multiple cost centers for retirement, workers' comp, or unemployment on a percentage of salary; medical insurance and disability insurance which are based on actual plan cost-table.	H	Y		PY, GL	
287	Payroll Calendars					
288	Calendar to support bi-weekly pay periods which typically entail 26 bi-weekly payrolls in a calendar year. However, 27 pay periods may occasionally occur in a calendar year.	H	Y		PY	
289	Different calendars for determining (minimum = 99):	-				The calendar code is 8 alpha-numeric characters in length.
290	Multiple FLSA periods (e.g. 7, 14, 24 and 28 day periods)	H	Y		PY	FLSA periods do not have to be defined by calendar.
291	28 day work period for employees qualifying for law enforcement overtime exemption under FLSA. These employees continue to receive bi-weekly paychecks. Currently first paycheck in 28 day work period defaults to 80 hours. Second paycheck includes adjustments for leave usage and overtime payment	H	Y		PY	
292	Beginning and ending dates of the pay period	H	Y		PY	
293	Multiple Holidays calendars for different job classes	H	Y		PY	

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Payroll

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Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
294	User defined hour duration of holidays(e.g. 4, 6, 8, 10 hour holiday)	H	Y		PY	
295	Integration and Interfaces					
296	Ability to interface with budget for department, project and fund calculations	H	Y		PY, ONESolution Budgeting (BU), ONESolution Position Budgeting (PB)	
297	Payroll system is integrated with the Time & Attendance module to input hours worked	H	Y		PY	
298	Ability to provide interfaces with federal and state tax deposit software.	H	N			Integration is not available at this time but it may be considered as a new interface through modification.
299	Ability to interface with bank for positive pay, including pre-note functionality	H	Y		PY	
300	Ability to interface with Accounts Payable for paying vendors (e.g., third party remittances), eliminating/minimizing need for reconciliations	H	Y		PY, AP	
301	Ability to interface with benefit providers and deferred compensation providers [e. retirement plan (401, 457 plan providers), health providers (medical, dental, vision), voluntary benefit providers (life insurance, flexible spending, pre-paid tuition, etc.)]	H	Y		PY	Standard interfaces are provided. If a custom interface is needed it can be created through a modification.
302	Ability to interface with payroll check print program	H	Y		PY	ONESolution has the ability to interface with payroll check print programs, but more specific information would be required to determine if a custom interface would be required.
303	Ability to integrate with projects and grants for tracking labor	H	Y		PY	
304	Reporting					
305	Ability to have user designed standard and ad hoc reporting, including detailed exception reporting (e.g., for auditing), which include but are not limited to the following:	-				
306	Ability to produce an employee listing which has the employee number, name, hire date, current rate of pay, position name, department, years of service.	H	R		PY, HR, SunGard Analytics	
307	Ability to report/inquire on all employees for a particular deduction or earning code.	H	R		PY, HR, SunGard Analytics	
308	Ability to produce a summary report for the current payroll which includes a total of each deduction and each type of earning.	H	R		PY, HR, SunGard Analytics	
309	Ability to report on calculated compensated absences showing ending balances in hours and calculated pay.	H	R		PY, HR, SunGard Analytics	
310	Ability to view mid-period earnings calculations for termination pay.	H	R		PY, HR, SunGard Analytics	

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Payroll

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Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
311	Ability to view and download all employee data stored in database.	H	R		PY, HR, SunGard Analytics	ONESolution contains standard utilities that support numerous data import and export requirements. In order to use these standard features, data must be presented in a supported format such as, CSV or Microsoft Excel. If specific formatting needs, scope, and complexity go beyond the standard format, SunGard will work with you to provide design considerations and level of effort estimates.
312	Ability to view a Payroll Register in user-defined order, (i.e. showing gross pay, payroll fund, all system-calculated taxes and deductions, net pay, and check number).	H	R		PY, HR, SunGard Analytics	
313	Ability to provide reports (paper and inquiry) immediately after payroll has run (e.g., Payroll Register, Exception Reports, Journal Entries)	H	R		PY, HR, SunGard Analytics	
314	List of gross wages in excess of user specified amounts	H	R		PY, HR, SunGard Analytics	
315	Ability to print/report/identify, prior to issuance of first pay check, weekly lists of all employees engaged who do not have direct deposit instructions.	M	R		PY, HR, SunGard Analytics	
316	Produce a report of audit trail changes made to employees records and identify who made the changes (e.g., for recalculating payroll).	H	R		PY, HR, SunGard Analytics	
317	Ability to produce a report showing benefits participation by benefit, carrier and, coverage level.	H	R		PY, HR, SunGard Analytics	
318	Ability to create Payroll Projection Reports, forecasting payroll amounts by department, fund, etc., through year-end. Compares to budgeted amounts.	H	R		PY, HR, PB, SunGard Analytics	
319	Ability to report on retroactive pay detail, by pay period	H	R		PY, HR, SunGard Analytics	
320	Ability to report/inquire on all hours and type of hours worked by all types of employees including their labor distribution accounts.	H	R		PY, HR, SunGard Analytics	
321	Ability to track total compensation by employee by time period	H	R		PY, HR, SunGard Analytics	
322	Ability to track all pay and type of pay earned by all types of employees.	H	R		PY, HR, SunGard Analytics	
323	Ability to report/inquire on employee and employer deductions as well as the employee earnings for a specified date range.	H	R		PY, HR, SunGard Analytics	
324	Ability to assign security by department, groups or any other user defined category to each and all reports.	H	Y		PY, HR, SunGard Analytics, SPSONE Security	
325	Ability to produce all of the wage and tax reports required to comply with Federal and State laws, rules and regulations, including the following:	-				
326	Internal Revenue Service (for income tax) and Social Security Administration. Quarterly(941) W2's	H	R		PY, HR, SunGard Analytics	
327	State Tax reports (state taxable wages and withholdings,	H	R		PY, HR, SunGard Analytics	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Payroll

4.12 - Payroll		ONESolution Payroll (PY)				
<i>Objective: To provide an automated system to efficiently and effectively support the timely processing of pay and deduction information, manage employee records and facilitate the preparation of paychecks and reports.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
328	State Department of Labor for Unemployment Insurance/Workers Compensation Payroll Audits	H	R		PY, HR, SunGard Analytics	
329	Bureau of Census - government payroll reports	H	R		PY, HR, SunGard Analytics	
330	W-2s & 1099s					
331	Ability to generate a transmittable electronic file for W-2s & 1099s.	H	Y		PY	
332	Ability to post year-end Forms (W-2) for each person employed during the tax year, viewable through an employee self service module.	M	Y		PY, EO	
333	Ability to maintain the information required to produce W-2's.	H	Y		PY	
334	Ability to maintain the information required to produce W-2Cs.	H	Y		PY	
335	Ability to produce duplicate W-2 and W-2C forms to replace lost or misplaced forms.	H	Y		PY	Numbers 335-336: Only W-2 forms are supported.
336	Ability to produce early Forms W-2, forms W-2C, and duplicates on a demand basis.	M	Y		PY	
337	Ability for employees to download W-2 information into tax software	M	N			
338	Ability to generate 1099s and 1099Rs for wages paid after death of employee.	M	Y		PY	
339	Ability to generate and transmit/store electronic files for 1094 and 1095 forms.	M	Y		PY	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17
Project and Grant Accounting

SunGard Public Sector	
Code	Availability Definition
Y	Functionality is provided out of the box through the completion of a task associated with a routine configurable area that includes, but is not limited to, user-defined fields, delivered or configurable workflows, alerts or notifications, standard import/export, table driven setups and standard reports with no changes. These configuration areas will not be affected by a future upgrade. The proposed services include implementation and training on this functionality, unless specifically excluded in the Statement of Work, as part of the deployment of the solution.
R	Functionality is provided through reports generated using proposed Reporting Tools.
T	Functionality is provided by proposed third party functionality (i.e., third party is defined as a separate software vendor from the primary software vendor). The pricing of all third party products that provide this functionality MUST be included in the cost proposal.
M	Functionality is provided through customization to the application, including creation of a new workflow or development of a custom interface, that may have an impact on future upgradability.
F	Functionality is provided through a future general availability (GA) release that is scheduled to occur within 1 year of the proposal response.
N	Functionality is not provided.

4.13 - Project and Grant Accounting ONESolution General Ledger (GL), ONESolution Job/Project Ledger (JL), ONESolution Grant Management (GM)

Objective: To efficiently administer and comply with all project and grant obligations, track all project and grant activities, and support all required reporting.

Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
1	Project/Grant Set-Up					
2	Ability to create user-maintained master files for:	-				
3	Jobs / Activities	H	Y		ONESolution General Ledger (GL), ONESolution Job/Project Ledger (JL)	
4	Projects	H	Y		GL, JL, ONESolution Grant Management (GM)	
5	Sub-Projects	H	Y		GL, JL, GM	
6	Grants	H	Y		GL, JL	
7	Ability to create project/grant master file that allows for tracking and reporting, including but are not limited to the following:	-				In instances where a specific field tag is not available for a particular data item, the requirement can be met by re-purposing system-defined fields or using user-defined or coded value fields where available. Additionally, data items can be tracked using Threaded Notes or Documents Online.
8	Department (responsible for the project or grant)	H	Y		GL, JL	
9	Status: fully funded, partially funded, non-funded	M	Y		GL, JL	
10	Alphanumeric project/grant numbers (coding assigned by authorized users to be used to identify grants or projects, including case numbers for example)	H	Y		GL, JL, GM	
11	Key dates (Approval date, start date, end date, extension date, date of last draw, final performance report)	H	Y		GL, JL, GM	
12	Commission Order # and date	H	Y		GL, JL	The commission date is not available.
13	Grant name (program title)	H	Y		GL, JL, GM	
14	Descriptions / Comments	H	Y		GL, JL, GM	

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Project and Grant Accounting

4.13 - Project and Grant Accounting		ONESolution General Ledger (GL), ONESolution Job/Project Ledger (JL), ONESolution Grant Management (GM)				
Objective: To efficiently administer and comply with all project and grant obligations, track all project and grant activities, and support all required reporting.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
15	Funding source(s)/grantors (e.g., who is providing funding for the grant, project, subproject, activities/task) including contact information	H	Y		GL, JL	
16	Granting agency number	M	Y		GL, JL, GM	
17	Funding source type (i.e. cash, in-kind)	H	Y		GL, JL	
18	Pass-through grant indicator and entity and grant #	H	Y		GL, JL, GM	
19	Sub-grantee	H	Y		GL, JL	
20	Contract number(s) for projects and grants--could have multiple contracts for each	H	Y		GL, JL, GM	
21	Catalog of Federal Domestic Assistance (CFDA), if applicable	H	Y		GL, JL, GM	
22	Amendments (dates, dollars, activity being amended) and allows for multiple amendments	H	Y		GL, JL, GM	
23	Contractor(s) name associated with grants and projects e.g., who is performing the tasks for the grant, project, subproject, activities/task)	M	Y		GL, JL	
24	Detail on contractor (name, contact, address, certifications, Fed ID number, EEO)	M	Y		GL, ONESolution Person/Entity (PE)	
25	Payments and balance available	H	Y		GL, ONESolution Contract Management (CM), ONESolution Accounts Payable (AP)	
26	Total project/grant budget amount	H	Y		GL, JL, GM, ONESolution Budgeting (BU)	
27	Budget detail per grant, project, subproject, activities/task, objective	H	Y		GL, JL, GM, BU	
28	Subproject	H	Y		GL, JL, GM	
29	Activity/Task	H	Y		GL, JL	
30	Objective	L	Y		GL, JL, GM	
31	Grant or project manager assigned with contact information from the Payroll / Personnel module for validation.	H	Y		GL, JL, GM, PE	Clarification needed to ensure full compliance regarding gaining contact information for Payroll/Personnel. Contact information used for Grant and Project accounting comes from the Person/Entity database.
32	Project/grant type	H	Y		GL, JL, GM	
33	Project milestones and phases	H	Y		GL, JL, GM	Numbers 33 and 34: Phase tracking is available. Milestone tracking is not available at this time.
34	Project milestone and phase start and end dates (planned and actual)	H			GL, ONESolution Project Allocation (PA)	
35	Relevant GL accounts (for revenues and expenditures)	H	Y		GL, JL, GM	
36	Retainage requirements, with the ability to adjust and track history	H	Y		GL, CM, AP	
37	Penalties	M	N			This may be tracked in notes.
38	Accounting basis (e.g. cash vs. accrual)	M	Y		GL, JL, GM	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Project and Grant Accounting

4.13 - Project and Grant Accounting		ONESolution General Ledger (GL), ONESolution Job/Project Ledger (JL), ONESolution Grant Management (GM)				
Objective: To efficiently administer and comply with all project and grant obligations, track all project and grant activities, and support all required reporting.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
39	Percentage complete (based on dollar amount, units, date, or milestones)	H	R		SunGard Public Sector Analytics (SunGard Analytics)	
40	Indicator of whether or not there is Grant matching	H	Y		GL, JL, GM, ONESolution Project Allocation (PA)	
41	Multiple other user defined fields	H	Y		GL, JL, GM	This requirement can be met by re-purposing system-defined fields or using user-defined or coded value fields where available. Additionally, data items can be tracked using Threaded Notes or the proposed Documents Online.
42	Scope, including changes and approvals of those changes	H	N			
43	EEOC and Davis/Bacon information	H	Y		GL, JL, GM	
44	Minority requirements	H	Y		CM	Numbers 44 and 45: Available on the contract level.
45	Prevailing wage requirements	H	Y		CM	
46	Ability to set-up and manage the following types of grants:	-				
47	In-Kind Contribution	H	Y		GL, JL, GM, PA	
48	In-Kind Match	H	Y		GL, JL, GM, PA	
49	Federal	H	Y		GL, JL, GM	
50	State	H	Y		GL, JL, GM	
51	Foundation	H	Y		GL, JL, GM	
52	Local	H	Y		GL, JL, GM	
53	Other user defined grant types	H	Y		GL, JL, GM	
54	Ability to track and reconcile expenses incurred for in-kind grants.	H	Y		GL, JL, GM, PA	
55	Ability to associate projects and sub-projects with grants, with the ability to link multiple grants to a project and multiple projects to a grant.	H	Y		GL, JL	
56	Ability to associate a new project to an existing asset in the fixed assets module	H	Y		GL, ONESolution Fixed Assets (FA)	
57	Ability to designate whether or not projects are to be capitalized.	H	Y		GL, JL, GM	
58	Ability to have multi-level project/grant roll up.	H	Y		GL, JL, GM	
59	Ability to automatically create project numbers with user-defined segments (e.g. first 2 digits are the year, next digit is the function, next is the project/grant designation, next is the sequential number, etc.).	H	N			These are manually assigned.
60	Ability to support different project numbering schema by department, including user-defined numbers, with duplicate checking.	H	N			
61	Ability to attach and drill down to budget approval documents.	H	Y		GL, ONESolution Documents Online (DO)	
62	Ability to create project/grant cycles that are different than the fiscal year.	H	Y		GL, JL, GM	
63	Ability to set grant-specific criteria in the system and create a checklist to ensure all requirements are met.	H	Y		GL, JL, GM	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Project and Grant Accounting

4.13 - Project and Grant Accounting		ONESolution General Ledger (GL), ONESolution Job/Project Ledger (JL), ONESolution Grant Management (GM)				
Objective: To efficiently administer and comply with all project and grant obligations, track all project and grant activities, and support all required reporting.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
64	Pre-Award Grant Activities					
65	Ability to track grant applications status (e.g., in progress, submitted) and next steps (e.g., due dates).	H	Y		GL, JL, GM, DO	
66	Ability to automate the process for requesting and establishing a new grant via a highly configurable multi-step approval process workflow, and be able to view the status of the workflow.	H	Y		GL, JL, GM, Workflow	
67	Workflow can be configured to be dependent upon grant attributes (e.g. grantor, grant type, dollar amount, user-flagged).	H	Y		GL, JL, GM, Workflow	
68	Ability to accept grant applications with supporting documentation online.	H	N			
69	Project/Grant Budgeting					
70	Ability to designate/plan funds as multi-year or annually	H	Y		GL, JL, BU	ONESolution Budgeting offers a collection of flexible tools designed to assist in the creation, maintenance and analysis of current and future. Advanced Reporting seamlessly integrates with ONESolution Budgeting and Position Budgeting applications, to radically transform the entire planning cycle, from target setting and budget rollout to reporting analysis and forecasting. What-If and forecasting features are enhanced when Advanced Reporting is used in conjunction with ONESolution Budgeting.
71	Ability to automatically carry over project balances as well as project set-up information between fiscal years, unless flagged as closed.	H	Y		BU	
72	Ability to notify designated staff (by grant/project) a defined number of days prior to expiration.	H	Y		BU	
73	Ability to create a planned budget based on project scope	H	Y		BU	
74	Ability to integrate project cost planning with budget planning module	H	Y		BU	
75	Ability to enter and maintain time or phase-based budgets for a project, including multi-year projects.	H	Y		BU	
76	Ability to forecast hours/fees required to complete the project based on remaining activities from project budget.	M	N			
77	Ability to budget for a grant before the grant has been approved.	H	Y		GL, BU	
78	Ability to support entry of project/grant cost estimates prior to approval of the budget.	M	Y		GL, BU	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Project and Grant Accounting

4.13 - Project and Grant Accounting		ONESolution General Ledger (GL), ONESolution Job/Project Ledger (JL), ONESolution Grant Management (GM)				
Objective: To efficiently administer and comply with all project and grant obligations, track all project and grant activities, and support all required reporting.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
79	Ability to provide drill down capabilities on budgets, cost estimates, actuals.	H	Y		BU, SunGard Analytics	
80	Project/Grant Activity					
81	Ability to associate a project/grant number with a financial transaction even after the transaction has posted with appropriate security, workflow and audit trail.	H	N			
82	Ability to include attached documents in workflows for projects and grants.	H	Y		GL, Workflow	
83	Ability to record labor time, machine usage, services/subcontract costs, and material usage data for individual grants.	H	Y		GL, JL	
84	Ability to link grant set-up to GL accounts when posting transactions	H	Y		GL, JL	
85	Ability to designate funds as restricted (e.g., solicitations, donations and contributions)	M	Y		GL, JL	
86	Ability to have an audit trail (accountability) of correspondences/updates documentation to project managers generated in the system	H	Y		GL, Workflow	
87	Project/Grant Costing					
88	Ability to set-up cost allocation plans on projects and grants	H	Y		GL, JL, GM, PA	
89	Ability for the project/grant accounting module to allow for journal entry of costs	H	Y		GL, JL	
90	Ability to split any transaction by percent or flat amount (e.g., labor, inventory, equipment use, square footage, etc.) to one or more projects/grants.	H	Y		GL, JL	
91	Ability to automatically allocate employee salary and benefit costs to grants based on hours worked or user/grant defined percentages.	H	Y		GL, ONESolution Payroll (PY)	
92	Ability to define specific employee benefit types that can be allocated to each project/grant.	H	Y		GL, PY	
93	Ability to display unencumbered balance and unexpended balance for each project/grant.	H	R		GL, JL, SunGard Analytics	
94	Ability for automatic notification of cost overruns based on percentage or dollar amount, with the ability to configure by each project/grant.	H	R		SunGard Analytics	
95	Ability for auto warning/notification when budget surpasses a defined percentage or dollar amount	H	R		SunGard Analytics	
96	Ability to recognize project expenditures and revenues on an accrual basis (when the work is performed) rather than when the invoice is received or when payroll is processed. This provides the ability to maintain an accrual basis of accounting and identify potential budget concerns on a timely basis.	H	Y		GL, JL, PO, ONESolution Accounts Receivable (AR)	More information is required regarding receivables to ensure full compliance.
97	System can calculate and provide reports for indirect rates for staff and overhead.	H	R		SunGard Analytics	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Project and Grant Accounting

4.13 - Project and Grant Accounting		ONESolution General Ledger (GL), ONESolution Job/Project Ledger (JL), ONESolution Grant Management (GM)				
Objective: To efficiently administer and comply with all project and grant obligations, track all project and grant activities, and support all required reporting.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
98	Ability to change an allocation formula without affecting prior allocations.	H	Y		GL, JL, PA	
99	Grant Tracking					
100	Ability to generate a notification based on effective/expiration dates for fixed term appointments/grant funded positions.	H	Y		GL, JL, GM, Workflow	
101	Ability to generate an asset for grant funded projects.	H	Y		GL, JL, GM, FA	
102	Ability to notify designated staff (by grant/project) a defined number of days prior to deadline for grant reporting submission.	H	Y		GL, JL, GM, Workflow	
103	Ability to electronically notify in advance of upcoming key grant completion dates.	H	Y		GL, JL, GM, Workflow	
104	Ability to electronically notify in advance of upcoming grant spending deadlines including final close out.	H	Y		GL, JL, GM, Workflow	
105	Ability to track and report on non-financial performance measures against a grant/project or sub-activity within a grant project.	H	N			
106	Ability to accumulate and report on project/grant personnel costs by person by day.	H	Y		GL, PY	
107	Ability to report on project/grant budget to actual status	H	Y		GL, JL, GM, SunGard Analytics	
108	Ability to establish system wide grant rules that may disallow the charging of expenditures to grants that have a closed or inactive status.	H	Y		GL, JL	
109	Ability to specify expenses that cannot be charged to a specific grant or group of grants (unallowable costs)	M	Y		GL, JL	
110	Ability to accumulate and report on project/grant equipment costs by establishing equipment rate schedules (this is a non-cash transaction--just an allocation to the proper project/grant coding).	H	N			
111	Ability to track grant activity costs, until the new grant is awarded i.e. pre-award activities	H	Y		GL, JL, GM	
112	Ability to set-up grant matching from multiple funds	H	Y		GL, JL, PA	
113	Ability for authorized users to reclassify the grant coding/reference number after transactions are posted with detailed audit trail that is reportable.	H	N			
114	Grant Reimbursements					
115	Ability to create a bill/receivable for grant activity billed to funder based upon a user defined set of accumulated grant expenditures.	H	Y		GL, JL, GM, AR	
116	Ability to configure a grant reimbursement request workflow.	H	Y		GL, JL, GM, AR, Workflow	
117	System alerts the project/grant manager in advance if spending is nearing the allowable reimbursable amount particularly as it relates to accumulating salary & benefits costs	H	R		SunGard Analytics	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Project and Grant Accounting

4.13 - Project and Grant Accounting		ONESolution General Ledger (GL), ONESolution Job/Project Ledger (JL), ONESolution Grant Management (GM)				
Objective: To efficiently administer and comply with all project and grant obligations, track all project and grant activities, and support all required reporting.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
118	A system that can track reimbursement by project/grants, especially when there are multiple grants for a single project (e.g., vehicle) or multiple projects funded by a single grant	H	Y		GL, JL, GM, AR	
119	Ability to track expenditures related to closed or inactive grants as non-reimbursable.	L	Y		GL	
120	Project/Grant Close					
121	Ability to inactivate a grant/project.	H	Y		GL, JL, GM	
122	Prior to closing a grant or project, have the ability to check for open or pending items (i.e. if the grant or project is identified on an open encumbrance, un-related project, un-related grant, unpaid payment document, fixed asset, etc.), prompt the user about whether or not this project or grant should be closed.	H	Y		GL, JL, GM, Workflow, SunGard Analytics	
123	System transfers construction-in-progress accounts to fixed asset accounts at project close or completion.	H	N			
124	System allows creation of an asset before project close	H	Y		GL, FA	
125	Ability for one project to be converted into multiple assets	H	Y		GL, FA	
126	Ability to hold a grant open after the grant term – to accumulate grant costs & accommodate end of grant corrections and reclassifications.	H	Y		GL, JL, GM	
127	Interfaces / Integration					
128	Ability to associate a grant / project number with the transaction, for all source transactions (including: requisitions, purchase orders, vouchers, invoices, contracts, cash receipts, general ledger transactions) to or from other modules within the system using the proper chart of account codes	H	Y		GL, JL, GM	
129	Ability to attach images / electronic documents to the project or grant record in the master file.	H	Y		GL, JL, GM, DO	
130	Ability to provide access to citizens to query the amount spent on specific projects/events.	L	T		OpenGov	
131	Ability to interface with a Time & Attendance module and software to link hours worked for projects and grants.	H	Y		GL, PY	
132	Ability to provide life cycle tracking (budget and actual) for each project from financial inception to completion across multiple years and funding sources.	H	Y		GL, JL, GM, SunGard Analytics	
133	Ability to have an automatic system notification that payments are in process (AP).	H	Y		GL, JL, AP, Workflow	
134	Ability to interface with State and Federal grant reporting.	H	M		Custom Interfaces	Custom interfaces are required, please refer to Interface pricing details.

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Project and Grant Accounting

4.13 - Project and Grant Accounting | **ONESolution General Ledger (GL), ONESolution Job/Project Ledger (JL), ONESolution Grant Management (GM)**

Objective: To efficiently administer and comply with all project and grant obligations, track all project and grant activities, and support all required reporting.

Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
135	Reporting					
136	System provides a dashboard to track real-time status of project/grant activity with graphical representation of information through charts.	M	R		SunGard Analytics	
137	Ability to report on a multi-year grant and view information covering all years of the grant at a summary level and broken down by each year	H	R		SunGard Analytics	
138	System provides reports for salary, interdepartmental, and other expenses and compares this information to budgets for grants, based on grant year.	H	R		SunGard Analytics	
139	Ability to run a report on grant status based on key words in a narrative.	L	N			
140	Ability to interface with the Fixed Asset module to generate reports on assets related to grants	H	Y		GL, FA	
141	Ability to create reports in compliance with Single Audit Act. Indicates Federal and pass-through projects. Tracks EEOC and Davis/Bacon information for contractors, etc. including tracking revenue by CFDA number.	H	R		SunGard Analytics	
142	Ability to provide all requirements as defined by the various federal granting agencies.	M	R		SunGard Analytics	Numerous requirements mandated by various federal agencies are provided as a standard; however, we cannot guarantee all federal requirements are met.
143	Ability to generate analyses for (including but not limited to) variances and percent completion.	M	R		SunGard Analytics	
144	Ability to prepare projects in progress reporting, including fiscal performance.	H	R		SunGard Analytics	
145	Allow user-specified grouping of individual projects for summary reporting purposes (e.g. multiple projects associated with widening the same street over a number of years).	H	R		SunGard Analytics	
146	System provides project and grant status reports for project and grant managers to track status and progress	H	R		SunGard Analytics	Numerous standard reports including Grant / Project summary, detail, tracking, status, etc., reports are provided with ONESolution. SunGard Analytics allows Users to easily customize many of these reports or create new reports. If an existing report does not exactly match your requirements, many reports can be easily modified or new reports can be created by the user. Training on report writing is provided. If you do not wish to modify or create reports, reporting services are available from SunGard for an additional charge.
147	Projects can be identified as and reports broken out by: (could be more than one)	-				

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Project and Grant Accounting

4.13 - Project and Grant Accounting		ONESolution General Ledger (GL), ONESolution Job/Project Ledger (JL), ONESolution Grant Management (GM)				
Objective: To efficiently administer and comply with all project and grant obligations, track all project and grant activities, and support all required reporting.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
148	Capital projects	H	R		SunGard Analytics	
149	Operating projects	H	R		SunGard Analytics	
150	Special projects	H	R		SunGard Analytics	
151	Special District Projects	H	R		SunGard Analytics	
152	Maintenance projects	H	R		SunGard Analytics	
153	Bond project	H	R		SunGard Analytics	
154	Other user defined project types	H	R		SunGard Analytics	
155	Ability to query projects by one or multiple of the below criteria:	-	R		SunGard Analytics	
156	Budget	H	R		SunGard Analytics	
157	Schedule (5-Year, 10-Year, 20-Year)	H	R		SunGard Analytics	
158	Department	H	R		SunGard Analytics	
159	Status (open, closed, inactive, etc.)	H	R		SunGard Analytics	
160	Type	H	R		SunGard Analytics	
161	Funding source(s)	H	R		SunGard Analytics	
162	Other user defined fields	H	R		SunGard Analytics	

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Purchasing

SunGard Public Sector	
Code	Availability Definition
Y	Functionality is provided out of the box through the completion of a task associated with a routine configurable area that includes, but is not limited to, user-defined fields, delivered or configurable workflows, alerts or notifications, standard import/export, table driven setups and standard reports with no changes. These configuration areas will not be affected by a future upgrade. The proposed services include implementation and training on this functionality, unless specifically excluded in the Statement of Work, as part of the deployment of the solution.
R	Functionality is provided through reports generated using proposed Reporting Tools.
T	Functionality is provided by proposed third party functionality (i.e., third party is defined as a separate software vendor from the primary software vendor). The pricing of all third party products that provide this functionality MUST be included in the cost proposal.
M	Functionality is provided through customization to the application, including creation of a new workflow or development of a custom interface, that may have an impact on future upgradability.
F	Functionality is provided through a future general availability (GA) release that is scheduled to occur within 1 year of the proposal response.
N	Functionality is not provided.

4.14 - Purchasing	ONESolution Purchasing (PO)
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Objective: To provide systematic coordination of procurement activities.

Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
1	General Requirements					
2	All purchasing related applications provide direct interface/integrate with all related financial modules, including third party software such as NIGP Codes, as applicable	H	Y		ONESolution Purchasing (PO)	The system has the ability to interface with outside systems using an upload utility, which requires a .csv file.
3	Ability to support automatic entry into other modules, such as contract management, accounts payables and fixed assets. Document history and real-time retrieval online, linking requisitions to purchase orders, invoices and checks.	H	Y		PO, ONESolution Contract Management (CM), Accounts Payable (AP), Fixed Assets (FA), Documents Online (DO), SunGard Public Sector Analytics (Analytics)	
4	System allows each department to initiate the procurement process through requisition entry into the financial system.	H	Y		PO	
5	Ability to drill down to all supporting documents included in and related to the procurement transaction (from requisition to invoice/payment issuance).	H	Y		PO, AP, SunGard Analytics	
6	Ability to electronically generate and maintain annual, blanket, and standard purchase orders transactions using an online requisitioning system for all procurements.	H	Y		PO	
7	Ability to look up the real-time status of procurements including requisitions and purchase orders.	H	Y		PO	
8	Ability to retrieve existing data from one process to another without re-keying (i.e. vendor number entry to automatically populate requisition data such as vendor name, address and remittance type; Department shipping location, etc.).	H	Y		PO	
9	Ability to default the shipping address (with multiple locations) on purchase orders based on the user that is requesting the goods / services.	H	Y		PO	
10	Ability to scan/attach documents (e.g., specifications, back-up documentation, invoices, packing slips, warrants, etc.) to requisitions, purchase orders and payment vouchers.	H	Y		PO, DO	

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Purchasing

4.14 - Purchasing		ONESolution Purchasing (PO)				
<i>Objective: To provide systematic coordination of procurement activities.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
11	Ability to automatically generate recurring payables/purchase orders for frequently ordered merchandise, i.e. recurring expenditures or progress payments on contracts/lease agreements.	H	Y		PO, AP	Provides the ability to create recurring payables.
12	Ability to validate the following information upon data entry to ensure data integrity and internal control, such as:	-				
13	General Ledger Account Code	H	Y		PO, ONESolution General Ledger (GL)	
14	Requisition number	H	Y		PO	
15	Vendor number	H	Y		PO, ONESolution Person/Entity (PE)	
16	Ability to view available budget at entry and provide either a notification or stop further processing based on system configuration and user authority.	H	Y		PO, GL	Based on setup, the system will provide users with a warning or a block.
17	Ability to generate customized notification e-mails for automated distribution throughout workflows (internal and external customers/vendors)	H	Y		PO, Workflow	
18	Ability to process direct payments (items that do not require a purchase order, i.e. - utility bills, employee reimbursements, payments to other government entities, etc.).	H	Y		AP	
19	Ability to cross-reference a direct payment request with vendor master file and PO file to obtain a list of existing POs for that vendor.	H	Y		AP	
20	System provides a wizard to guide staff through the procurement process	H	N			
21	Vendor File and History					
22	Ability to restrict addition of a vendor unless a the vendor profile/application is complete with all required and applicable information including automated W-9 verification and insurance (as required) documentation.	H	Y		PE	
23	Ability to place a vendor "on hold", restricting payments or PO's from being issued.	H	Y		PE	
24	Ability to allow authorized users to override either user-specified or system-generated vendors and prices.	H	Y		PO	
25	Ability to search on partial name information and then select from a list of the closest matches.	H	Y		PE	
26	Ability to have a single vendor file accessed from the Accounts Payable and Purchasing modules (including 1099 and W-9 information).	H	Y		PO, AP, PE	
27	Ability to change 1099 status without losing prior history	H	Y		PE	
28	Ability to have a free text area where comments about a vendor may be attached to the vendor file record.	H	Y		PO, DO	
29	Ability to allow for multi-site delivery addresses.	H	Y		PO	
30	Ability to allow both "order from" and "remit to" vendor address with option of electronic remittance.	H	Y		PO, PE, Workflow	
31	Ability to associate multiple vendors' remit addresses with a single umbrella vendor entry (parent/child relationship).	H	Y		PO, PE	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

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Purchasing

4.14 - Purchasing		ONESolution Purchasing (PO)				
<i>Objective: To provide systematic coordination of procurement activities.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
32	Ability to enter vendor number or name and have the system complete address, delivery, terms, etc. information from the vendor master file.	H	Y		PO, PE	The system will enter the address and phone code when the vendor name or address is entered.
33	Ability to track by vendor purchases by user defined start and end date or time periods.	H	Y		PO, PE, SunGard Analytics	
34	Ability to identify vendors who do not meet government or state regulations (i.e. Debarment, OSHA, EEO).	L	Y		PE	
35	Ability to change purchase order information if an error has been made prior to printing of the purchase order.	H	Y		PO	
36	Ability to designate certain vendor types as one-time that are able to be inactivated or cleared (non-reportable or sensitive data) from the system by AP at any time (e.g., witnesses, jurors, refunds on personal property, based upon security and records retention policies). These vendors do not require a W-9.	H	Y		PE	
37	Ability to track the following vendor information:	-				
38	Ownership Status (MBE, WBE, DBE, Small Business, Local Preference, etc.)	M	Y		PE	
39	Tax Status (exempt or non-exempt)	H	Y		PE	
40	Ownership Type (Sole Proprietor Non-profit, Corp, Partnership, etc.)	H	Y		PE	
41	Open Purchase Order Number and Amounts	H	Y		PE, PO	
42	Open Invoice Numbers and Amounts	H	Y		PE	
43	Tax ID Number	H	Y		PE	
44	Vendor Number	H	Y		PE	
45	Vendor License(s) held, date(s) of expiration, and supporting documentation	M	Y		PE	
46	Terms Code (Payment i.e. 2%-net 10 net 30 days and Shipment, FOB-Destination)	M	Y		PE	
47	Purchase History File (dates, quantity, products, purchase order numbers, vendor payments, trade-ins and discounts) for Current and Prior year(s)	H	Y		PE, PO, AP	
48	1099 Code	H	Y		PE	
49	Ability to show the total purchases by user defined time periods (start/end dates) and drill down to requisitions and PO with all supporting documents attachments.	H	Y		PE, PO, SunGard Analytics	
50	Ability to generate an internal notification if a vendor changes its Tax ID through the portal.	M	N			
51	Ability to classify vendors as confidential per business rules	H	Y		PE	
52	Ability to detect and prevent duplicate vendor files i.e. similar names, same Tax ID, same address, etc..)	H	Y		PE	Blocks can be applied to vendor name, SSN, and Tax ID.
53	Ability to prevent vendor maintenance from affecting the vendor information on historical transactions. This can be overridden with the proper security access	H	Y		PE	
54	Ability to track acceptable payment type in the vendor file (e.g. p-card, e-payables, CPS, etc.)	H	Y		PE	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

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Purchasing

4.14 - Purchasing		ONESolution Purchasing (PO)				
<i>Objective: To provide systematic coordination of procurement activities.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
55	Requisition Processing					
56	Ability to enable or disable requisitions by department	H	Y		PO	
57	Ability to support the use of business rules such as for requisition types, dollar threshold limitations; informal bids and formal competitive process; categorize Low Value Assets vs. Fixed Assets.	H	Y		PO	
58	Ability to set different workflow levels for approval by department	H	Y		PO	
59	Ability to classify the purchase type (i.e. Goods & Trade Services, IT Equipment, Maintenance/MOU Agreements, Professional Services, Construction, Leases, Real Estate transactions and etc.) Please identify any limitations in the comments field.	H	Y		PO	
60	Ability to classify a document type as follows:	-				
61	Regular/Standard Purchase Order	H	Y		PO	
62	Blanket Purchase Order (encumbered or non-encumbered)	H	Y		PO	
63	Confirming Purchasing Order	H	Y		PO	
64	Ability to default, with security override, the related Asset number if the requisition is tied to a contract or project that is also tied to an asset (i.e., Project A is for construction of building 123 - all requisitions referencing Project A should automatically be tied to the building asset.	H	Y		PO, Workflow	
65	Ability to link a fixed asset to an existing trackable asset (capital, buildings, furniture, equipment, etc.) with user defined thresholds.	H	Y		PO, FA	
66	Ability to save and place on hold an incomplete requisition.	H	Y		PO, Workflow	
67	Ability to require sole source transactions to include justification documentation, either attached or in comments.	H	Y		PO	
68	Ability to require requisitioners to attach quote(s) to requisitions based upon business rules.	L	N			The system allows for attached quotes but does not require them.
69	Ability to group and report on requisitioned items by vendor or commodity code for volume purchase purposes.	H	Y		PO	
70	Ability to validate proposed vendor on the requisition against existing vendor file.	H	Y		PO	
71	Ability to create a requisition without a pre-existing vendor	H	Y		PO	
72	Ability to automatically default to information for a user's department.	H	Y		PO	
73	Ability to default fiscal year for each requisition, but allow users to modify if desired	H	Y		PO	
74	Ability to enter default and customized comments on purchase orders and requisitions with full text editing features (e.g. indent, bold, paragraph, etc.).	H	N			
75	Ability to support both centralized and decentralized entry of requisition and purchase orders .	H	Y		PO	
76	Ability to maintain history on all requisitioner transactions and view requisitions by initiator.	H	Y		PO	
77	Ability to perform the following tasks or include the following information in the requisition and purchase order process:	-				
78	Quantity, price and description	H	Y		PO	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

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Purchasing

4.14 - Purchasing		ONESolution Purchasing (PO)				
<i>Objective: To provide systematic coordination of procurement activities.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
79	Initiator	H	Y		PO	
80	Calculate and extend price, including discount terms	H	Y		PO	
81	Calculate Sales Tax based on systematically maintained sales/use tax rates	L	Y		PO	
82	Retrieve vendor information automatically	H	Y		PO	
83	Specify Unit of Measure (Ea., Ft, lb., C, M, etc.)	H	Y		PO	
84	Multiple budgetary accounts	H	Y		PO	
85	Departmental contact, address, and phone number	H	Y		PO	
86	Shipping instructions / freight terms (FOB)	H	Y		PO	
87	Identify various funding sources for different procurement requirements including federal and state grants funds	H	Y		PO	
88	Ability to email purchase orders, with all associated/attached documents included.	H	Y		PO, Workflow	Purchase orders can be emailed. Additional charges may be incurred to include associated/attached documents. Further discovery is required.
89	Ability to automatically transfer data codes, text and requisition information from requisitions to PO.	H	Y		PO	
90	Ability to view/change an unapproved requisition by requisitioner or as authorized by Purchasing.	H	Y		PO, Workflow	
91	System can select a default ship-to address based on requesting department (with authorized user override capability).	H	Y		PO	
92	Ability to inquire on historical POs and convert them into a new requisition.	H	Y		PO	
93	Ability to automatically pre-encumber funds upon entry of the requisition.	H	Y		PO	
94	Ability to reverse the pre-encumbered funds upon cancellation of the requisition.	H	Y		PO	
95	Ability to automatically release pre-encumbrances based on user-determined criteria at year-end.	H	Y		PO	
96	Ability to liquidate related pre-encumbrance balances and establish encumbrances, upon approval/award of a purchase order.	H	Y		PO, GL	
97	Ability to have the option to use a user defined commodity codes or a NIGP (National Institute of Governmental Purchasing) codes	H	Y		PO	
98	Ability to assign requisitions to a user automatically based on commodity code or requesting department, with an override ability.	H	Y		PO, PE	
99	Ability to search for the appropriate commodity code related to the good / service being requested on a per line item basis, when creating a requisition and/or purchase order.	H	Y		PO, PE	
100	Ability to import standard NIGP codes based upon periodic updates by an outside agency	H	Y		PE	
101	Ability to provide the use of commodity codes, project and grant information to the various tracking applications.	H	Y		PO, PE, AP, ONESolution Contract Management (CM), GL, ONESolution Job/Project Ledger (JL)	
102	Encumbrance / Purchase Order Processing					

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

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Purchasing

4.14 - Purchasing		ONESolution Purchasing (PO)				
<i>Objective: To provide systematic coordination of procurement activities.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
103	Ability to see requisitions from the purchase order screen	H	Y		PO	
104	Ability to automatically or individually roll encumbrances forward to subsequent year(s) and be able to identify encumbrances by budget year.	M	Y		PO	
105	Ability for system to do a check when a PO is cancelled to verify if the unencumbered funds were rolled over from the previous year or if they are budgeted for in the current year.	H	Y		PO, Workflow	
106	Ability to increase or decrease the amount of an encumbrance (within the budget approval workflow process).	H	Y		PO, GL, BU, Workflow	
107	Ability to maintain an audit trail of all purchase order changes.	H	Y		PO	
108	Ability to automatically encumber funds in the financial system when purchase order gets final approval.	H	Y		PO	
109	Ability to liquidate the outstanding balance of an encumbrance when the related payment is a final payment or the PO is cancelled/terminated with the ability to track current and prior year purchase order liquidations separately.	H	Y		PO	
110	Ability to prohibit when an authorized payment is greater than the outstanding encumbrance balance and require follow-up actions.	H	Y		PO	
111	Ability to allocate purchase order line items to multiple General Ledger accounts (e.g., departments and project codes).	H	Y		PO	
112	Ability to handle multiple partial receipts of goods/services against specific purchase orders.	H	Y		PO	
113	Ability to prohibit duplicate purchase order, request for quote, and contract numbers.	H	Y		PO, CM, ONESolution Bid/Quote Management (BQ)	
114	System supports multi-year/roll over PO's.	M	Y		PO	
115	Ability to allocate shipping charges to the Purchase Order lines, as required.	H	Y		PO	
116	Ability to reference contract number on purchase order.	H	Y		PO	
117	Ability to view an open purchase order file (with user-defined criteria) which includes summaries of open purchase order amounts and encumbrances.	H	Y		PO, SunGard Analytics	
118	Ability to change purchase requisitions/purchase orders and have those changes be reflected in the appropriate encumbrances, even after the fiscal period that the PO relates to has been closed. (Authorized users only)	L	Y		PO	
119	Ability to assign a purchase order number, when no requisition exists, for authorized users.	H	Y		PO	
120	Ability to suspend further processing if the budget is exceeded when entering a requisition.	H	Y		PO, BU	
121	Ability to inform requesting department of any variances from requisition to purchase order and purchase order to payment.	H	Y		PO, Workflow, SunGard Analytics	
122	Ability to automatically close a purchase order and release the encumbrance after all purchase order line items are either canceled or received and paid (When flagged to do so).	H	Y		PO	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

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Purchasing

4.14 - Purchasing		ONESolution Purchasing (PO)				
Objective: To provide systematic coordination of procurement activities.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
123	Ability to set a maximum amount that one vendor can get paid within a given time period (e.g. no more than \$6,000 in 90 days) and notify users that the bid process must be used after this point and restrict further purchases. There must be the ability to exclude certain purchase types or vendors (e.g. Utility bills) from this requirement.	H	N			
124	Ability for check cancellation to provide the option of restoring funds back to the appropriate account code/encumbrance	H	Y		PO	
125	Ability to enter comments and/or special instructions on purchase orders including canned statements and messages.	H	Y		PO	ONESolution allows for the ability to enter comments and/or special instructions and the Req Codes can be used for canned text.
126	Ability to specify comments that are for internal use only.	H	Y		PO	
127	Ability to copy purchase orders from the current or prior years.	H	Y		PO	
128	Ability to enter purchase requisitions and purchase order change orders, and update encumbrances as appropriate.	H	Y		PO	
129	Ability to segregate responsibilities for 3-way (or 2-way) matching functions based on user permissions.	H	Y		PO	
130	Ability to designate certain purchase order types to always require a 3-way match (e.g. standard and blanket purchase orders) and others to only require a 2-way match based on the purchase order type and dollar amount. Ability to route accordingly	H	Y		PO	
131	Ability for employees to scan, attach, and upload multiple supporting documents to a requisition or PO at the same time in a single batch	H	Y		PO, DO	
132	Blanket Purchase Order					
133	A system with the ability to create blanket PO's with parameters including: approved vendor, total blanket order cost not-to-exceed, time period, and estimated or specific quantities with specific unit prices for each item/unit of measure.	H	Y		PO	
134	Ability to easily view blanket purchase order balances at any time.	H	Y		PO	
135	System triggers notification to purchasing staff or/and various departments when a blanket PO is close to reaching its dollar an/or term period limit.	H	Y		PO, Workflow	
136	Ability to have an unlimited number of change orders/extensions to a blanket purchase order (not automatic), subject to Purchasing and Contracting policies.	H	Y		PO	
137	Ability to copy blanket POs each year with minimal re-entry/edits.	H	Y		PO	
138	Ability to encumber or not-encumber a blanket purchase order, based on blanket purchase order type or funding availability.	H	Y		PO	
139	Ability to make changes on a blanket purchase order as a change order or amended blanket purchase order pursuant to purchasing policies.	H	Y		PO	
140	Ability to track the following information on a blanket purchase order:	-				
141	Payments made	H	Y		PO	
142	Number of orders	H	Y		PO	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

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Purchasing

4.14 - Purchasing		ONESolution Purchasing (PO)				
Objective: To provide systematic coordination of procurement activities.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
143	Quantities	H	Y		PO	
144	Average quantity per order	H	Y		PO	
145	Fund/org and account	H	Y		PO	
146	Totals	H	Y		PO	
147	Department/Division/User	H	Y		PO	
148	Bid Processing					
149	Ability to automatically tabulate Request for Quotes (RFQ) and Invitation for Bids (IFB).	H	Y		BQ	
150	Ability to create Invitations to Bid from purchase orders	H	Y		BQ	
151	Ability to track vendor bid bonds	H	Y		BQ, PE	
152	Ability to post bid and RFP documents and identify when they will be visible for outside users.	H	Y		BQ	
153	Ability to support an ongoing RFP-like process called a "Notice of Funding Availability," for which: <ul style="list-style-type: none"> • There is no close date and applications for funding can continuously be received, reviewed, and funded until closed by staff. • Contracts can be awarded from these funding applications • Staff can set a total funding level which the awarded contracts cannot exceed 	H	N			Additional information is necessary to determine if this functionality is met by the system.
154	Ability to use workflows to ensure that all steps are completed properly, such as ensuring that quotes are received.	H	Y		BQ	
155	Receiving					
156	Ability to flag or prohibit the following with the ability of authorized users to override:	-				
157	The receiving date from being earlier than the requisition date	H	Y		PO	
158	The unit price from being greater than the unit price approved on the purchase order	H	Y		PO	
159	Where the total invoice amount/shipment amount is greater than the approved purchase order amount, the quantity received from being greater than the quantity approved on the purchase order/contract.	H	Y		PO	
160	Ability to "receive all lines" in order to speed data entry.	H	Y		PO	
161	Ability to partially receive items	H	Y		PO	
162	Ability to input receipt of items based on the quantity of items or dollar amount received	H	Y		PO	
163	Receiver or other authorized user has option on partial receipt to close remaining amount of purchase order.	H	Y		PO	
164	Ability to distinguish between quantity or services received	H	Y		PO	
165	System ability to distinguish between low value assets and fixed assets.	H	Y		PO, FA	
166	System requires receiver of fixed assets to enter ID, serial number, description and physical location	H	Y		PO, FA	
167	Receiver can record quantities received in excess of quantity ordered.	H	Y		PO	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Purchasing

4.14 - Purchasing		ONESolution Purchasing (PO)				
<i>Objective: To provide systematic coordination of procurement activities.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
168	System generates a report by PO#, Vendor # or other user defined criteria to identify orders that have not been received in a timely manner.	H	Y		PO, SunGard Analytics	
169	Ability to do a receiving adjustments, Return adjustment and cancel remaining items	H	Y		PO	
170	Ability to allow for the recording of goods returned to the vendor.	H	Y		PO	
171	Change Order Processing					
172	Ability to clearly identify PO amendments/change orders (What has changed, what revision number, dates, etc.).	H	Y		PO	
173	Ability to allow for change orders to be processed against an existing purchase order.	H	Y		PO, Workflow	
174	System requires approval for change orders over a system-defined percentage of the original amount, with the ability to vary this percentage by department.	M	Y		PO, Workflow	
175	Ability to track/see all change orders associated with a purchase order.	H	Y		PO, SunGard Analytics	
176	Ability to suspend further processing and required the requisition to be updated after resolving budget issue when a change order is processed that will exceed the budgeted amount available.	H	Y		PO	
177	Vendor Self-Service Portal					
178	Ability to provide an externally facing, integrated, online purchasing portal for RFP posting, vendor registration and responses, award notices, etc.	M	N			
179	Ability to allow vendors to access and maintain their own vendor profile information, including the services they provide (NIGP commodity codes).	M	Y		Click2Gov Vendor Management (C2G/VM)	
180	System validates vendor changes such as mergers, vendor name change, dissolution, etc. with appropriate legal supporting documentation, and prevents the altering of payment information once invoices have been linked to POs or approved payment has been processed.	M	N			
181	Ability to create and maintain vendor registration files with the following information:	-				
182	Name(s) and Address(es) including dba's	L	Y		C2G/VM	Name and address are supported.
183	Preferred Payment Method	L	N			
184	Tax Identification/Social Security Number, Exempt/Non-Exempt	L	Y		C2G/VM	
185	System generated vendor # with validation by Accounts Payable	L	Y		C2G/VM	
186	License Type (user-defined)	L	Y		C2G/VM	
187	License Number (If applicable)	L	N			
188	NIGP Commodity Code(s)	L	Y		C2G/VM	
189	DUNS Number (If applicable)	L	N			
190	Preferred remittance option and remittance instructions	L	Y		C2G/VM	Preferred remittance option is supported.
191	Website	L	N			
192	Independent Contractor Status	L	N			
193	Ability to allow vendor to attach electronic documents such as W-9, certificate of liability insurance, additional insured endorsement, licenses, and etc.	L	N			

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Purchasing

4.14 - Purchasing		ONESolution Purchasing (PO)				
<i>Objective: To provide systematic coordination of procurement activities.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
194	Ability for vendors to be able to submit responses to Bids and RFPs and provide for a tracking ID upon successful finalization of submission documents.	L	N			
195	Ability for users to view and download any documents (e.g., RFP, Bid, Addendums, tabulations, etc.).	L	F			
196	Ability to restrict bid notification to only those vendors that are active.	L	Y		BQ	
197	Ability to check the status of a bid or RFP in the system.	L	Y		BQ	
198	Ability to view and report on bid data information (e.g., bid expiration date, insurance expiration date, performance bond expiration date)	L	Y		BQ	
199	System can send reminders to vendors through the portal when an expiration date is nearing for documents that are expiring (e.g. insurance, certifications, etc.).	L	F		Vendor Online, Workflow	
200	Ability to accept digital signatures on bid and RFP submissions.	L	F		Bid Online	
201	Ability for vendors to search based on user-defined criteria (e.g., commodity code, vendor search, etc.) on bid/RFPs and/or their summaries regardless of their status.	L	F		Bid Online	
202	Ability to alert vendors that they already registered (e.g. search by TIN, SSN, address, commodity code and other fields) and suspend further entry.	L	F		Vendor Online	
203	Ability to restrict vendors from changing County-defined information.	L	F		Vendor Online	
204	Ability to check the status of payments online.	L	Y		C2G/VM	
205	Ability to view bid tabulation results online	L	F		Bid Online	
206	Ability to automatically send vendors approved purchase orders via e-mail or the portal, with attachments.	L	Y		PO, Workflow	
207	Ability to interact with vendors online, place orders, receive invoices.	L	F		Vendor Online	
208	Workflow/Approval Processing					
209	Ability to send purchase requisition and purchase order approval and rejection notifications to initiators and other staff.	H	Y		PO, Workflow	
210	System supports workflow from purchase requisition approver to additional approval levels based on commodity (i.e. computer equipment) before workflowing to Purchasing.	H	Y		PO, Workflow	
211	Ability to use electronic workflow capabilities to approve purchase requisitions, create and approve purchase orders, and apply invoices/payments, including notifications, queues, and electronic signatures. Workflows to route based on amounts and item types (e.g., IT equipment, grant items, etc.).	H	Y		PO, Workflow	Workflow is used to approve requisitions, create and approve Purchase Orders, include notifications, and electronic signatures. Workflow can route based on amount, item types, etc.
212	Ability to re-assign approvals to another person, due to an absence (i.e. vacation-forwarding capabilities).	H	Y		PO, Workflow	
213	Ability to support a separate 'emergency purchase' with shortened workflow and less requirements.	H	Y		PO, Workflow	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Purchasing

4.14 - Purchasing		ONESolution Purchasing (PO)				
Objective: To provide systematic coordination of procurement activities.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
214	Ability to send system generated reminder notices based on user-defined criteria including: requisition awaiting approval to approver; items invoiced and not received, items received but not invoiced , and pending PO approvals exceeding a number of days to PO approvers	H	Y		PO, Workflow	
215	Ability to incorporate hyperlinks notifying approvers of requests to approve	H	Y		PO, Workflow	
216	Ability to view other users' queues, status (open, received, invoiced, paid, partially filled/back ordered, partially paid), and audit trails of workflows (e.g., who approved each step), and drill into components of the workflow (e.g., purchase order and attached electronic documents).	H	Y		PO, Workflow, AP, Reporting	Users can view approvals waiting to be approved in a user's que and workflow audit trails.
217	Ability to send workflow approvals via e-mail and the recipient respond to that approval by responding to the e-mail with 'Approve,' 'Reject,' etc.	H	Y		PO, Workflow	
218	Ability to create workflow and approvals on change orders	H	Y		PO, Workflow	
219	Procurement Cards					
220	Ability to process procurement card transactions.	H	Y		ONESolution P-card (PCARD)	
221	Ability to track P-Card purchases for all assets or other such purchases	H	Y		PCARD	
222	Ability to interface with a third party procurement card provider.	H	Y		PCARD	A procurement card import utility is provided with the system.
223	Ability to initiate an approval workflow for issuing procurement cards.	H	Y		PCARD	
224	Ability to support the linking of individual procurement card transactions to a general ledger account and the validation of these accounts.	H	Y		PCARD	
225	Ability to have p-card transactions go through an approval process and encumber the budget at time of purchase (or prior).	L	Y		PCARD	
226	Ability to track and report on procurement card system transactions by various criteria such as vendor, user names, departments, etc.	H	Y		PCARD	
227	Online Queries and Reporting					
228	Ability of the system online inquiry feature and reporting/extracting to excel to include the following items (based upon user defined time period - start/end dates):	-				
229	Open purchase orders	H	Y		PO, SunGard Analytics	
230	Closed purchase orders	H	Y		PO, SunGard Analytics	
231	Partially-filled purchase orders	H	Y		PO, SunGard Analytics	
232	Blanket purchase orders	H	Y		PO, SunGard Analytics	
233	Purchase order history for all items	H	Y		PO, SunGard Analytics	
234	Open requisitions	H	Y		PO, SunGard Analytics	
235	Vendors by class/item	H	Y		PO, SunGard Analytics	
236	Contractor/vendor information	H	Y		PO, SunGard Analytics	
237	Open contracts/projects	H	Y		PO, SunGard Analytics	
238	Encumbered amounts on each project	H	Y		PO, SunGard Analytics	
239	Amount spent on each project	H	Y		SunGard Analytics	
240	Spend analysis by commodity	H	Y		SunGard Analytics	
241	Ability to search files by vendor name.	H	Y		PO	
242	Ability to search by vendor phonetically (i.e. sounds like, soundex).	H	N			

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Purchasing

4.14 - Purchasing		ONESolution Purchasing (PO)				
<i>Objective: To provide systematic coordination of procurement activities.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
243	Ability to search on vendor name using wild card or "starts with" and "ends with" functions.	H	Y		PE	
244	Ability to search variations of vendor names (e.g., "Intl" or "International", and DBA names), including cross referencing common abbreviations.	H	Y		PO	A custom business rule may be written to set-up naming conventions to address client specific search needs. Nickname and DBA fields are provided.
245	Ability to search and determine if invoice has been paid.	H	Y		PO	
246	Ability to query by invoice number.	H	Y		PO	
247	Ability to provide tracking on construction, multiple payments and retainage.	H	Y		PO, AP, CM	
248	Ability to perform a purchase order/requisition inquiry by the following:	-				
249	Vendor number	H	Y		PO	
250	Vendor name	H	Y		PO	
251	Purchase order number	H	Y		PO	
252	Requisition number	H	Y		PO	
253	Remit to name	H	Y		PO	
254	GL account number	H	Y		PO	
255	Ordering department, division, and user	H	Y		PO	
256	Ability to query pending or unpaid receipts for each PR, PO or others	H	Y		PO	
257	Ability to report on invoices processed by AP for a defined time period	H	Y		PO, AP, SunGard Analytics	
258	Ability to query and report on MBE/WBE categories, monthly and annually, By department/division Activity	M	Y		PO, SunGard Analytics	
259	Ability to report on Construction Project costs and excluding Consulting Services Monthly or as needed	H	Y		SunGard Analytics	
260	Ability to report monthly on all PR and PO but user define dollar amount	H	Y		PO, SunGard Analytics	
261	Ability to view all PO, BPO, and Contracts in alpha, chronological, code order.	H	Y		PO	
262	Ability to view all description lines of the PO at one time.	H	Y		PO, Reporting, SunGard Analytics	
263	Ability to create ad-hoc queries and reports in a user-friendly manner that don't require skills with a specific report writer i.e. simple navigational tools, tutorials, etc.	H	Y		SunGard Analytics	
264	Ability to create dashboard reports that are unique to each user.	H	Y		SunGard Analytics	
265	Ability to view requisitions assigned to staff in real time, or in a user-defined time period.	H	Y		PO	
266	System supports the use of commodity codes, project and grant information to the various tracking applications.	H	Y		PE, GL, JL, GM	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Time and Attendance

SunGard Public Sector	
Code	Availability Definition
Y	Functionality is provided out of the box through the completion of a task associated with a routine configurable area that includes, but is not limited to, user-defined fields, delivered or configurable workflows, alerts or notifications, standard import/export, table driven setups and standard reports with no changes. These configuration areas will not be affected by a future upgrade. The proposed services include implementation and training on this functionality, unless specifically excluded in the Statement of Work, as part of the deployment of the solution.
R	Functionality is provided through reports generated using proposed Reporting Tools.
T	Functionality is provided by proposed third party functionality (i.e., third party is defined as a separate software vendor from the primary software vendor). The pricing of all third party products that provide this functionality MUST be included in the cost proposal.
M	Functionality is provided through customization to the application, including creation of a new workflow or development of a custom interface, that may have an impact on future upgradability.
F	Functionality is provided through a future general availability (GA) release that is scheduled to occur within 1 year of the proposal response.
N	Functionality is not provided.

4.15 - Time and Attendance

ExecuTime and ONESolution PY

Objective: To provide an automated system for scheduling and tracking employees' hours that is integrated with the payroll system.

Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
1	General Requirements					
2	Ability to track time for part-time and seasonal employees	H	T		ExecuTime	
3	Ability to easily identify, via warnings or visual identifiers, when workers are being scheduled for overtime.	M	T		ExecuTime	
4	Ability to identify employees who are eligible for overtime scheduling based on one or multiple factors, such as:	-				
5	Overtime balance	M	R		ExecuTime	
6	Seniority	M	T		ExecuTime	
7	Rank	M	R		ExecuTime	
8	Vacation	M	R		ExecuTime	
9	Assigned equipment	M	T		ExecuTime	
10	Additional user-defined factors	M	T		ExecuTime	
11	Ability to automatically schedule employees for open overtime and after-hours shifts based on the factors above.	H	T		ExecuTime	Employees are given the ability to accept or decline an offer or to request to pick-up a shift.
12	Ability to create open overtime shift automatically upon approval of an absence request, with the option to either cover the entire absence or to meet staffing shortages only.	L	T		ExecuTime	
13	Ability to create open overtime and after-hours shifts for which employees can volunteer.	H	T		ExecuTime	
14	Ability to notify employees when an open overtime shift is available	L	T		ExecuTime	
15	Ability to create an unlimited number of pre-defined shifts.	H	T		ExecuTime	
16	Ability to define shift start and stop times using a 12-hour or 24-hour clock.	H	N			Only a 24 hour clock is supported.
17	Ability to accommodate multiple shift start and stop times	H	T		ExecuTime	
18	Ability to attach employees to shifts at any point in the rotation.	H	T		ExecuTime	
19	Ability to create "templates" of the most commonly used shifts so that these can be assigned easily to employees or groups of employees.	H	T		ExecuTime	
20	Ability to manage staffing workload of employees needed for each department or job by shift.	H	T		ExecuTime	
21	Ability to highlight open shifts that require coverage.	H	T		ExecuTime	

Availability

Priority
H - High | M - Medium | L - Low

Y - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Time and Attendance

4.15 - Time and Attendance			ExecuTime and ONESolution PY			
<i>Objective: To provide an automated system for scheduling and tracking employees' hours that is integrated with the payroll system.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
22	Ability to assess coverage to determine over and understaffing.	H	T		ExecuTime	
23	System allows employees to post shifts to trade with other employees, with an approval workflow for traded shifts.	H	T		ExecuTime	
24	Ability for employees to volunteer for all or part of an open shift, with the restriction that employee meets qualification/rank/job class	L	T		ExecuTime	Employees can volunteer for the entire shift.
25	Ability to prohibit employees from covering shifts when that would create overtime for them.	L	N			A warning can be displayed on the schedule to identify the shift causes OT.
26	Ability to fill open shifts automatically, using user-defined priority rules.	L	T		ExecuTime	
27	Ability to automatically apply schedule rules, such as minimums and maximums per employee, per day, per period.	H	T		ExecuTime	A work limit policy can be applied to notify proper users of violations or nearing violations.
28	Ability to automatically enforce schedule rules, such as a minimum amount of time off between shifts, and a maximum number of consecutive hours, both of which may differ by employee group.	L	N			
29	Scheduling					
30	Ability to easily transfer time that is planned as a schedule into time reported as worked, without rekeying but with employee approval of each entry.	H	T		ExecuTime	
31	Ability to notify supervisor when an employee is approaching 1,000hrs worked in a single year, for employees that qualify for the PERS 1,000 hour work limit regulation.	H	T		ExecuTime	
32	Ability to allow an employee to create work scheduling preferences and for supervisors to view worker scheduling preferences when manually assigning shifts.	H	N			
33	Ability to account for pre-scheduled absences in the schedule generation, such as vacations, sick, FMLA, and other time off.	H	T		ExecuTime	
34	Ability to create an automatic notification to workers when changes to a schedule occur.	H	T		ExecuTime	
35	Ability to define schedules with varying lengths (e.g. 4 hours per day, 8 hours per day, etc.).	H	T		ExecuTime	
36	Ability to create and view schedules in the future.	H	T		ExecuTime	
37	Ability to allow a supervisor to view which workers have viewed and confirmed receipt of their schedule.	H	N			
38	Ability to allow staff to view published schedules using mobile devices. Please specify devices the solution is compatible with in the comments section.	H	T		ExecuTime	The following mobile devices are supported: iPhone/iPad Safari, Android Chrome, and Windows Phone 8+.
39	Ability to allow workers to click a link in an email to confirm receipt of a schedule.	H	N			
40	Ability to allow for scheduling of shift patterns to be automatically repeated, or rolled forward to future weeks automatically.	H	T		ExecuTime	
41	Ability to handle multiple different lengths of recurring shift patterns (e.g. two weeks for one department and a month for another department)	H	T		ExecuTime	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Time and Attendance

4.15 - Time and Attendance			ExecuTime and ONESolution PY			
<i>Objective: To provide an automated system for scheduling and tracking employees' hours that is integrated with the payroll system.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
42	Ability for a payroll administrator or manager/supervisor to enter or create schedules for employees.	H	T		ExecuTime	
43	Ability to create schedule groups, and assign employees to those schedule groups.	H	T		ExecuTime	
44	Ability to allow for schedules of all employees within a scheduling group to be changed by editing the group schedule.	H	T		ExecuTime	
45	Ability to allow for the schedules of employees within a scheduling group to be individually edited without changing the schedules of other employees in the scheduling group.	H	T		ExecuTime	
46	Ability to provide for a shift for an individual employee within a schedule group to be modified for a temporary assignment without affecting the group schedule or the employee rotation.	H	T		ExecuTime	
47	Ability to accommodate unlimited schedule changes and adjustments on demand.	H	T		ExecuTime	
48	Ability to schedule shifts that cross multiple days (e.g. start at 6:00 p.m. on day one and complete at 2:00 a.m. on day two).	H	T		ExecuTime	
49	Ability to schedule meals and breaks, as well as start and end times.	H	T		ExecuTime	
50	Ability to define scheduling policy and flag any schedules that do not comply.	M	T		ExecuTime	
51	Ability to view employee certifications and designations (e.g. salvage inspection, reconstruction, field training) during the scheduling process	M	T		ExecuTime	
52	Ability to track employee seniority by job to use in call-in or priority scheduling processes.	H	T		ExecuTime	Overall seniority is tracked.
53	Ability to manage baseline staffing requirements, view on the schedule and notify staff when they are not being met.	H	T		ExecuTime	
54	Ability to define minimum staffing requirements by day and shift	L	T		ExecuTime	By shift is supported and a running total of man hours can be viewed by 15 minute increments.
55	Ability to manually modify minimum staffing level for specific days/shifts (e.g. special event, anticipated weather event)	L	N			
56	Ability to define minimum staffing requirements by specific employee qualifications (e.g. supervisor/step-up, telecommunicator, etc.)	L	T		ExecuTime	Shifts can be created by individual qualifications.
57	Ability to designate staff assignments that do not count towards minimum staffing levels (e.g. training, meeting, admin re-assignment)	L	T		ExecuTime	
58	Ability to support complex scheduling structures, such as a situation where staff have four consecutive 12-hour days, followed by four consecutive days off, and an additional day off every six weeks.	H	F		ExecuTime	
59	Ability to automatically alert scheduler when an employee reaches the set number of hours based on the employee group and classification (e.g. part-time employees).	H	T		ExecuTime	A work limit policy can be applied to notify proper users of violations or nearing violations.

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Time and Attendance

4.15 - Time and Attendance			ExecuTime and ONESolution PY			
Objective: To provide an automated system for scheduling and tracking employees' hours that is integrated with the payroll system.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
60	Ability to display schedule assignments at a time and labor terminal.	H	T		ExecuTime	They are available from the browser UI and with mobile access if the PC or mobile device is being used as the terminal.
61	Ability to schedule workers based on skills, shift, etc.	M	T		ExecuTime	
62	Ability to set work schedules by worker or job class.	H	T		ExecuTime	
63	Ability to enforce real-time leave balances and usage rules for the dates they are scheduled.	H	T		ExecuTime	
64	Employee Set-Up					
65	Ability to store Time and Attendance records for both employees and volunteers.	H	T		ExecuTime	
66	Ability to setup workers default time and attendance settings with the following:	-				
67	Standard work week (40.0 hours) divided into 5 working days (Monday-Friday)	H	T		ExecuTime	
68	Alternate work schedule (other than 8 hours a day)	H	T		ExecuTime	
69	Days worked other than a Monday through Friday work week	H	T		ExecuTime	
70	Differential shifts (multiple)	H	T		ExecuTime	
71	Various programmatic cost accounting codes and grant accounting	H	T		ExecuTime	
72	Ability to support 15+ shift differentials across all departments	M	T		ExecuTime	Various differential codes can be made available and either assign automatically based on time of day worked or assigned manually if needed.
73	Ability for the system to track, on a given timesheet line, the following information, and report on this data:	-				
74	Hours of a service code/cost center, activity code	H	T		ExecuTime	
75	Number of an activities for an activity or civil code (e.g. patients seen, pamphlets handed out)	H	T		ExecuTime	
76	Data Collection					
77	Ability to create time sheets by Pay Period, per individual worker (employees, interns and volunteers).	H	T		ExecuTime	
78	Ability to support both centralized (one employee entering time for multiple employees) and decentralized (each employee entering their own time) time entry	H	T		ExecuTime	
79	Ability to collect and enter time using the following methods of entry:	-				
80	Employee Self Service	H	T		ExecuTime	
81	Kiosks	H	T		ExecuTime	
82	Proximity Cards	M	T		ExecuTime	
83	Web / Mobile (please list compatible devices in the comments section)	H	T		ExecuTime	The following mobile devices are supported: iPhone/iPad Safari, Android Chrome, and Windows Phone 8+.
84	Ability to enter comments with time and attendance information as needed.	H	T		ExecuTime	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
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County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Time and Attendance

4.15 - Time and Attendance			ExecuTime and ONESolution PY			
<i>Objective: To provide an automated system for scheduling and tracking employees' hours that is integrated with the payroll system.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
85	Ability to adjust for daylight savings time related to time and attendance reporting.	H	T		ExecuTime	
86	Ability to allow one employee to enter hours for all workers on a specific shift.	H	T		ExecuTime	
87	Ability to have online edits performed at the time of entry with all errors detected, highlighted for immediate correction.	H	T		ExecuTime	
88	Ability to charge time to the following:	-				
89	Account(s)	H	T		ExecuTime	
90	Department(s)	H	T		ExecuTime	
91	Project(s)	H	T		ExecuTime	
92	Location(s)	H	T		ExecuTime	
93	Work Order(s)	H	T		ExecuTime	
94	Grant(s)	H	T		ExecuTime	
95	Calculation Rules Enforcement and Time Evaluation					
96	Ability to provide for the configuration of time and attendance calculation rules separate from scheduling rules.	H	T		ExecuTime	
97	Ability to update pre-defined rules and have the changes reflected immediately for time entry and processing.	H	T		ExecuTime	
98	Ability for time and attendance calculation rules and other system settings to be effective dated.	H	N			Some rules related to an employee's profile can be applied to a previous, current, or next pay period.
99	Ability to define time and attendance calculation rules at the department, employee, or group level.	H	T		ExecuTime	
100	Ability to view an employees time allocation across cost centers (as a result of time recorded, not related to how the employee is budgeted for).	H	T		ExecuTime	
101	Ability to apply time and attendance calculation rules online at the point of entry, such as activity transfers, job transfers and other changes of status that would result in a different rate or type of pay.	H	T		ExecuTime	Depending on the transfer, best practice suggests lining up permanent transfer with pay periods for greater efficiency.
102	Ability to apply time and attendance calculation rules (overtime, break rules, etc.) in accordance with federal, state, and local laws to reduce FLSA compliance risk. Ability to support different rules for different departments (i.e. 28 day/local 45 etc.)	H	T		ExecuTime	
103	Ability to calculate overtime payments (FLSA Regular Rate of Pay) using weighted average hourly rate (Rate of Pay = ((Total hours X Base Rate) + (additions to pay))/total hours worked) in the defined work period (i.e. 7 days or 28 days) for government employees with one or more pay rates.	H	Y		ONESolution Payroll (PY)	
104	Ability to identify which additional pays are included in FLSA OT hourly rate calculation.	H	Y		PY	
105	Ability to pay varying overtime rates using a separate OT pay code if an employee has physically worked less than 40 hours in week per FLSA cycles (based on contract/MOU i.e. 37.5 hours, etc.).	H	T		ExecuTime	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Time and Attendance

4.15 - Time and Attendance			ExecuTime and ONESolution PY			
<i>Objective: To provide an automated system for scheduling and tracking employees' hours that is integrated with the payroll system.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
106	Ability to automatically calculate overtime and other premiums based on actual worked hours.	H	T		ExecuTime	
107	If overtime and premium hours are not automatically calculated, system alerts users if rules are not met.	H	N			
108	Ability to alert users if scheduled hours of work create OT or comp time liability.	H	T		ExecuTime	OT and comp time will be broken out automatically on time sheet.
109	Ability to pay additional pay to exempt employees (Safety Fire/Sheriff) within different cycles with the appropriate approvals.	H	T		ExecuTime	
110	Ability to record overtime even when staff have worked below the typical minimum number of hours required for overtime.	H	T		ExecuTime	
111	Ability to record overtime based on special regulations for OT (e.g. law enforcement receives OT after 171 hours in a 28 day pay period)	H	T		ExecuTime	
112	Ability to enter and report overtime by user-definable segments (i.e. General Ledger, Cost Centers, Organizational Units, Divisions, etc.) or grant-eligible employees.	H	T		ExecuTime	
113	Ability to specify earning codes that count as hours worked for purposes of determining overtime eligibility and vary these rules by group.	H	T		ExecuTime	
114	Ability to pay double time and 1.5 time for specific groups under specific conditions (i.e., holidays).	H	T		ExecuTime	
115	Ability to automatically calculate overtime and other premiums based on the employees' actual hours (without a schedule.)	H	T		ExecuTime	
116	Ability to calculate overtime hours for different employee groups with different FLSA/work periods.	H	T		ExecuTime	
117	Ability to calculate FLSA overtime on only one position's hours for an employee in multiple positions (e.g., an employee who works hours in an exempt position and hours in a non-exempt position).	H	N			
118	Ability to calculate shift differential automatically based on the time that an employee's shift is scheduled to start.	H	T		ExecuTime	
119	Ability for employees or managers to override shift differentials.	H	T		ExecuTime	
120	Ability to allocate employee payroll cost to alternate accounts, based on employee transactions, supervisor edits, or scheduled transfers.	H	T		ExecuTime	
121	Ability to maintain a calendar of holidays. Separate and distinct holiday calendars and rules can be maintained and automatically assigned to different groups of employees.	H	T		ExecuTime	A holiday schedules feature allows for holidays to be defined for various employee groups if need.
122	Ability for holiday hours to automatically be populated on the timesheet.	H	T		ExecuTime	
123	Ability to manage different holiday pay policies based on union group and FTE status (FT vs. PT), including holiday pay and apply special rules for hours worked on a holiday.	H	T		ExecuTime	
124	Ability to automate calculation/pro-rate leave accruals for an employee, regardless of when employees are hired or transferred (e.g., mid-pay period or mid fiscal year).	H	Y		PY	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Time and Attendance

4.15 - Time and Attendance			ExecuTime and ONESolution PY			
<i>Objective: To provide an automated system for scheduling and tracking employees' hours that is integrated with the payroll system.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
125	Ability to perform multiple overtime calculations based on user-defined rules that differ by group. Rules may be defined to allow managers to override.	H	T		ExecuTime	
126	Ability to choose justification for overtime from a list of options and provide workflow for supervisor sign-off	H	T		ExecuTime	
127	Ability to provide for real time alerts to timekeeping exceptions, such as approaching overtime, minor employee rules violations, and absences.	M	T		ExecuTime	
128	Ability to ensure compliance with federal and state labor laws, collective bargaining agreements, and organization policies.	H	T		ExecuTime	Most are met, but specifics will need to be analyzed to confirm all are met.
129	Ability to support biometric, RFID, and badge-based time entry	M	T		ExecuTime	Supported via clocks.
130	Ability to set an allowable grace period for timeclocks that will show an employee as clocking in on time (e.g. 6 minutes before or after the start time)	M	T		ExecuTime	
131	System supports employees clocking in and out multiple times during a shift (for lunch, breaks, etc.)	H	T		ExecuTime	
132	System supports capturing timeout reason codes. (i.e. sick leave, doctor, vacation, break, lunch)					
133	Automatically manages leave such as vacation requests, sick leave and other leave types through pre-configured rules that monitor the number of workers off at any given time.	H	R		ExecuTime	
134	Approvals					
135	Ability to electronically approve and route time and attendance data	H	T		ExecuTime	
136	Ability to support multiple user configurable approval processes.	H	N			
137	Ability for employees to electronically approve their timesheets.	H	T		ExecuTime	
138	Ability for an employee to signify that they attest to the accuracy of all time charges and totals as presented on the timesheet, before the actual Approval is accepted. The attestation language must be configurable. If the employee does not attest to the accuracy then the timecard is not approved.	H	T		ExecuTime	
139	Ability for Managers/Supervisors to approve an employee's time in place of an employee when the employee is not available to do so, and record a reason.	H	T		ExecuTime	
140	Ability for Managers/Supervisors to view employee timesheets that require approval (both summary and detailed level).	H	T		ExecuTime	
141	Ability for Managers/Supervisors and Payroll department to approve the employee's time.	H	T		ExecuTime	
142	Ability for Managers/Supervisors and Payroll department to update the employees time when approving, for instance missing vacation and sick leave, etc.	H	T		ExecuTime	
143	Ability to define a set of comments used to annotate manual changes and other edits of employee records.	H	T		ExecuTime	
144	Ability to attach comments to identify reasons for a manual change (i.e. key error, duplicate, etc.).	H	T		ExecuTime	
145	Ability to provide comments as part of exception reporting capability within the solution.	H	T		ExecuTime	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Time and Attendance

4.15 - Time and Attendance			ExecuTime and ONESolution PY			
<i>Objective: To provide an automated system for scheduling and tracking employees' hours that is integrated with the payroll system.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
146	Ability for an employee to acknowledge their time card if a change has been made by their supervisor or payroll (i.e. added, edited, and deleted items).	H	T		ExecuTime	
147	Ability for a Manager to submit modified time cards without the employee's acknowledgement; system must provide for notifying employee and tracking for subsequent employee approval.	H	T		ExecuTime	
148	Ability to provide for a pay period lock function for use by payroll to prevent further timecard edits by supervisors or employees, for a specific period.	H	T		ExecuTime	
149	Ability for authorized users to make modifications to a employee timecard after approval, with documentation of these changes, and have pay for these retroactive adjustments appear on the next paycheck.	H	F		ExecuTime	No additional cost.
150	Ability of multiple users to access time sheet prior to approval.	H	T		ExecuTime	
151	Ability to route back through approval workflow if changes are made to the time sheet.	H	T		ExecuTime	
152	Ability to allow vacation requests to be approved and prioritized by seniority and request date.	H	T		ExecuTime	By request date is available.
153	Timecard Edits					
154	Ability to adjust or correct time entries captured in the current period, but not yet paid.	H	T		ExecuTime	
155	Ability to adjust or correct time entries paid in previous pay periods.	H	T		ExecuTime	
156	Ability for managers and payroll department to be alerted to approve changes made to time entries in previous pay periods.	H	T		ExecuTime	
157	Ability to easily navigate from the error report to the time card to make edits.	H	T		ExecuTime	
158	Ability to define default time entries for earnings, including but not limited to, hours, holiday data, and labor distributions and the ability to override and make changes to this default information.	H	T		ExecuTime	
159	Ability to recalculate all totals immediately after a value is changed.	H	T		ExecuTime	
160	Ability for all historical employee time and attendance information, including any adjustments, to be available online for audit or review purposes.	H	T		ExecuTime	
161	Ability for the manager and payroll department to make mass edits to selected (or all) employees.	H	N			
162	Ability to provide user access to update current time and attendance data at any time.	H	T		ExecuTime	
163	Ability to make manual adjustments to prior time and attendance leave usage entries that automatically adjusts leave balances.	H	T		ExecuTime	
164	Ability to manually enter (positive or negative) adjustments including retroactive pay.	H	T		ExecuTime	
165	Vacation and Sick Leave Accruals Calculations and Enforcement					
166	Ability to prorate employee leave accrual calculations based on FTE.	H	Y		PY	
167	Ability to configure multiple categories of leave accumulators (including vacation, sick, FMLA, and comp adjustments) in the system.	H	Y		PY	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Time and Attendance

4.15 - Time and Attendance			ExecuTime and ONESolution PY			
Objective: To provide an automated system for scheduling and tracking employees' hours that is integrated with the payroll system.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
168	Ability to identify and allocate accrual and usage of vacation, sick time, etc., for those staff who are allocated to multiple funds, departments and positions.	H	Y		PY	
169	Ability for employees to view accrual balances and history via the self service portal.	H	T		ExecuTime	
170	Ability to calculate vacation and sick leave accrual and accrual rate based on hire date and applicable accrual table.	H	Y		PY	
171	System allows for bereavement leave that differs by department and relation to the deceased.	H	Y		PY	
172	Ability to prevent new employees (> 6 months of employment with the County) from taking vacation leave, but allow them to take sick leave or leave without pay.	H	Y		PY	
173	Ability to assign additional vacation and sick leave time to an employee, to support negotiations made during hiring.	H	Y		PY	
174	Ability to limit vacation accruals to a maximum level and convert any additional accruals to sick leave on the employee anniversary date.	H	Y		PY	
175	Ability to alert user at entry of exceeding accrued balances.	H	T		ExecuTime	
176	Ability to allow use of sick/vacation accrual in amounts more than the scheduled absence, with alert/override (policy specific to 911 operators on "short-week")	L	T		ExecuTime	
177	Ability to alert an employee and/or their manager that a leave balance is running at a pre-determined low level	H	N			
178	Ability to override entry of exceeding accrual balance with proper authority.	M	T		ExecuTime	
179	Ability for employees to donate vacation time to another employee with approval from the manager of the receiving employee.	H	Y		PY	The approval process is manual.
180	Ability to record leave time and accruals per pay period and annually based on combination of years of service and employee group for several types of leave plans (Police, traditional Vacation/Sick, personal days, according to County policies).	H	Y		PY	
181	Leave amounts accrued in a pay period receive pro-rata adjustments if compensable hours are less than 80	H	Y		PY	
182	Ability for authorized users to grant users a defined number of hours/days of leave (i.e. grant 30 days of personal leave if something does not qualify for FMLA)	H	Y		PY	
183	Ability to automatically adjust the paid leave accrued balances by type when leave is taken (vacation, sick, sick incentive, holiday, floating holiday, etc.	H	T		ExecuTime	
184	Ability to track lost accruals (over the maximum allowed) vacation/sick time.	M	Y		PY	
185	Ability to track detailed leave information: type, leave date, hours taken, remarks, start/stop dates.	H	T		ExecuTime	
186	Ability to limit the usage of vacation, sick leave, and comp time based on accumulated balances, with exceptions allowed.	H	N			

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Time and Attendance

4.15 - Time and Attendance		ExecuTime and ONESolution PY				
<i>Objective: To provide an automated system for scheduling and tracking employees' hours that is integrated with the payroll system.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
187	Ability to automatically calculate and report a change in leave accrual rate based on a change in standard pay hours for the pay period or an employee's years in service.	H	Y		PY, SunGard Public Sector Analytics (SunGard Analytics)	Numbers 187, 189, and 191: Included in report development, please refer to pricing details.
188	Ability to store and retrieve "to-date" and "year-to-date" leave accrued, taken, paid, lost (over max), and forfeited.	H	Y		PY	
189	Ability to calculate vacation, sick, and comp payoffs at termination including current period accrual, current period taken, and remaining balance.	H	Y		PY, SunGard Analytics	
190	Ability to support different payout rules based on leave type and department.	H	Y		PY	
191	Ability to determine the dollar amount of vacation liability.	H	Y		PY, SunGard Analytics	
192	Ability to apply comp time as either straight time or time and a half.	H	T		ExecuTime	
193	Ability to auto pay comp time and banked holiday balances on a user-defined date; must allow exceptions.	M	Y		PY	
194	Ability to create an automatic notification to the employee when an employee's vacation/sick time balance is running above/below a user defined maximum/minimum level.	H	N			
195	Ability for employees to request time off in the current and future year, based on available balances.	H	T		ExecuTime	
196	Ability to require a minimum period in advance of time off requests that is configurable by department.	H	Y		PY	Defined per pay cycle not by department.
197	Ability to accrue leave at different rates based on hire date and years of service (e.g. leave accrued differently if hired at the County before a certain date, then based on years of service after that hire date).	H	Y		PY	
198	Ability for vacation and sick leave balances to be adjusted manually as required with audit trail of such manual adjustments.	H	Y		PY	
199	Ability for vacation balances to have carry-over rules that differ by employee group. For example, carrying over at year end with varying limits, or not carrying over at all	H	Y		PY	
200	Ability for probationary periods to be defined within which vacation balances are accrued, but may be accrued at different rates or are not available for taking.	H	Y		PY	
201	Ability to allow different employee groups to be assigned different vacation policies based on their employee type, status, or bargaining agreement.	H	Y		PY	
202	Ability for employee to track status of vacation, comp time, and sick leave request in the employee self service module.	H	T		ExecuTime	
203	Ability for a requesting employee and the approving manager to be able to record comments associated with the vacation and sick leave request.	M	T		ExecuTime	
204	Ability to provide a complete audit trail of all vacation and sick leave requests, denials, approvals, or manual entries that must be kept and easily reported.	L	T		ExecuTime	
205	Ability for vacation, comp time, and sick leave balances to be visible and be enforced at point of request according to the vacation, comp time, and sick leave policy.	H	T		ExecuTime	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Time and Attendance

4.15 - Time and Attendance		ExecuTime and ONESolution PY				
Objective: To provide an automated system for scheduling and tracking employees' hours that is integrated with the payroll system.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
206	Ability for the enforcement of vacation and sick leave to be point in time - that is, the balances are enforced for the date for which the vacation and sick leave request is made. This must include accurate projections of future balances.	L	T		ExecuTime	Based on current balance, and factors in future leave time being taken.
207	Ability for leave use rules to be defined to enforce a minimum number of hours taken (e.g. vacation must be taken in 8 hour increments), which can vary by department.	L	T		ExecuTime	Minimum hours can be enforced by leave type.
208	Ability for vacation and sick leave balances to be available for review by employees in the employee self-service module.	H	T		ExecuTime	
209	Ability to report employee leave liabilities, by individual, and by department.	H	T		ExecuTime	
210	Labor Distribution					
211	System supports multiple user defined labor cost components. (i.e. FICA, overtime, salary)	H	T		ExecuTime	
212	Ability to distribute labor costs according to user defined labor cost components by department, fund, and account etc....	H	T		ExecuTime	
213	Ability to distribute labor and fringe costs to different cost centers or GL accounts.	H	Y		PY	
214	Ability to track and calculate, on a daily basis, labor cost of projects (FEMA reporting).	H	Y		PY, SunGard Analytics	Additional information is necessary to determine if the required reporting is supported.
215	Ability to track uncompensated hours for employees by project or task (i.e. exempt overtime).	H	T		ExecuTime	
216	Ability to track uncompensated hours for volunteers by project (also for potential matching portion of grants).	H	T		ExecuTime	
217	Ability to track hours worked as a result of a catastrophic event/disaster.	H	T		ExecuTime	
218	Ability to track hours with no cost allocation for projects or initiatives	H	T		ExecuTime	
219	Ability to provide cost accounting options for task, location, and project.	H	T		ExecuTime	
220	Ability to generate internal billing with comments/description for cost allocation in distributing labor costs for project/grants/departments.	H	Y		PY	Numbers 220 and 222-223: Additional information is necessary to determine if this functionality is met by the system.
221	Ability to assign and track grant and project costs and work orders for maintenance.	H	T		ExecuTime	Allows for tracking time worked.
222	Ability to have a percentage allocation set up for the cost centers	H	Y		PY	
223	Ability to accommodate batch splitting for labor distribution during pay periods that cross accounting periods.	H	Y		PY	
224	Workers Compensation					
225	Ability to track light duty assignments and restrictions for either workers' comp or FMLA.	M	Y		PY, HR	
226	Ability to accommodate a temporary work assignment (TWA).	L	Y		PY, HR	
227	Ability to accommodate a return to work plan:	-				
228	Job Placed	L	Y		PY, HR	Numbers 228-237: May be stored as an attachment.

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Time and Attendance

4.15 - Time and Attendance			ExecuTime and ONESolution PY			
<i>Objective: To provide an automated system for scheduling and tracking employees' hours that is integrated with the payroll system.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
229	Temporary or Permanent	L	Y		PY, HR	
230	Qualified Injured Worker Flag	L	Y		PY, HR	
231	Date of Notification of Permanent Change	L	Y		PY, HR	
232	Permanent Modified or Permanent Alternate Job Flags	L	Y		PY, HR	
233	Number of Days	L	Y		PY, HR	
234	Date to Return to Normal Duty	L	Y		PY, HR	
235	Retraining Required	L	Y		PY, HR	
236	Other User Defined fields	L	Y		PY, HR	
237	Indicator for Industrial/ non-Industrial work accommodations	L	Y		PY, HR	
238	Ability to set different worker's comp rates for the different job classifications and calculate workers comp premiums.	H	Y		PY, HR	
239	Ability to notify Supervisor and Payroll department of Workers Compensation status and dates (e.g., when employee is on workers compensation, return date, etc.)	H	Y		PY, HR	A new workflow may be required, please refer to the Modification pricing detail.
240	Ability establish multiple compensable workers comp pay calculations.	H	Y		PY, HR	
241	Ability to define leave balances first to be used (when claim is pending) and first to be restored (upon approval of claim).	M	Y		PY, HR	Number 241 and 243: If fields necessary for specific information are not available a modification may be required.
242	Ability to record physical restrictions (lifting, confined space entry, etc.) (table-driven).	M	Y		PY, HR	
243	Ability to effective date restrictions with an end date and generate a notification to the employee, supervisor and risk management.	H	Y		PY, HR, Workflow	A new workflow may be required, please refer to the Modification pricing detail.
244	Ability to analyze gross and net pay calculations when in a workers compensation pay status and prevent negative gross amounts.	H	Y		PY, HR	
245	Absence Management - General					
246	Ability for an employee to request leave through the self service portal.	H	T		ExecuTime	
247	Ability for an employee to view the status of a leave request	H	T		ExecuTime	
248	Ability to support the management of FMLA and other leave policies.	H	T		ExecuTime	ExecuTime can track FMLA days taken or planned to be taken in the future.
249	Ability to alert administrative authority and Human Resource when there is a potential FMLA qualifying absence.	L	Y		PY, HR, Workflow	A new workflow may be required, please refer to the Modification pricing detail.
250	Ability to have FMLA preconfigured templates built into in the system.	M	Y		PY, HR	Additional information is required to understand the necessary templates.
251	Ability to track hours and cost of time off, either with or without pay (e.g., military leave, jury duty, FMLA leave, etc.).	H	Y		PY, HR	
252	Ability to track FMLA leave used, either in pay of non-pay status, for previous 12 months (rolling calendar).	H	R		ExecuTime	
253	Ability for all required letters and forms to be automatically generated to support leave processes.	M	N			

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Time and Attendance

4.15 - Time and Attendance		ExecuTime and ONESolution PY				
Objective: To provide an automated system for scheduling and tracking employees' hours that is integrated with the payroll system.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
254	Ability to provide notification when documentation such as medical certification or fit for duty forms have not been returned by the specified timeframe. Ability to configure specified timeframes/requirements by department.	M	N			
255	Ability to define how paid time should be used with unpaid time. For example supplementing workers comp benefits with vacation or sick leave.	H	N			
256	Ability to provide visibility to managers when an employee is expected to return from a leave of absence so that over scheduling does not occur.	H	T		ExecuTime	Advanced Scheduling provides visibility.
257	Ability to provide easy to understand leave information in calendar format for employee and manager review.	M	T		ExecuTime	
258	Ability to track absenteeism and support a workflow for notifications after a certain number of absences, varying by department	H	N			
259	Ability to handle leave without pay including stopping autopay, stopping accruals and tracking arrears.	H	Y		PY, HR	
260	Reporting Features					
261	Ability to view time history for an employee	H	T		ExecuTime	
262	Ability to track all hours worked by user defined hour codes.	H	R		ExecuTime	
263	Ability to report on overtime taken by reason code	L	N			
264	Ability to create user defined exception reports including but not limited to:	-				
265	Hours worked below budgeted hours	H	T		ExecuTime	Advanced Scheduling offers a scheduled versus actual feature.
266	Active employees with no hours	H	T		ExecuTime	
267	Payroll exception (i.e., using vacation hours when on probation)	H	Y		ExecuTime	
268	Ability to report on average hours worked per week and notify employees if they drop below a user defined minimum.	H	N			
269	Ability to report on average hours worked per week and notify employees if they exceed the maximum hours allowed for hourly employees.	H	R		ExecuTime	
270	Ability to create a report that shows all employees with over/under scheduled hours per week paid and what type of hours for Regular/Temporary etc.	H	N			
271	Ability to report on scheduled, but uncompleted work, showing scheduled overtime shifts worked by employee, scheduled overtime shifts worked by reason, and hours for other assignments such as training.	L	N			The information is available in the system but not in one standard report.
272	Ability to track and report on the amount of time worked by project.	H	T		ExecuTime	
273	Ability to run reports on flexible time parameters	H	T		ExecuTime	
274	Ability to report an comparison of clock ins vs. schedule	M	T		ExecuTime	Advanced Scheduling offers a scheduled versus actual feature.
275	Ability to allow a participant to log into a web site (self-service) and view all history of time worked.	L	T		ExecuTime	
276	Ability to produce attendance reports for any employee by pay period and annual total (calendar and rolling years), to contain the following:	-				
277	Department	H	T		ExecuTime	
278	Each employee in the department, with multiple employees per page	H	T		ExecuTime	

Priority

H - High | M - Medium | L - Low

AvailabilityY - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

County of Boone, MO - RFP for the ERP System Selection Project 03-13APR17

Time and Attendance

4.15 - Time and Attendance		ExecuTime and ONESolution PY				
<i>Objective: To provide an automated system for scheduling and tracking employees' hours that is integrated with the payroll system.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
279	Pay period	H	T		ExecuTime	
280	General Leave - all tracked categories	H	T		ExecuTime	
281	Accounts charged	H	T		ExecuTime	
282	Pay rate(s) - for each type of earnings	H	Y		PY/HR	
283	Standard hours	H	T		ExecuTime	
284	Hours worked	H	T		ExecuTime	
285	OT Hours worked	H	T		ExecuTime	
286	Temporary work assignment hours worked for regular employees	L	T		ExecuTime	
287	Holidays worked	H	T		ExecuTime	
288	Leave accrual balances	H	T		ExecuTime	



BOONE COUNTY, MISSOURI

Request for Proposal #: 03-13APR17 – ERP System Selection Project

ADDENDUM #1 - Issued March 21, 2017

This addendum is issued in accordance with the Request for Proposal and is hereby incorporated into and made a part of the Request for Proposal documents. Offerors are reminded that receipt of this addendum should be acknowledged and submitted with Offeror’s Response Forms.

Specifications for the above noted Request for Proposal and the work covered thereby are herein modified as follows, and except as set forth herein, otherwise remain unchanged and in full force and effect.

The County has received the following questions and is providing a response below:

- 1. Can companies from outside USA apply for this? (like from India or Canada).

Response: The County will evaluate all responses received from all vendors. Refer to section 3.6.

- 2. Do we need to come there for meetings?

Response: Refer to section 2.6. of RFP. Vendor may attend by teleconference call.

- 3. Can we perform the tasks (related to RFP) outside USA? (like from India or Canada).

Response: No restrictions on RFP response task. Refer to section 3.6.

- 4. Can we submit the proposals via e-mail?

Response: Refer to *Proposal Submission* on page 2 of Request for Proposal. Proposal responses may not be submitted via e-mail.

- 5. It appears the bid is set up as a total ERP only. Paycor fully integrates with Financial/accounting ERPs to provide the Human Resources/Payroll functionality but we do not provide the financial/accounting side of the equation. That said, would that even be considered?

Response: To be considered for award, the Vendor must be able to provide all requirements detailed on the Excel spreadsheet titled “Specifications” or partner with other providers to provide a complete solution.

By: Melinda Bobbitt
Melinda Bobbitt, CPPO, CPPB
Director of Purchasing

BIDDER has examined **Addendum #1** to Request for Proposal # *03-13APR17 – ERP System Selection Project*, receipt of which is hereby acknowledged:

Company Name: _____

Address: _____

Phone Number: _____ Fax Number: _____

E-mail: _____

Authorized Representative Signature: _____ Date: _____

Authorized Representative Printed Name: _____



BOONE COUNTY, MISSOURI

Request for Proposal #: 03-13APR17 – ERP System Selection Project

ADDENDUM #2 - Issued March 27, 2017

This addendum is issued in accordance with the Request for Proposal and is hereby incorporated into and made a part of the Request for Proposal documents. Offerors are reminded that receipt of this addendum should be acknowledged and submitted with Offeror’s Response Forms.

Specifications for the above noted Request for Proposal and the work covered thereby are herein modified as follows, and except as set forth herein, otherwise remain unchanged and in full force and effect.

The County has received the following questions and is providing a response below:

- 1) Was the project manager you hired specifically for this project?

Response: The position was not created just for the ERP System Selection Project. It is a new full-time position at the County and this project is just one of their projects.

- 2) Any need for point of sale stations? Separate cash stations for cash collections?

Response: The County currently performs “Point of Sale” as part of the business process in offices that take payments. The County is looking to standardize Cash Receipting at these locations with the ERP software. The County is not specifically looking for POS systems hardware to be proposed as part of the ERP Solution. Please submit recommendations or required POS peripherals which work with the vendor’s Cash Receipting module.

- 3) Page 39, paragraph 3.6.7. discusses both the End User Training Approach and the Train the Trainer Approach. Does the vendor provide all end user training or are you wanting a train the trainer?

Response: We want pricing proposed for both approaches which the County can then evaluate to determine the best approach or a combination approach that will best fit the County.

- 4) Are the demonstration dates to be two, three or four day demonstrations?

Response: We are currently targeting a three-day demonstration per vendor.

- 5) Do you have a card reader for time entry?

Response: We have TrueTime at our Public Works location. We do not have a solution that is used County-wide.

- 6) Is the County most interested in a hosted/cloud or an on-premise solution?

Response: You may propose both solutions and we will evaluate each to determine the best fit for the County.

7) Would you consider a hybrid with leads off-shore?

Response: Please refer to page 35, paragraph 3.6. – The vendor is to provide an implementation plan in narrative format supported by an activity-level project plan using Microsoft Project that details how the proposed solution is to be implemented.

8) On page 26, paragraph 2.2., it mentions that the vendor should include a technical proposal and a separate sealed cost proposal accompanied in the package. Then on page 32 of RFP it states “costs for the Vendor’s proposed solution should be submitted on the proposal pricing forms provided in the included Microsoft Excel pricing spreadsheet. This information appears conflicting and confusing.

Response: Include your technical proposal and cost proposal (the pricing forms which will be placed in Section 14 of the vendor’s proposal) in the same package. They do not need to be separately sealed. The cost proposal is the completed pricing forms.

By: Melinda Bobbitt
Melinda Bobbitt, CPPO, CPPB
Director of Purchasing

BIDDER has examined **Addendum #2** to Request for Proposal # *03-13APR17 – ERP System Selection Project*, receipt of which is hereby acknowledged:

Company Name: _____

Address: _____

Phone Number: _____ Fax Number: _____

E-mail: _____

Authorized Representative Signature: _____ Date: _____

Authorized Representative Printed Name: _____

**County of Boone, MO
ERP Selection Project
Pre-Proposal Conference Sign-In Sheet
March 23, 2017**

Company Name	Attendee Name	Phone #	Fax #	E-mail Address
Tyler Technologies (Munis)	Gary Dube	207-518-4130		gary.dube@tylertech.com
BOONE COUNTY GOVT	TOM DARROUGH			
Bo Co Govt	Jenna Redel	573 886 4405	886 4444	Jredel@Boonecounty.mo.org
Bo Co Auditor	Jane Pithford	573.886.4278		
Boone County IT	Julia Litz	573.886-4443		
Boone County Purchasing	Merinda Bobbitt	573-886-4391	573-886-4390	m.bobbitt@boonecounty.mo.org
	ALON GRISH	4319		
BOONE COUNTY IT	PAUL SCHELICH	7231		
Sungard Public Sector	Teresa Kewley	800-721-8088		Teresa.Kewley@sungardps.com
Sungard Public Sector	Bruce Duncomb	802 407-304-3277		Bruce.Duncomb@sungardps.com
Microsoft	Jack Kelly	312-504-2850		Jack.Kelly@microsoft.com
Mazik Global	Taylor Jones	847-242-8932		Taylor.Gross@mazikGlobal.com
CBI Consulting Group	Von SoukKay	912-559-0454		Von.SoukKay@cbiConsultingGroup.com



BOONE COUNTY, MISSOURI

Request for Proposal #: 03-13APR17 – ERP System Selection Project

ADDENDUM #3 - Issued March 31, 2017

This addendum is issued in accordance with the Request for Proposal and is hereby incorporated into and made a part of the Request for Proposal documents. Offerors are reminded that receipt of this addendum should be acknowledged and submitted with Offeror’s Response Forms.

Specifications for the above noted Request for Proposal and the work covered thereby are herein modified as follows, and except as set forth herein, otherwise remain unchanged and in full force and effect.

The County has received the following question and is providing a response:

- 1) Regarding Time Entry functionality for the ERP system – are Volunteers expected to use the Time & Attendance system, and if so how many active Volunteers does Boone County have?

Response: Yes, 56 Volunteers in 2016.

- 2) Through which source will the Department fund the system (budget, grant, etc.)?

Response: Budget

- 3) Has an estimated cost been identified?

Response: The County does not release estimate information.

- 4) Section 1.5: Other Planned Technology Initiatives: Public Safety systems being upgraded / replaced

- 911 Computer Added Dispatch – Expected completion Q4 2017
- Law Enforcement Records Management System – Expected completion Q4 2017 / Q1 2018
- Jail Management System – Expected completion Q4 2017 / 2018
- Replacement of facility data cabling in Boone County Government Center in FY 2017
- Replacement of phone system in Boone County Government Center FY 2018

Does the Department anticipate releasing any solicitation for the above mentions projects?

Response: Provided for informational purposes only. Out of scope for ERP project.

By: Melinda Bobbitt
Melinda Bobbitt, CPPO, CPPB
Director of Purchasing

BIDDER has examined **Addendum #3** to Request for Proposal # *03-13APR17 – ERP System Selection Project*, receipt of which is hereby acknowledged:

Company Name: _____

Address: _____

Phone Number: _____ Fax Number: _____

E-mail: _____

Authorized Representative Signature: _____ Date: _____

Authorized Representative Printed Name: _____

County of Boone, Missouri

Request for Proposal

for the

ERP System Selection Project 03-13APR17



Issue Date: March 9, 2017

Pre-Proposal Meeting (Non-Mandatory): March 23, 2017

Closing Date: April 13, 2017

Proposal Submission

Proposal Due Date: County: April 13, 2017

Submit to County: 1 printed, signed, original technical and cost proposal and signed addenda,
4 copies of original technical proposal and cost proposal,
1 CD containing an electronic version of the technical proposal and cost proposal and any supporting documentation, including the following files:
Boone County ERP System Selection Project 03-13APR17 - Specifications.xlsx
Boone County ERP System Selection Project 03-13APR17 - Vendor Forms.docx
Boone County ERP System Selection Project 03-13APR17 - Pricing Forms.xlsx

Send to:

Melinda Bobbitt, CPPO, CPPB Director of Purchasing
613 E. Ash Street, Columbia MO 65201
Phone (573) 886-4391 Fax (573) 886-4390
mbobbitt@boonecountymo.org

Important Notice:

Effective immediately upon release of this request for proposal (RFP), and until notice of contract award, all official communications from Vendors regarding the requirements of this RFP shall be directed to:

Melinda Bobbitt, CPPO, CPPB Director of Purchasing
613 E. Ash Street, Columbia MO 65201
Phone (573) 886-4391 Fax (573) 886-4390
mbobbitt@boonecountymo.org

The County, or designee, shall distribute all official changes, modifications, responses to questions or notices relating to the requirements of this RFP. Any other information of any kind from any other source shall not be considered official, and Vendors relying on other information do so at their own risk.

March 8, 2017

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Anticipated Timeline Overview

Listed below are specific and estimated dates and times of actions related to this request for proposal (RFP). The actions with specific dates must be completed as indicated unless otherwise changed. In the event that it is necessary to change any of the specific dates and times in the calendar of events listed below, an addendum to this RFP will be issued.

Milestone	Timeframe
RFP issuance	March 9, 2017
Vendor pre-proposal meeting	March 23, 2017 2:00 p.m. Central Time
Deadline for clarification questions	March 31, 2017
County distributes responses for Vendor RFP clarification questions	April 4, 2017
Vendor proposals due	April 13, 2017, 1:00 p.m. Central Time
Notification of demonstration dates	May 2017
Demonstrations of software	June 2017
Site Visits and other due diligence	Summer 2017
Contract negotiations and award	Fall 2017
Goal for ERP Go-Live	Fall 2019

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County of Boone, MO
ERP System Selection Project

1 Introduction

1.1 Overview

The County of Boone, Missouri is interested in soliciting proposals for an Enterprise Resource Planning (ERP) software solution. Proposals shall be submitted from qualified providers of municipal software whose product offering meets or exceeds current County requirements and whose complete product offering provides a robust solution set that will allow the County to continue to leverage this investment well into the future as the needs of the County grow and evolve.

The visual on the following page depicts the solution set of software that the County is considering for purchase as part of this solicitation as follows:

- **Core Functionality** - County intends on replacing this software as part of this project
- **System Interfaces** – Current County software where integration is needed
- **Outside Agency/3rd Party Interface** – Interfaces desired with outside agencies

The following definitions are used in the RFP:

- **Client or County** means the County of Boone, Missouri
- **Plante & Moran, PLLC**: The County's consultant and co-project manager for the project.
- **Vendor** means a firm, company or organization submitting a proposal in response to this RFP.
- **ERP, ERP System Selection Project 03-13APR17**, the system or software means the software solution that the successful Vendor responding to this RFP will be responsible for providing
- **xxxx or ##** are figures in the Terms and Conditions that will be negotiated as part of the contract process.

1.2 County Background

The County of Boone, Missouri, established in 1821, is a fast-growing first class non-charter county located in central Missouri along the I-70 corridor between Kansas City and St. Louis. The County has a population of approximately 173,000, spans 685 square miles, and contains several population centers including cities, towns, villages and small communities. The County's largest city and county seat, Columbia, serves as a regional commercial, medical, and educational center.

The County's IT Department is structured to support all County Offices and Departments. The centralized IT Staff consists of a full service customer driven helpdesk, seven full time software developers, project manager, network and infrastructure support personnel along with a well-established GIS program. County employees have full access to IT services from deskside support on purchased and internally developed applications all the way to custom software development

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projects. The IT Department also manages print services, mail services and has internal administrative support staff.

The County is using an internally-developed system that was developed in COBOL and operates on an AS400 platform for its financial management system. For payroll, the County has another internally-developed system, which posts summary transactions to the general ledger via the journal entry program but is not otherwise integrated into the financial system and was not part of the Business Process Review (BPR) discussion. Public Works uses Cartegraph for tracking its projects, and Sympro is used for the County's investment tracking system, which interfaces manually into the general ledger and includes a process to review and approve what will be posted. Karpel is used by the County Prosecuting Attorney's office with some integration into the AS400 system. The interface between the two systems was built by the County and is used for the purpose of collecting data from Karpel to write checks. Last, m-Power is used as a report writing tool and relied on heavily to extract data from the AS400 system.

While the system has worked well and has been custom developed to meet the County's exact requirements, there have been some limitations and challenges with the internally-developed system that has led the County to consider implementing a commercial off-the-shelf (COTS) solution. For example, the department deemed to be the primary "owner" of the custom software bears significant responsibility for software design, testing, and training. This requires considerable time and effort and takes focus away from the department's core responsibilities. Additionally, while the system meets exactly what is requested of it, the County acknowledges they may be limiting themselves as they may not be aware of the latest innovations and/or best practices. This may also result in weaker internal controls.

County contracted with Plante Moran in 2016 to assist with the evaluation and selection of an ERP solution provider.

1.2.1 County Personnel Responsible for Finance-Related Activities

1.2.1.1 Payroll activities

The elected **County Clerk** is responsible for the County's bi-weekly payroll activities. County offices submit payroll requisitions and time sheets to the Clerk's Office for review and processing. The Clerk is also responsible for payroll reporting and issuing W-2 forms. Payroll disbursements (checks and ACH) are handled by the elected **County Treasurer**. The elected **County Auditor** reviews, approves, and posts payroll-related transactions to the General Ledger.

1.2.1.2 Treasury and investment activities

The elected **Treasurer** is responsible for receipting and disbursing funds, administering day-to-day banking and investment activities for the County's pooled cash and investments, and for administering the County's long-term debt activities. Regarding cash receipts: some are deposited directly into the County's bank account, some are remitted directly to the Treasurer's Office, and other amounts are collected at individual offices and subsequently turned over to the Treasurer. The Treasurer is also responsible for administering numerous fiduciary funds. In addition, the Treasurer issues Procurement Cards, trains cardholders, and manages the authorization limits for cardholders.

1.2.1.3 Accounting, budgeting, and financial reporting activities

The elected **County Auditor** is responsible for the County's General Ledger; financial accounting and reporting activities; preparing the County's published financial statements and administering the

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annual financial audit; managing the vendor file, accounts payable, and 1099 reporting; issuing purchase orders; reviewing, approving, and posting monthly procurement card activity; preparing and publishing the annual budget; and maintaining the County's property records and conducting annual physical inventories. The County Auditor certifies contracts and certifies payment requests for disbursement. The County Auditor establishes the Master Position File (MPF) for each budget year and reviews and certifies personnel transactions against the MPF. The County Auditor has statutory authority to conduct audits of financial activities and transactions as needed.

1.2.1.4 Property tax collection and disbursement:

The elected **Collector of Revenue** is responsible for billing, collecting, and disbursing property taxes and various fees and licenses. The County Auditor reviews and countersigns all Collector receipt and disbursement activity and reviews monthly bank and investment reconciliations. *The Collector of Revenue currently operates self-developed software for billing, collecting, and disbursing activities. This software interfaces with the County's General Ledger and is **excluded** from the scope of this ERP project.*

1.2.1.5 Court costs, fines, and fee collection and disbursement

The elected **Circuit Clerk** is responsible for collecting and disbursing all court-related fines, penalties, and court costs using financial software provided by the Missouri's Office of State Court Administration (OSCA). *This software does not interface with the County's General Ledger and is **excluded** from the scope of this ERP project.*

1.2.1.6 Human Resources

The department of **Human Resources and Risk Management** provides support to the County's elected officials and directors by maintaining the County's employee classification and pay plan; providing assistance with job posting and recruitment; and administering the County's employee benefit programs. As previously noted, the elected County Clerk is responsible for payroll activities and the elected County Auditor is responsible for the Master Position File (positions authorized in the annual budget). The director of HR is appointed by and reports to the County Commission.

1.2.1.7 Procurement Activities:

The **Purchasing Department** is responsible for competitively procuring materials, supplies, etc. for County operations when the cost exceeds the statutory threshold, currently \$6,000. This is accomplished through countywide term and supply contracts which are utilized by one or more departments as well as through single-purchase contracts. Individual departments handle their own procurement processes where the cost is less than the statutory threshold. The director of Purchasing is appointed by and reports to the County Commission.

1.2.1.8 Disposal of County Property:

The Purchasing Department is responsible for disposing of all county property.

1.2.1.9 Decentralized structure

The County's operational functions are carried out in a highly decentralized structure.

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1.3 Current Application Environment

*Legend for Current Applications		
Legend Code		Description
R	Replacement	The County is intending on replacing this application with the selected solution.
C	Consider	The County is considering replacing this application with the selected solution, based on the strength of the finalist Vendor offering and cost / benefit of the replacement module
M	Maintain	The County is intending on retaining the application, not replacing it thru this effort
I	Interface	The County is intending on keeping the application and interfacing/integrating it with the selected solution.

Current ERP Application	Application Notes/Description	Departmental Owner	Likely Future?*	Expected ERP Module
Accutime	Timeclock software	Public Works	M/I	Interface to Payroll / Timekeeping
Appraisal Software	In-house Appraisal Software	County Assessor	M	N/A
Apricot	Solution used by the County, City of Columbia, and United Way to receive proposals.	Community Services	M/I	Bid and RFP interface to purchase model.
AS 400 Internally Developed Software	Accounting/General Ledger Budgeting Financial Reporting Procurement Activities Human Resources & Risk Mgmt. Payroll Fixed Assets	Multiple Departments	R	Accounts Payable Bank Reconciliation Budgeting Cash Receipting Contract Management Fixed Assets General Ledger Human Resources Misc. Invoicing and Billing Payroll Project and Grant Accounting Purchasing/Procurement
Cal Amp GPS	Data collection and management tool	Public Works	M	N/A

County of Boone, Missouri
ERP System Selection Project

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Current ERP Application	Application Notes/Description	Departmental Owner	Likely Future?*	Expected ERP Module
Cartegraph	Asset management software	Public Works	M	N/A
Collective Data	Fleet management software	Public Works	M/I	interface to AR for invoicing
Collector's System (AS 400 Internally developed software)	Tax Collection and Distribution	Collector	M/I	Interface to GL
Commissary	Inmate accounts	Sherriff	M/I	Interface to GL for financial data
Court's Budget Program	Developed by Court IT	Court Administrator	C/I	Budgeting
Esri	GIS	IT	M	N/A
Only listed Excel Spreadsheets that will be replaced with ERP				
Excel - Budget	Track department's budget	Multiple Departments	R	Budgeting
Excel - Budget Revision Log	Track status and details of budget revisions and amendments	Multiple Departments	R	Budget
Excel - Change Order Log	Tracking status and details of contract change orders	Multiple Departments	R	Purchasing
Excel - Claims Tracking	Tracks information related to employee claims	Human Resources	R	Human Resources
Excel - Contract Logs	Tracks status of contracts routed through the Auditor's office for approval (not all contracts); tracks status of contracts routed through Legal (all contracts)	Auditor and Legal	R	Contract Management
Excel - Contract Tracking	Spreadsheet to track all contract expiration dates, as well as insurance information	Multiple Departments	R	Contract Management
Excel - Depreciation Tracking	Tracks depreciation for each month that is used for balancing	Auditor	R	Fixed Assets
Excel - FMLA Tracking	Spreadsheet to track FMLA	Emergency Management	R	Human Resources
Excel - Fuel Usage Invoicing	To track invoicing for fuel usage and then invoicing monthly based on usage	Public Works	R	Accounts Receivable and Cash Receipting

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County of Boone, Missouri
ERP System Selection Project

Current ERP Application	Application Notes/Description	Departmental Owner	Likely Future?*	Expected ERP Module
Excel - Grant Accounting	Spreadsheet to perform grant accounting and tracking funded agencies	Multiple Departments	R	Project and Grant Accounting
Excel - Insurance, Worker's Comp, and FMLA Tracking	Tracks information related to insurance, worker's comp, and FMLA	HR/Risk Management	R	Human Resources
Excel - inter-governmental agreements	Tracking the invoicing and payment of the inter-governmental agreements	Resource Management	R	Accounts Receivable and Cash Receipting
Excel - Invoice Tracking	To reconcile accounts payable	Prosecuting Attorney & Court Administrator	R	Accounts Payable
Excel - IT Requests	Tracking IT requests from all departments and consolidates into one class 9 spreadsheet of all county-wide technology requests	IT	R	Budgeting
Excel - Project Accounting	Spreadsheet to perform project accounting and tracking	Multiple Departments	R	Project and Grant Accounting
Excel - Software Contracts	Tracking maintenance contracts for software	IT	R	Contract Management
Excel - Timesheet	Track employees time	Multiple Departments	R	Timekeeping
Fuel Master	Cost accounting/inventory for fuel dispensed	Public Works	M	N/A
HVAC Monitoring	Allows staff to monitor HVAC equipment via computer	Facilities, Maintenance, Housekeeping	M	N/A
Inventory System/WASP	Joint Communications brought this inventory system with them which tracks fixed assets and other items	Joint Communications	M/I	Assets Management/Physical Inventory
iRecord/invoicing	County: track invoices and payments	Recorder's office	M/I	Accounts Receivable and Cash Receipting
Jury	In-house system from state	Court Administrator	M/I	Interface to Accounts Payable juror payments

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County of Boone, Missouri
ERP System Selection Project

Current ERP Application	Application Notes/Description	Departmental Owner	Likely Future?*	Expected ERP Module
Karpel	Case management software	Prosecutor's Office	M/I	interface to GL for cash receipting transactions and to AP for check processing
Lotus Notes	Asset Tracking (assets assigned to Court)	Court Administrator	R	Fixed Assets
MACK System	Receives cases to establish court orders which require enforcements	Prosecuting Attorney	M	N/A
Maintenance Connection	Facilities management software	Multiple Departments	M/I	Interface when inventory purchases are received
Only listed m-Power applications that will be replaced with ERP				
m-Power - Asset Tag Log	Asset tag logging system that directly updates the AS400 fixed asset module	Multiple Departments	R	Fixed Assets
m-Power - Financial Reporting	Tool to extract data from AS400 files for budgetary and financial reporting into Microsoft Excel. This also schedules these reports to be emailed on a recurring basis.	Multiple Departments	R	General Ledger & Budgeting
m-Power - Fixed Assets	Fixed asset tracking system that directly updates the AS400 fixed asset module	Auditor's Office	R	Fixed Assets
m-Power - Fixed Assets lookup	Fixed asset inquiry system to find items based on filters	Multiple Departments	R	Fixed Assets
m-Power - HR Data	To track employer/HR data	Human Resources	R	Human Resources
m-Power - Job Applications	Applicant tracking system linked to the legacy ERP database	Multiple Departments	R	Applicant Tracking
m-Power - Receipting	Tracks receipts for permits and inspections	Resource Management	R	Cash Receipting
MS Access Database - Personnel database	Contact information, hiring and pay data, CAD IDs, Training Records	Joint Communications	R	Human Resources

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County of Boone, Missouri
ERP System Selection Project

Current ERP Application	Application Notes/Description	Departmental Owner	Likely Future?*	Expected ERP Module
MS Access Database - Supervisor Exceptions for time	Used to produce supervisor exceptions to weekly plan sheet	Public Works	R	Payroll / timekeeping
Replicon	Web-based timekeeping system used by inspectors and engineers.	Resource Management	M/I	interface with Payroll/timekeeping
RVI	Document imaging software Contracts	Multiple Departments	C/I	interface with all ERP modules
Schedule Express	Scheduling software	Joint Communications	R	Payroll / Scheduling
SIMS	Security software	Public Administrator	M	N/A
SunGard CAD, RMS, and JMS	Software for the Sheriff's department, including mobile functionality. Implementation is in progress; however, the solution is not installed.	Sheriff	M/I	Interface to GL for financial data And Human Resources for personnel data
Sympro	Investments	Treasurer	M/I	interface to G/L
Track-It!	IT help desk software	IT	M	N/A
County Website Bidding System	Bid notification system	Purchasing	C	Bid software

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1.4 Current Technical Environment

The County has established technology standards and would prefer to adhere to them as part of the implementation of the ERP System Selection Project 03-13APR17. The tables below provide Vendors with a current summary of the County's network and computing environments, and standards.

As part of the proposal process Vendors will be required to submit significant technical detail about the proposed solution detailed in **section 3.4** of this RFP. In preparing responses, Vendors must remain diligent in referencing this table to assure that responses clearly identify:

- Areas of known or potential conflict between the Vendors proposed solution and the County's defined environments
- Recommendations of how best to implement and operate the proposed solution within the County's defined environments

1.4.1 Summary of Network and Computing Environment

The County of Boone (the County) Information Technology Department is a centralized service department with oversight of all county technology services. There are 7 sites where they provide internet, LAN/WAN, desktop computer, a mixture of telephone services and server access to County data and software that is housed at the Government Center Building and Emergency Communications Center. The 7 sites are inter-connected with a 10 GB fiber connection at each site. The network infrastructure is built and maintained by County IT Staff to best practices and protected by Firewalls, Web Application Firewalls, Anti-Virus, Anti-Malware, Anti-Spyware, and various other network security devices.

Email is hosted by Microsoft 365 and is archived in real-time.

The data center primarily consists of virtual Servers running Windows 2008, 2012 and an IBM i (AS400) that currently runs the legacy ERP product. The servers for this project have not been purchased yet and will be virtual servers. Microsoft SQL is present in this environment in MS SQL Server 2012 SP2 version. The County has a hybrid environment of virtualized and non-virtualized servers of which include an IBM i (AS/400). All systems and software are monitored in real-time with email/text notifications to County IT staff from both internal and external sources. Backups are currently performed using disk to disk to tape and then tapes are sent offsite.

All workstations range in age from 1-5 years. These workstations are imaged, managed, and updated using Microsoft Services, WSUS, GPO or manual engagement. Multiple browsers are in use on these workstations.

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Topic	Description
Data Center	<p>Redundant HVAC systems are used for temperature and humidity control.</p> <p>HVAC systems are tied to the generator with dedicated 24x7 cooling.</p> <p>Access to the data center is restricted via door access control system, Video cameras monitor entrances.</p> <p>An Inert Gas Fire Suppression System protects the data center.</p>
Data Network	<p>The County contains 7 sites and all are connected to the network.</p> <p>The network is a fiber network ring that connects all buildings, with a 10GB backbone.</p> <p>This topology provides redundancy, resiliency, and alternate pathways to the data Center</p> <p>The users report that the network is very reliable and has few issues. It has a very high reliability above 99%.</p> <p>The Data Network supports Data, VoIP, Door Access Control, Apps, Video, and GIS which constitutes a great utilization of technology and economies of investment.</p> <p>Sufficient Network Capacity for the new ERP Application</p>
Internet/Cloud Connectivity	<p>Multiple pathways for accessibility to the internet are planned. Single internet path in place currently.</p> <p>Each site is connected to a county wide fiber ring which provides internet connectivity.</p> <p>Sufficient Bandwidth to the Internet. Current service is 1Gbps, with 800mpbs though put.</p>
Server & Network Administration	<p>Servers are "Enterprise-Class" style servers.</p> <p>Servers exist on UPS units and generator power. Server hardware contains dual power supplies with cross connects to diverse UPS sources.</p> <p>Servers for this project have not been purchased and will be sized sufficiently for the implementation. Server planned to purchase end Q1 and Q2 install.</p> <p>Windows 2008, and Windows 2012 are all used in the environment.</p> <p>Servers are physically secure and located in an access controlled data center.</p> <p>Majority of Servers are in a cluster or load balanced, with redundant hardware.</p> <p>Majority of Servers are virtualized and configured for redundancy and failover.</p> <p>Consolidated Storage system is due to be replaced in 2017 along with server purchase.</p> <p>Service Packs updates are applied on an internally defined schedule.</p> <p>New Servers and Storage will need to be evaluated during the award process.</p>

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Topic	Description
Storage & Backup Environment & Disaster Recovery	<p>Disk to Disk and Disk to tape backups are used with replication from disk to tape for archival and removal from premises.</p> <p>There is a full encrypted backup performed Daily, Weekly and Monthly. Backup window varies by system.</p> <p>The backup tapes are kept offsite.</p> <p>Copies of backups retained for longer than 1 year. Tape to disk backups are verified every time.</p> <p>Bare Metal Restore is utilized and tested.</p>
User Administration	<p>Formal process for creation, deletion, and access of user accounts.</p> <p>User Accounts are audited on regular basis and defunct accounts removed.</p> <p>Shared access to services/shares are audited on a regular basis.</p> <p>2 Factor Authentication is utilized.</p> <p>Passwords and password complexity rules/age requirements vary. Public Safety is CJIS compliant.</p>
Applications	Browsers: Internet Explorer/Chrome/Fire Fox/Safari.

1.4.2 County Technical Standards

Item	Technical Standard
Backup solution	Disk to Disk, Disk to Tape: Unitrends
Business application environment	Microsoft Office 365
Desktop hardware	HP
Desktop operating system	Windows 7 and Windows 10
Email system	Office 365
Firewall	Checkpoint
Imaging/content management system	RVI Real Vision Document Imaging Solution
Internet browser	Internet Explorer/Chrome/Fire Fox
Web Content Management	End Users, Adobe Contribute, Developers: Various tools
Relational databases	MS-SQL, DB2400
Report writer	m-Power Productivity
Server hardware	HP
Server operating system	Windows 2008/2012, IBM i (OS/400)

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1.5 Other Planned Technology Initiatives

Virtual Server Hardware being replaced FY 2017

Public Safety systems being upgraded / replaced

- 911 Computer Added Dispatch – Expected completion Q4 2017
- Law Enforcement Records Management System – Expected completion Q4 2017 / Q1 2018
- Jail Management System – Expected completion Q4 2017 / 2018

Replacement of facility data cabling in Boone County Government Center in FY 2017

Replacement of phone system in Boone County Government Center FY 2018

1.6 Expected Scope of System Solution

The County is requiring that responding vendors propose a complete ERP solution, including software, hardware specifications, project management, and other technology services for the entire scope of the project that may or may not include components owned by the vendor.

The following definitions should be considered relative to the list below:

- **Core:** Components of the solution that MUST be responded to by Vendors in the RFP.

An outline of the required software system solution has been provided as follows:

Software:

Core Application Software:

- Accounts Payable
- Bank Reconciliation
- Budgeting
- Cash Receipting
- Contract Management
- Fixed Assets
- General and Technical
- General Ledger
- Human Resources
- Misc. Billing, Invoicing & AR
- Payroll
- Project and Grant Accounting
- Purchasing
- Time and Attendance
- Any other necessary software components to support the proposed Core Application Software solution

Services:

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- Required Services
- Project Management
- Hardware specification review and consulting
- Software Installation
- Data Conversion
- Report Development
- Integration and Interface Development
- Software Modifications
- Implementation and Training Services
- Change Management
- Knowledge Transfer to Staff
- System Documentation Development
- Operational Redesign Assistance
- Ongoing Support and Maintenance Services
- Optional Services
- Ongoing Hosting Services

It is important to note that the County is considering both a County-hosted and a Vendor-hosted solution. It is optional, but not mandatory, for Vendors to provide information on both solutions as part of their RFP response. If a Vendor does propose a Vendor-hosted solution, any differences from a County-hosted solution must be clearly delineated in the appropriate sections of the RFP response.

Additional details and descriptions related to the specifics of the expected scope can be found in section 3 – Proposal Response Format.

1.7 Summary of Key Transaction Volumes

A summary of key transaction and operating volumes and standards is included below. These volumes and standards reflect actual & estimated amounts for the current environment.

Operating Volumes/Standards	Current
Boone County	
Population (approx.)	173,000
Form of Government	Statutory elective form of government
Jurisdictional Area (Square Miles)	691 square miles
Residential Units	41,167
Number of Departments	22 departments
Budget (General Fund)	\$31.0 M

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Operating Volumes/Standards	Current
Boone County	
Budget (Central IT)	\$5.0 M
Budget (All Funds)	\$78 M
Total Staff (Full time: 1 FTE)	426
Total Staff (Part time: 0.5 FTE)	152
Number of IT users	IT: 18 GIS: 2 Mail services: 2 <u>IT/911: 4</u> Total: 26
Number of ERP System Users (Total Current)	96
Number of ERP System Users (Anticipated Future)	120 The County would like a site license, but please provide pricing for both
Number of Concurrent ERP System Users (Future)	120
General Ledger/Bank Reconciliation	
Chart of Accounts Structure	(County wants to change with new ERP)
Chart Segment One Name /Account Mask	Fund XXX
Chart Segment Two Name/Account Mask	Department XXXX
Chart Segment Three Name/Account Mask	Account/Object XXXXX
Fiscal Year End	12/31/2016 (calendar fiscal year)
Number of Funds	99
Number of Department Codes	239 (In the current ERP, department codes are used to denote functional departments as well as cost centers.)
Number of Balance Sheet Accounts	Asset: 95 Liability: 82 <u>Equity: 41</u> Total: 218
Number of Expense Accounts	358
Number of Revenue Accounts	253
Number of Project numbers	None - current ERP does not have project tracking functionality
Number of Manual Journal Entries (Monthly)	218
Number of Cash Accounts	11
Number of Bank Accounts	21

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Operating Volumes/Standards	Current
Boone County	
Number of annual Check Voids	Manual checks: 5 PA restitution: 9 Poll worker: 10 <u>AP: 19</u> Total: 43
Budgeting	
Pre-Encumbrance Controls?	Current ERP does not have this functionality
Encumbrance Controls?	Yes
Position Control?	Yes
Budget Entry Model	Decentralized
Number of Approval Levels	3
Budget Frequency	Annual
Number of Funds Budgeted	46
Fixed Assets	
Number of Capitalized Fixed Assets	Capitalized: 824 <u>Non-capitalized: 7,716</u> Total: 8,540 (Note: state law requires that we track assets with a cost of \$1,000 or more. Such assets that fall below our capitalization threshold are tagged and tracked as non-capital assets and expensed for financial statement purposes.)
Fixed asset tagging?	Yes
Fixed Asset Capitalization Threshold	\$10,000 (revised periodically)
Tracking / Reporting of Non-depreciable Assets?	Yes (see note above)
Project/Grant Accounting	
Do Projects/Grants Cross Funds?	Yes
Do Projects/Grants Cross Departments?	Yes
Purchasing/Contract Management/ Inventory	
Use of NIGP/Commodity Codes?	Yes. Vendors register in our system by what commodities they carry by selecting the appropriate NIGP codes
Number of Requisitions per Month	561
Number of Purchase Orders per Month	22

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Operating Volumes/Standards	Current
Boone County	
Number of Blanket Purchase Orders per Month	0 (Do not currently issue blanket POs but may consider doing so in the future)
Number of Invoices Without a Purchase Orders per Month	789
Number of Vendors in Purchasing System	2,761
Accounts Payable	
Number of Vendors Maintained in Accounts Payable System	Active: 1,958 Total: 15,221
Number of Invoices Input Annually	With PO: 914 <u>No PO: 9,470</u> Total: 10,379
Frequency of Check Runs	Weekly
Check Signature Method	Signed electronically
Payments Types Supported	Check, ACH and Wire Transfer
Number of 1099s Processed Annually	~150
Cash Receipting	
Receipting Model (Centralized or Decentralized)	Mostly centralized now, but would like to be decentralized with new ERP
Number of Cash Registers / POS Terminals	5 departments receive cash. 9 POS terminals are used.
Human Resources and Payroll	
Number of Permanent Employees	433
Number of Part-Time Employees	47
Number of Seasonal Employees	Sheriff on-call: 3 Collector Office Specialist: 6 Emergency Telecommunicator: 1 Correction Support Officer: 1 Program Assistants: 1 Warrant Specialist: 1 Sheriff Special Projects: 14 Deputy Court Marshal: 5 PA Temp File Clerk: 2 Court Security Aide: 1 <u>Elections Office Specialist: 4</u> Total: 39
Number of Bargaining Units	1 (PW - Maintenance Operations)
Number of Applicants (Annually)	3,440
Payroll Frequency	Bi-weekly

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1.8 Overall Evaluation Process

Responses to this RFP will be evaluated by a committee consisting of various process owners within the County. The County's intent is to acquire the solution that provides the best value to the County and meets or exceeds both the functional and technical requirements identified in this RFP.

The County will be using the following process to reach a finalist Vendor decision:

1. **Round 1: Minimum Criteria:** As part of the Vendor's RFP response, the following minimum criteria must be met for a proposal to be considered for further evaluation. Failure to meet all of these criteria will automatically disqualify the Vendor's response from further consideration:
 - RFP Response Timeliness
 - RFP response is submitted by the due date and time.
 - Response Authorization
 - The RFP response is signed by an authorized company officer.
 - Response Completeness
 - Vendor complied with all mandatory requirements of the RFP and provided a response to all items requested with sufficient detail, which provides for the proposal to be properly evaluated. Any deficiencies in this regard will be determined by the County's Purchasing department in conjunction with the Steering Committee to be either a defect that they will waive or that the proposal can be sufficiently modified to meet the requirements of the RFP.
 - Minimum Client Software Installations
 - Must have provided software for at least 5 successful installations of similar size and complexity within the last 5 years.

2. **Round 2 Evaluation:** For those Vendors whose proposals pass the minimum criteria, the following categories of criteria will be used to further evaluate the proposals in the following order of preference from high to low:
 - Functional requirements (section 4)
 - Investment and costs
 - Implementation requirements, plan, and timeline
 - Technical requirements
 - General Vendor information, to include vendor experience and expertise, number and size of comparable public sector installations, financial stability, completeness of response, and quality of proposal response

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3. **Round 3 Evaluation:** The top Vendors in the second round evaluation will then proceed to an additional level of due diligence that may include the following activities:
- Follow-up questions and answers with the Vendors.
 - On-site Vendor demonstrations to include module/functionality demonstrations, technical demonstrations, service presentation, and other due diligence.
 - Reference checking with comparable entities using the Vendor's product.
 - Potential site visits to comparable entities using the Vendor's product.

At this point, the County may request presentations by Vendors, question and answer interviews, and carry out negotiations for the purpose of obtaining best and final offers, and conduct detailed reference checks on the short listed Vendors.

Vendor may be asked to make an oral presentation of their proposal to the evaluation team at a designated Boone County location. Attendance cost shall be at the Vendor's expense. All arrangements and scheduling will be coordinated by the County.

Vendor will be requested to provide end user guides and system configuration manuals for all modules included in the vendor RFP response. Vendor proprietary interest material must be noted as such.

At any point in time during the third round of evaluation, a Vendor may be excluded from further consideration. At the conclusion of the round three activities, the finalist Vendors will be judged on all information collected to date against the following criteria in order of preference:

- Functionality
- Investment and costs
- Service and support for implementation
- Technical requirements
- Vendor viability and compatibility

The County will then enter into contract negotiations with the Vendor whose overall solution best meets the needs of the County over the long-term.

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2 Vendor Proposal Guidelines

2.1 Intent

It is the intent of the County of Boone, Missouri ("the County"), through this request for proposal and the contract conditions contained herein, to establish complete clarity to the greatest possible extent regarding the requirements of both parties to the agreement resulting from this request for proposal.

Before submitting a proposal, the Vendor shall be thoroughly familiar with all contract conditions referred to in this document and any addenda issued before the proposal submission date. Such addenda shall form a part of the RFP and shall be made a part of the resulting contract. It shall be the Vendor's responsibility to ascertain that the proposal includes all addenda issued prior to the proposal submission date.

The terms of the RFP and the selected Vendor's proposal and any additional documentation (e.g. questions and answers) provided by the Vendor during the solicitation process will be integrated into the final contract for services entered into between the County and the selected Vendor. It shall be the Vendor's responsibility to ascertain that the proposal includes all addenda issued prior to the proposal submission date. Addenda will be posted on the County's internet site along with the RFP.

If you have obtained this proposal document from a source other than the Boone County Purchasing Department, please check with our office prior to submitting your proposal to ensure that you have a complete package. The Purchasing Department cannot be responsible for providing addenda if we do not have you on our Vendor list for this proposal. You may check our web site for addenda at www.showmeboone.com, then select "Purchasing", then "Current Bid Opportunities".

The Vendor shall determine by personal examination and by such other means as may be preferred, the conditions and requirements under which the agreement must be performed.

2.2 Deadline for Proposals

Proposals must conform to the requirements set forth in the RFP. Proposals not conforming to these guidelines may be rejected as non-responsive.

Proposals must be submitted **by 1:00 p.m., local time, April 13, 2017** to:

**Melinda Bobbitt, CPPO, CPPB Director of Purchasing
613 E. Ash Street, Columbia MO 65201**

The Vendor must submit **One (1)** signed, completed, original, **four (4) copies**, and **one (1) electronic copy** of the Vendor's technical and cost proposals. The first page of the original proposals should be marked "Original" and the first page of the copies should be marked "Copy." The electronic proposals should also include the following files:

ERP System Selection Project 03-13APR17 - Specifications.xlsx
ERP System Selection Project 03-13APR17 - Pricing Forms.xlsx
ERP System Selection Project 03-13APR17 - Vendor Forms.docx

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A technical proposal and a separate sealed cost proposal must be accompanied in the same package. The electronic copy of the Vendor technical proposal response shall include the completed specification worksheets that have been provided in Microsoft Excel. The electronic copy of the Vendor cost proposal shall include the completed pricing worksheets that have been provided in Microsoft Excel.

All proposals must contain the following wording clearly marked on the outside of the envelope:

ERP System Selection Project 03-13APR17

Proposals received after the deadline will not be accepted. Proposals may not be delivered via facsimile or e-mail. Proposals shall be sent by Federal Express (or comparable carrier) or hand delivered to the above address. The full name and address of the Vendor shall be clearly marked on the outside of the package that is inside the Federal Express package or comparable carrier.

2.3 Preparation of Proposals

Proposals shall be prepared in accordance with the proposal response format, section 3. Proposals not complying with this format may be considered non-responsive and may be removed from consideration on this basis.

2.4 Requirements for Signing Proposal

1. Each Vendor, by making a proposal, represents that this document has been read and is fully understood.
2. The proposal must be signed in ink by an individual authorized to legally bind the person, partnership, company, or corporation submitting the proposal.
3. All manual signatures must have the name typed directly under the line of the signature.
4. The above requirements apply to all RFP addenda.

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2.5 RFP Clarifications and Questions

If any person contemplating submitting a proposal is in doubt as to the true meaning of any part of this RFP, he/she may submit to the County a written request for an interpretation thereof. The person submitting the request will be responsible for its prompt delivery. Any interpretation will be made only by an addendum. Failure on the part of the prospective proposal Vendor to receive a written interpretation before the submission deadline will not be grounds for withdrawal of proposal. Vendor should acknowledge receipt of each addendum issued by stating so in his/her proposal. No oral explanation or instruction of any kind or nature whatsoever given before the award of a contract to a Vendor shall be binding.

All inquiries regarding this proposal must be written and should be **emailed** with a subject line of "ERP System Selection Project 03-13APR17" to:

mbobbitt@boonecountymo.org

Inquiries regarding the proposal will be accepted up to and including **March 31, 2017 at 4:00 PM local time**. Responses to questions will be posted on the County website as an addendum. Addendums will also be distributed to vendors who are registered in the County's electronic purchasing system.

2.6 Vendor Pre-Proposal Meeting

A non-mandatory Vendor pre-proposal meeting will be held on March 23, 2017 from 2:00PM Central Time at:

Boone County Government Center, Room 301
801 E. Walnut
Columbia, MO 65201-7732

Teleconferencing will be available with the following number:

(701) 801-1211, Access code: 758-401-651

If you are unable to attend, please see section 2.5 for RFP clarification and questions.

2.7 Consideration of Proposals

In cases where an item requested is identified by a manufacturer's name, trade name, catalog number, or reference, it is understood that Vendor proposes to furnish the item so identified and does not propose to furnish an "equal" unless the proposed "equal" is pre-approved by the County.

References to any of the above are intended to be descriptive but not restrictive and only indicate articles that will be satisfactory. Proposals on "equal" will be considered, provided that the Vendor states in his proposal exactly what he proposes to furnish, including sample, illustration, or other descriptive matter which will clearly indicate that character of the article covered by such proposal. The designated County representative hereby reserves the right to approve as an "equal", or to reject as not being an "equal", any article proposed which contains major or minor variations from specifications requirements but which may comply substantially therewith.

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2.8 Basis for Award, Evaluation Criteria and Questions

The qualifications of Vendors on this project will be considered in making the award. The County is not obligated to accept any proposal if deemed not in the best interest of the County to do so. The County shall make award to the qualified Vendor based on criteria specified in section 1.8 (Overall Evaluation Process) and responses to this RFP.

Failure to include in the proposal all information outlined herein may be cause for rejection of the proposal.

The County reserves the right to accept or reject any and all proposals, in whole or in part, that are deemed to be in the best interest of the County at its sole discretion.

The County reserves the right to waive any informalities or irregularities in proposals.

No negotiations, decisions, or actions shall be initiated by any Vendor as a result of any verbal discussion with any County employee prior to the opening of responses to the Request for Proposal.

The County reserves the right to negotiate separately the terms and conditions or all or any part of the proposals as deemed to be in the County's best interest at its sole discretion.

Information and/or factors gathered during interviews, negotiations and any reference checks, and any other information or factors deemed relevant by the County, shall be utilized in the final award. The final award of a contract is subject to approval by the County Commission.

2.9 Ambiguity, Conflict, or Other Errors in the RFP

If a Vendor discovers any ambiguity, conflict, discrepancy, omission, or other error in this Request for Proposal, they shall immediately notify the contact identified in the *RFP Clarifications and Questions* of such error in writing and request modification or clarification of the document. The County will respond to all vendor inquires by posting addendums on the County website. Addendums will also be distributed to vendors who are registered in the County's electronic purchasing system.

The Vendor is responsible for clarifying any ambiguity, conflict, discrepancy, omission, or other error in the Request for Proposals prior to submitting the proposal or it shall be waived.

2.10 Confidential Information

Information contained in the Vendor's proposal that is company confidential must be clearly identified in the proposal itself. The County will be free to use all information in the Vendor's proposal for the County's purposes. Vendor proposals shall remain confidential until the County's Project Steering Committee makes its award recommendation to the County Commission.

2.11 Confidentiality Statement

Any information, including materials, drawings, designs, documentation, and other property or data, disclosed to the Vendor shall not be used, reproduced, appropriated, or otherwise disseminated to anyone other than the County.

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2.12 Award of Contract

The Vendor shall be deemed as having been awarded a contract when the formal notice of acceptance of the Vendor's proposal has been duly served upon the intended awardee by an authorized agent of the County with a fully executed contract, purchase order and notice to proceed. Note that the successful Vendor, at the time of contract execution, must be licensed to do business in the State of Missouri.

2.13 Tax Exempt Status and Delivery

The County is exempt from paying sales taxes. County is exempt from federal excise tax. All prices should be quoted FOB destination with freight charges fully included and prepaid. The seller pays and bears the freight charges.

2.14 Reserved Rights

The County reserves the right to waive any irregularities; accept the whole, part of, or reject any or all proposals; and to select the Vendor which, in the sole opinion of the county, best meets the County's needs. The County also reserves the right to negotiate with potential Vendors so that the County of Boone, Missouri's best interests are served.

2.15 Advertising

Vendor shall not advertise or publish the fact that the County has placed this order without prior written consent from the County, except as may be necessary to comply with a proper request for information from an authorized representative of a governmental unit or agency.

2.16 Trademarks

The County warrants that all trademarks the County requests the Vendor to affix to articles purchased are those owned by the County and it is understood that the Vendor shall not acquire or claim any rights, title, or interest therein, or use any of such trademarks on any articles produced for itself or anyone other than the County.

2.17 Right to Request Additional Information

The County reserves the right to request any additional information that might be deemed necessary during the evaluation process.

2.18 Right of Partial Award

The County reserves the right to refuse any or all proposals in their entirety, or to select certain equipment or software products from various Vendor proposals, based on the best interests of the County.

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2.19 Proposal Preparation Costs

The Vendor is responsible for any and all costs incurred by the Vendor or his/her subcontractors in responding to this request for proposal.

2.20 System Design Costs

The successful Vendor shall be responsible for all design, information gathering, and required programming to achieve a successful implementation. This cost must be included in the base proposal.

2.21 Pricing Eligibility Period

All Vendor proposals are required to be offered for a term not less than **180 calendar days** in duration. A proposal may not be modified, withdrawn or cancelled by Vendor during the 180 day time period following the time and date designated for the receipt of proposals. It is the County's intent to procure that software solution that meets that long term criteria of the County. The County, during the course of the selection process may decide to purchase a subset of the Vendor's proposal components with the initial contract. The County requires that Vendors agree for a period of (3) years from the date of the Vendor's proposal to honor software and services pricing established within the Vendor's proposal response for Vendor proposed components which are not included in the County's initial purchase. The price of the proposed components can only be increased by the Vendor during such time period by an amount equal to the annual CPI-U adjustment for the region that encompasses the state of Missouri or 3%, whichever is less.

2.22 Additional Charges

No additional charges, other than those listed on the price breakdown sheets, shall be made. Prices quoted shall include verification/coordination of order, all costs for shipping, delivery to all sites, unpacking, setup, installation, operation, testing, cleanup, training and Vendor travel charges.

2.23 Turnkey Solution

All prices quoted must include all hardware equipment software and services necessary to make the system specified fully operational for the intent, function, and purposes stated herein. The County reserves the right to purchase hardware separately.

2.24 Purchase Quantities

The County reserves the right to purchase any quantities of hardware or software items bid without altering the unit purchase price upon award and throughout the contract period.

2.25 Rights to Pertinent Materials

All responses, inquires, and correspondence relating to this RFP and all reports, charts, displays, schedules, exhibits and other documentation produced by the Vendors that are submitted as part of the proposal shall become the property of the County upon receipt, a part of a public record upon opening, and will not be returned.

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The County reserves the right to accept any proposal, to reject any or all proposals, to waive any irregularities in the proposal process and to accept any proposal in the best interest of the County.

2.26 Insurance Requirements

The County will require the finalist Vendor to retain insurance coverage in amounts and kinds to be negotiated with the finalist. Please refer to the sample minimum contract terms and conditions in section 5.

2.27 Receipt and Opening of Advertised, Sealed Proposals

The Vendor(s) and public are invited, but not required, to attend the formal opening of proposals during the Boone County Commission meeting on April 13, 2017. Vendor(s) names only will be read aloud to the public. No decisions related to an award of a contract or creation of any contractual or lease relationship, or purchase order will be made at the opening.

Information provided in each Vendor's response will be considered proprietary and will not be divulged during the selection process. The successful Vendor's proposal will become public record after its acceptance by the County Commission. All proposals and scoring forms are kept by the County for a period of time established by regulation or statutes after the award is made and are available for inspection at any time during regular working hours.

2.28 Withdrawal of Proposals:

Proposals may be withdrawn without prejudice any time before the deadline for receipt of proposals. If a mistake or error is discovered by the Vendor or by the County after the proposal opening, the County has the right to call this error to the Vendor's attention and request verifications of the proposal. If the Vendor acknowledges the mistake and requests relief, the County will proceed in the following manner:

Withdrawal: Permission to allow a Vendor to withdraw their proposal without prejudice may be given when clear and convincing evidence supports the existence of an error. If there is a significant and obvious disparity between the prices of the lowest Vendor and of the other Vendors, a Vendor may be permitted to withdraw without prejudice, upon submission of evidence that a non-intentional error occurred.

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3 Proposal Response Format

To facilitate the analysis of responses to this RFP, the Vendor is required to prepare their proposals in accordance with the instructions outlined in this section. **Vendors must respond in full to all RFP sections and follow the RFP format (section numbering, etc.) in their response. Failure to follow these instructions may result in rejection.**

For each question asked in the RFP, the Vendor shall provide in their response, the question asked and their answer using the section numbering of the RFP.

Proposals shall be prepared to satisfy the requirements of the RFP. *EMPHASIS SHOULD BE CONCENTRATED ON ACCURACY, COMPLETENESS, AND CLARITY OF CONTENT.* All parts, pages, figures, and tables should be numbered and labeled clearly. The proposal should be organized as follows:

Section	Title
	Proposal Signature Form
1	Executive Summary
2	Company Background
3	Application Software
4	Technical Requirements
5	Vendor Hosted Option
6	Implementation Plan
7	Staffing Plan
8	Ongoing Support Services
9	Functional System Requirements
10	Client References
11	License and Maintenance Agreements
12	Exceptions and Deviations
13	Other Required Forms and Attachments
14	Cost Proposal
15	Addenda

Instructions relative to each part of the response to this RFP are defined in the remainder of this section.

Costs for the Vendor's proposed solution should be submitted on the proposal pricing forms provided in the included Microsoft Excel pricing spreadsheet. Costs should include the complete costs for the solution including travel and operating costs. Use additional pages as needed.

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3.1 Executive Summary (Section 1)

This part of the response to the RFP should be limited to a brief narrative not to exceed two (2) pages describing the proposed solution. The summary should contain as little technical jargon as possible and should be oriented toward non-technical personnel. The executive summary should not include cost quotations.

3.2 Company Background (Section 2)

In addition to providing responses to the following items, the Vendor must complete the **Company Background Form** in **section 7.5** of this RFP, and include it in this section of the response.

Vendors must provide information about their company so that the County can evaluate the Vendor's stability and ability to support the commitments set forth in response to the RFP. Information that Vendors should provide in this section are as follows:

1. The company's background including a brief description (e.g., past history, present status, future plans, company size, etc.) and organization charts.
2. Audited financial information for the past TWO (2) completed fiscal years that includes income statements, balance sheets, and statement of cash flows.
3. Privately-held companies wishing to maintain confidential financial information must provide information detailing the company's long-term stability. Please provide a current Dunn & Bradstreet report (D&B) as part of the Vendor proposal response.
4. If the Vendor is proposing to use subcontractors on this project, please provide a response to the **Company Background Form** for each subcontractor, Vendor relationship with that subcontractor and the specific services and/or products that the subcontractor will be providing on the project. A complete list of subcontractors is required. The County has the right to approve all sub-contractors of the Vendor at any time.

3.3 Application Software (Section 3)

As the County is contemplating a County-hosted versus Vendor-hosted solution, aspects of the proposed solution to be provided should be clearly delineated where they vary between these two approaches in the sections below.

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The Vendor is required to provide a general description of the application program product and how it will meet requirements of this RFP. This section must address, at a minimum, the following items:

1. Describe your overall proposed technology solution.
2. Describe the product direction for the company, including time frames.
3. Describe unique aspects of the Vendor's solution in the marketplace.
4. Describe components of the solution that are industry standards versus being proprietary to the Vendor.
5. For third party products proposed that are integrated with the Vendor's solution provide the following for each product:
 - a. Reason that this product is a third-party product versus being part of the software Vendor's solution,
 - b. Extent to which this third-party product is integrated with the Vendor's solution.

The County is also interested in exploring additional software functionality not documented in the functional requirements. Please include the following chart as part of your proposal response.

Module	Availability		
	Functionality is available as an ERP module in the Vendor's software	Partial functionality is available through other ERP modules in the Vendor's software	Functionality is not available through Vendor's software
Community Development (Permitting, Code Enforcement, Inspections, Planning & Zoning)			

3.4 Technical Infrastructure (Section 4)

The Vendor shall provide the information described in this section. The information will be used in the evaluation process. Vendors should identify where conflicts may exist between their solution and current technologies being used in the County as described in sections 1.4.1 and 1.4.2.

In addition to providing responses to the following items, the Vendor must complete the **Technical Requirements Form** in **section 7.6** of this RFP, and include it in this section of the response.

As the County is contemplating a County-hosted versus Vendor-hosted solution, aspects of the proposed solution to be provided should be clearly delineated where they vary between these two approaches in the sections below.

Hardware and Storage Environment

- a. Describe the proposed computer hardware and storage environment to support the system. In the event that there are multiple computer systems available, list all options. Indicate which is the preferred hardware platform and why. List the conditions in which the preferred hardware platform would change. A hardware configuration, which takes into account the size of the County, application modules, database size, and anticipated growth, must be provided.

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- b. What system architecture do you propose? Describe the number and type of: application servers, database server(s), and development and test environments. Describe your proposal's technical architecture (preferably using a PowerPoint or Visio diagram). This should show components such as the database server, applications server, reporting server, test/training server, firewall(s), web server(s), web browser, minimum workstation requirements, remote access, wireless connectivity, network connectivity to LANs and WAN, etc. Describe any potential use of virtual server technologies (e.g. Microsoft Virtual Server, VMware) and application accelerators and note what Vendors you partner with or recommend and/or support.
- c. Describe your proposed information architecture/model (preferably using a PowerPoint or Visio diagram). This should depict data models, taxonomy, data elements, coding structures, a process for standardizing on a particular coding structure, data definitions (employees, Vendors, invoices, etc.)

3.5 Vendor Hosted Option (Section 5)

Note: response to this section is optional. Vendors will not be penalized for lack of response to this section.

In addition to providing responses to the following items, the Vendor must complete the **Vendor Hosting Form** in **section 7.7** of this RFP, and include it in this section of the response.

1. Please describe your **vendor hosted model**, including: hosting, integration, help desk, provisioning and desktop management capabilities, deployment model (dedicated servers, shared environment, etc.), impact to the County's network and bandwidth, and any partners that may be involved in service delivery.
2. Please describe your proposed **service level agreement**, including any tiered levels of service, response times, and standard metrics.
3. Please describe your **support model**, including: cost structure for support calls.
4. Please describe your **data center and storage facilities**, including: locations, staffing, physical security, environmental controls (including redundant power), redundancy/load balancing capabilities, data backups and disaster recovery capabilities.
5. Please describe your **logical security**, including: firewall security, authentication controls, and data encryption capabilities.
6. Please describe your **change management**, upgrade, and patch management policies & practices.
7. Describe your **systems administration/management** capabilities including: monitoring of performance measures, intrusion detection, and error resolution.
8. Describe how you will help the County move to a new operation at the **end of the contract** term or if the contract is terminated, including the process for notifying of termination.
9. Please provide a copy of your most recent **SSAE 16 Type II audit**.

3.6 Implementation Plan (Section 6)

The Vendor is to provide an implementation plan in narrative format supported by an activity-level project plan using Microsoft Project that details how the proposed solution is to be implemented. This implementation plan should include the following elements:

Subsections for Section 6:

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1. General Implementation Approach
2. Project Management Approach
3. Hardware, Software & Storage Design and Installation Consulting
4. Data Conversion Plan
5. Report Development
6. Integrations and Interfaces
7. Training
8. Change Management Approach
9. Testing
10. Operational Redesign Approach
11. System Documentation and Manuals
12. Disaster Recovery Plan
13. Knowledge Transfer

The Vendor should not be constrained to only include the above items in the Vendor's proposal response if the Vendor feels that additional elements may add value to the overall implementation. The County requests that the Vendor provide their work plan in a Microsoft Project format as part of the proposal response.

It is expected that the Vendor will lead the efforts in each of the implementation areas described below unless stated otherwise. Further details on what is to be provided as part of the Vendors proposed implementation plan are included in the following subsections.

As the County is contemplating a County-hosted versus Vendor-hosted solution, aspects of the services to be provided should be clearly delineated where they vary between these two approaches.

Please note, the County does not allow for any off-shore services or data storage.

3.6.1 General Implementation Approach (Subsection 6.1)

Provide a general overview of the implementation approach you plan to use for the County that includes addressing the following items:

1. Describe how you transition from the sales cycle to the implementation phase of the project.
2. Describe key differentiators of the approach as it relates to implementing a solution on time, within budget and with the ability to meet the needs of a diverse client like the County.
3. Describe how you conclude on a preferred implementation phasing of software modules. What is your recommended approach for this implementation?
4. Describe your approach towards running parallel systems for a period of time.

Any unique tools, techniques or methods that you use should be described in this section.

3.6.2 Project Management Approach (Subsection 6.2)

In addition to providing responses to the following items, the Vendor must complete the **Project Management Approach Form** in **section 7.8** of this RFP, and include it in this section of the response.

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The County expects the Vendor to provide project management resources leading to the successful deployment of the system. This project manager will work as a team member with the County's project management office ("PMO"). It is expected that this project manager will be "on the ground" as appropriate to team with the County PMO. This project manager can be an employee of the Vendor or a partner of the Vendor. In either case, the costs for the project manager should be clearly denoted in the pricing section of this RFP.

As part of any significant engagement, the County employs a project management approach that is based on the Project Management Institute's project management body of knowledge (PMBOK). The County would expect responding Vendors to adhere to such standards as part of the project.

Provide an overall description of the Vendor project management approach towards this type of engagement and projected timing for major phases.

Provide a high-level work plan for achieving the successful deployment of your proposed system.

3.6.3 Hardware, Software and Storage Design and Installation Consulting (Subsection 6.3)

The County usually installs the required hardware and communications equipment for applications. We are open to other proposals to accomplish a successful deployment. The Vendor is expected to specify, furnish, deliver, install and support all application and system software that may include pre-installing or equipment staging. What do you propose for the most effective deployment of hardware, communications and related equipment?

Additionally, the County expects the selected Vendor to conduct a test of the system backup and recovery solution prior to go-live.

3.6.4 Data Conversion Plan (Subsection 6.4)

It is anticipated that data conversion work will occur prior to migrating to the new applications. Final data conversion and import will happen at the time of migration. The County is expected to assist the Vendor in the conversion of both electronic and manual data to the new system. It is expected that the County will be responsible for data extraction from current systems with detailed formatting specifications from the Vendor. The County will expect data scrubbing and data pre-processing direction and guidance from the Vendor. The Vendor will be responsible for overall data conversion coordination, definition of file layouts, and data import and validation into the new ERP. Please provide pricing for data conversions in the associated Microsoft Excel pricing spreadsheet.

The County desires to have all data converted and imported for the Payroll and Human Resources modules. The County desires to have up to 10 years of data converted and imported for all other modules where data is available.

1. Describe your general approach towards data conversion and how you would work with the County to conclude on what should be converted.
2. Please describe your organization's recommended approach toward retention of legacy data.
3. Describe your system's approach to reporting across all data in the system including archived or offline data.

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3.6.5 Report Development (Subsection 6.5)

For specific reporting requirements, it is anticipated that the Vendor will take the lead on developing any reports required as part of the initial deployment of the system. The Vendor is expected to provide specialized knowledge and information to the County staff during the development of needed reports, via technical training on the tools used for report development, database schema and architecture, etc. In addition to providing responses to the following items, the Vendor must complete the **Report Development Form** in **section 7.9** of this RFP, and include it in this section of the response.

Provide information on your reporting approach including:

1. Description of various methods of reporting including Business Intelligence,
2. Methods for the County to identify, specify, and develop required custom County reports during the implementation.

3.6.6 Integrations and Interfaces (Subsection 6.6)

It is expected that information generally would need to be entered only once into the system. Modules within the system should be integrated in real-time with each other such that batch processes are not required to transfer information from one area of the system to another unless that is the preference of the County. Existing County interfaces between core modules that may currently exist (e.g., AP posting to GL) or shadow systems that will likely be replaced are not included as they are assumed to be included in an integrated ERP System.

The Microsoft Excel pricing sheet contains a listing of current and/or desired application interfaces. Please provide pricing for interface development in the associated Microsoft Excel pricing spreadsheet.

In addition:

1. Describe the extent to which the various modules are integrated together versus being purchased separately and interfaced
2. Describe your approach towards interfacing and integration with other solutions including use of specific tools, methods and standards.
3. Describe data exchange standards (e.g. XML, Web Services, or EDI) supported or provided by your product.
4. As it pertains to the County's current technical environment described previously, identify potential issues for integrating with specific technologies that are used within the County.
5. If local customizations are made, do you provide any tools or assistance to easily incorporate customizations into new version/releases of your software?
6. The Microsoft Excel pricing spreadsheet contains a listing of current and/or desired County application interfaces and their likely need in a future integrated environment. Provide pricing for interfaces in the associated Microsoft Excel pricing spreadsheet

3.6.7 Training (Subsection 6.7)

In addition to providing responses to the following items, the Vendor must complete the **Training Form** in **section 7.10** of this RFP, and include it in this section of the response.

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The County intends to explore the advantages, disadvantages and related costs of two implementation training approaches:

4. **End User Training Approach:** All end-user and technical training will be performed on-site through implementation and be performed by the Vendor.
 - a. End user implementation training will be provided by the Vendor and include joint participation by the relevant County process owner team lead supporting the process area in the new software system.
 - b. Technical Implementation training will include training for County IT staff on the technologies required to support the new ERP system.
5. **Train the Trainer Approach:** The Vendor will incorporate a “train the trainer” approach where only key County team leads will be trained through implementation on their modules and then they will train the remainder of the County staff in their respective areas.
 - a. There would be roughly one to five subject matter experts (SME’s) for each module with one individual designated as team lead. This training would be provided at a County facility.
 - b. Training materials supplied by the Vendor would be used by SME’s and team leads for training their staff.
 - c. Web conference or remote online tutorial sessions would be available to SME and team lead staff to participate in after initial training was completed in their module.
 - d. Technical implementation training will include training only key IT staff (5-6 key IT staff) to support the new system.

The Vendor should provide an overall description of **both** training methods, including the following:

- General timeframes in which both types of training will be conducted
- The Vendor must list the nature, level, and amount of training to be provided for both options in each of the following areas:
- Technical training (e.g., programming, operations, etc.)
- User training
- Other staff (e.g., executive level administrative staff)

3.6.8 Change Management Approach (Subsection 6.8)

The County recognizes that a movement from the current environment to a new solution will present change management challenges. The Vendor should clearly identify their approach towards Change Management including any unique approaches or tools that will be used.

3.6.9 Testing (Subsection 6.9)

The Vendor should describe their recommended approach to the following types of testing that are anticipated to be performed on the project and the type of assistance they anticipate providing to the County related to such testing:

- a. System testing
- b. Integration testing

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- c. Stress/performance testing
- d. User acceptance testing (UAT)

3.6.10 Operational Redesign (Subsection 6.10)

With the deployment of a new application, the County wishes to take advantage of capabilities within the software that provide support for operational improvements. Vendors are requested to describe their approach towards operational redesign including discussion on the optimal time in which to conduct redesign as it relates to implementation of the new software.

In addition, please describe your organization's capabilities to assist in a Countywide redesign of the chart of accounts to best leverage the capabilities of the system in order to meet the County's overall financial tracking and reporting objectives.

3.6.11 System Documentation and Manuals (Subsection 6.11)

The Vendor is expected to provide user manuals and online help for use by the County as part of the initial training and ongoing operational support. Additionally, the Vendor is expected to provide technical documentation.

1. Describe what documentation (user guide, technical guide, training materials, etc.) is available on the system proposed and any related costs.
2. Describe what types of documentation you anticipate developing during the course of the project.

3.6.12 Disaster Recovery Plan (Subsection 6.12)

Please describe the services you provide around disaster recovery, if any, as part of your proposed solution.

3.6.13 Knowledge Transfer (Subsection 6.13)

The Vendor should describe their process for ensuring that a transfer of knowledge occurs back to County staff such that staff is capable of supporting and maintaining the application in the most proficient manner once the Vendor implementation engagement is complete.

3.7 Staffing Plan (Section 7)

In addition to providing responses to the following items, the Vendor must complete the **Staffing Plan Form** in **section 7.11** of this RFP and include it in this section of the response.

1. The Vendor must detail the type and amount of implementation support to be provided (e.g., number of personnel, level of personnel, time commitment, etc.). Include resumes for all personnel that will be assigned to the project. If the Vendor is using a subcontractor, please include information on subcontracting staff being used and their specific role on the project.
2. Please provide an overall project organizational structure for County staff involvement during the project (for both a County-hosted and Vendor-hosted solution). Identify the roles and responsibilities of each component of this structure. This includes an appropriate governance structure in which to manage the project.

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3.8 Ongoing Support Services (Section 8)

In addition to providing responses to the following items, the Vendor must complete the **Ongoing Support Services Form** in **section 7.12** of this RFP, and include it in this section of the response.

1. Please specify the nature and conditions of any post-implementation support options including:
 - a. Post-go live support that is included in the proposal response
 - b. Onsite support (e.g. system tuning, application configuration, interface issues, report development, network optimization, user training and tips to optimize the user experience)
 - c. Telephone support
 - d. Hours of live support
 - e. Help Desk services (If there is a service level agreement for your help desk, please provide a copy with your RFP response.)
 - f. Toll-free support line
 - g. Users group (i.e. - information about it, where it is held and when. If no, are you planning one?)
 - h. Online knowledgebase (i.e. – how it is accesses, who updates it, etc.)
2. Describe your maintenance programs and options with associated pricing.
3. Describe and provide pricing for any “software as a service” (SaaS) model that you offer (where there is no up-front license fee, but instead a monthly charge which may include maintenance).

3.9 Functional System Requirements (Section 9)

Responses to the requirements referenced in section 4 of this RFP must be provided in this section of the Vendor's response. Use the Microsoft Excel specification spreadsheet provided and attach added explanation pages as necessary. Please include any costs associated with modifications in the Microsoft Excel pricing spreadsheet. **Please note: The response to these requirements should be provided in the exact format as provided (e.g. no additional macros, formulas, additional columns, modifications, passwords, etc.). Failure to do so can result in disqualification of the entire proposal.**

3.10 Client References (Section 10)

The Vendor must provide at least five references from municipal clients that are similar in size and complexity to the County, for which the Vendor has provided software, implementation services, and ongoing Support Services. The format for completing the Vendor references is provided in **section 7.13** of this document. In addition, the County requests a listing of all municipal clients. If possible, at least one of these references should be a Vendor-hosted solution.

3.11 License and Maintenance Agreements (Section 11)

Sample license and maintenance agreements must be provided in this part of the Vendor's response for all components of the recommended solution (i.e., hardware, software, operating system, database, etc.). Indicate the basis on how licenses are determined.

March 9, 2017**3.12 Exceptions and Deviations (Section 12)**

If the Vendor finds it impossible or impractical to adhere to any portion of these specifications and all attachments, it shall be so stated in its proposal, with all deviations grouped together in a separate section entitled, "exceptions/deviations from proposal requirements." This section will be all-inclusive and will contain a definition statement of each and every objection or deviation with adherence to specific RFP sections. Objections or deviations expressed only in other parts of the proposal, either directly or by implication, will not be accepted as deviations, and the Vendor in submitting a proposal, will accept this stipulation without recourse.

3.13 Other Required Forms and Attachments (Section 13)

Please provide all other required forms in this section:

- a. Contract terms and conditions compliance checklist
- b. Contract terms and conditions compliance checklist – Exception explanation
- c. Proposal Signature Form
- d. Non-Collusion Affidavit
- e. Minimum Criteria
- f. For Vendors who are proposing a hosted solution, please additionally supply a copy of your Independent Service Auditor's Opinion Letter from your most recent SSAE 16 Type II audit.
- g. Work Authorization Certification
- h. Certification Regarding Debarment

3.14 Cost Proposal (Section 14)

Costs for the Vendor's proposed solution should be submitted on the proposal pricing forms provided in the associated Microsoft Excel pricing spreadsheet.

- The County will not consider time and materials pricing. Vendors shall provide firm and fixed pricing based on the functionality described. For each item, indicate if the cost is one-time, annual, or other.
- The Vendor shall provide price information for each separate component of the proposed solution, as well as the costs of any modifications necessary to fully comply with the RFP specifications.
- If any lump sum amounts are provided, Vendors should indicate in the comments sections what the lump sum consists of.
- In the event the product or service is provided at no additional cost, the item should be noted as "included," "no charge" or words to that effect.
- In the event the product or service is not being included in the Vendor proposal, the item should be noted as "No Bid". Modules are assumed to be "No Bid" in the Module Information tab unless licensing information is provided.
- Vendors shall provide all pricing alternatives in these cost sheets.
- Vendor shall provide prices in U.S. dollars.
- Vendor shall make clear the rationale and basis of calculation for all fees.
- Vendors shall show separate subtotals for the required elements of the proposed solution, and for any layers of optional elements.

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- Please note: Pricing workbook should be provided in the exact format as provided (e.g. no additional macros, formulas, additional columns, modifications, passwords, etc.). Failure to do so can result in disqualification of the entire proposal.

In presenting software license fees, the Vendor shall:

- Explain all factors that could affect licensing fees;
- Make clear what type of license is offered for each price (named user, concurrent user, installed copies, processor-based, etc.);
- Indicate which product versions, operating platform(s), and machine classes are included for each price;
- Indicate whether a product is for “server” or “client,” as applicable; and,
- Make clear the extent of any implementation services that are included in the license fees (installation, configuration, training, etc.)
- Please note: The County prefers a site license, however Vendors may propose alternative licensing approaches.

To the extent possible, Vendors shall show any applicable discounts separately from the prices for products and services.

The County prefers that Vendors provide separate prices for each item in the proposed solution. However, the Vendor is also encouraged to present alternatives to itemized costs and discounts, such as bundled pricing, if such pricing would be advantageous to the County. Vendors are asked to utilize the Module Information tab to describe licensing and other module-specific information, as well as where costs are represented for each module. There are two pre-defined bundles listed, which the County requests that Vendors utilize if necessary. The linkages described in this worksheet are assumed to be consistent for costs in the Application Software, Implementation Services, End User Training, and Train-the-Trainer Training tabs, unless otherwise stated.

The County reserves the right to pursue direct purchase of all items and services proposed, as well as to obtain independent financing.

The County is strongly considering both a vendor-hosted solution through an ASP or SaaS licensing model and a traditional on-premise solution. As such, the County is requesting proposals to include detailed information regarding the Vendors hosting and licensing options. If multiple solutions are proposed, please include a separate pricing form for each hosting/licensing model. If a subscription pricing model is proposal, please provide pricing for a 10 year subscription.

3.15 Addenda (Section 15)

Include all original, signed copies of addenda in this section.

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4 Functional Requirements

4.1 Introduction

The requirements defined in this section contain the overall general functions of the requested software solution. The primary objective of the County in implementing a new system is to provide a more integrated information system environment that will eliminate the redundant entry of data, provide improved system capabilities, provide improved access to data, and streamline overall operations.

Identified in the attached Excel spreadsheet are a number of requirements that must be addressed by the vendor's proposal.

These requirements are considered mandatory in implementing the complete solution as defined in section 3. Together they define a system that will operate efficiently in the proposed computer environment while providing a high level of flexibility in meeting the County's current and future data needs. Vendors must replace cells A1:G1 in the first module (General and Technical Requirements) with the vendor's **Company Name** which will be repeated and printed for each subsequent module. The **Priority** column includes one of the following entries to indicate the importance of the specification/report to the County:

"H" – High:	This is a feature that the County already has in their current software or is a necessary feature.
"M" – Medium:	This is a feature that you would like in the new system but is not absolutely necessary.
"L" – Low:	This would be a feature that, while of interest, is not applicable at this time or something that could be a future deployment.

Each vendor should review the specifications and reports listed in each subsection and respond as to their availability within the vendor's software system. The responses should be entered under the **"Availability"** column of each form as follows:

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Y	Functionality is provided out of the box through the completion of a task associated with a routine configurable area that includes, but is not limited to, user-defined fields, delivered or configurable workflows, alerts or notifications, standard import/export, table driven setups and standard reports with no changes. These configuration areas will not be affected by a future upgrade. The proposed services include implementation and training on this functionality, unless specifically excluded in the Statement of Work, as part of the deployment of the solution.
R	Functionality is provided through reports generated using proposed Reporting Tools.
T	Functionality is provided by proposed third party functionality (i.e., third party is defined as a separate software Vendor from the primary software Vendor). The pricing of all third party products that provide this functionality MUST be included in the cost proposal.
M	Functionality is provided through customization to the application, including creation of a new workflow or development of a custom interface that may have an impact on future upgradability.
F	Functionality is provided through a future general availability (GA) release that is scheduled to occur within 1 year of the proposal response.
N	Functionality is not provided

Use the **Cost** column for “M” or “F” responses to estimate the cost, if any, to be incurred by the County to secure the specification/report. Use the **Comment** column to provide additional comments pertaining to your response for that item.

The **Required Product(s)** column is to be used to specify what product (e.g. product name / software module) is proposed. The cells D10:G10 in the form which currently read “*Replace this text with the primary product name(s) which satisfy requirements*” must be updated. This name will be automatically populated in the **Required Product(s)** column for each specification in the module. The automated values in this column must be updated for any exceptions where a different or additional product is required to satisfy the requirement.

Vendors proposing a multi-product solution should complete a General and Technical module specification response for each product.

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5 Contract Terms & Conditions

The contractual terms and conditions will be fully negotiated after a vendor is selected by Boone County, Missouri (the "Client"). Responses to the contract terms outlined in this section may be considered in the selection process and such terms shall be included in the final contract between the Client and the Vendor (the "Agreement"). For purposes of these terms and conditions, the term "Vendor" means the vendor responding to this RFP and all such terms shall apply to any subcontractor of the Vendor. Use of the term "Exhibit <##>" throughout these contract terms refers to supplemental documents that Client expects will be included in the final contract package.

The following contract terms and conditions, substantially in the form contained herein, are expected to be agreed to by the vendors as part of contract negotiations. Exceptions must be explicitly noted in the Vendor Proposals using the checklist forms provided in Section 6 of the RFP. Lack of exceptions listed on the checklist forms shall be considered acceptance of all of the terms and conditions as presented in this RFP.

Contractor shall comply with all applicable federal, state, and local laws and failure to do so, in County's sole discretion, shall give County the right to terminate this Contract.

Responses shall include all charges for packing, delivery, installation, etc., (unless otherwise specified) to the Boone County Department identified in the Request for Bid and/or Proposal.

The Boone County Commission has the right to accept or reject any part or parts of all bids, to waive technicalities, and to accept the offer the County Commission considers the most advantageous to the County. Boone County reserves the right to award this bid on an item-by-item basis, or an "all or none" basis, whichever is in the best interest of the County.

Bidders must use the bid forms provided for the purpose of submitting bids, must return the bid and bid sheets comprised in this bid, give the unit price, extended totals, and sign the bid. The Purchasing Director reserves the right, when only one bid has been received by the bid closing date, to delay the opening of bids to another date and time in order to revise specifications and/or establish further competition for the commodity or service required. The one (1) bid received will be retained unopened until the new Closing date, or at request of bidder, returned unopened for re-submittal at the new date and time of bid closing.

When products or materials of any particular producer or manufacturer are mentioned in our specifications, such products or materials are intended to be descriptive of type or quality and not restricted to those mentioned.

Do not include Federal Excise Tax or Sales and Use Taxes in bid process, as law exempts the County from them.

The delivery date shall be stated in definite terms, as it will be taken into consideration in awarding the bid.

The County Commission reserves the right to cancel all or any part of orders if delivery is not made or work is not started as guaranteed. In case of delay, the Contractor must notify the Purchasing Department.

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In case of default by the Contractor, the County of Boone will procure the articles or services from other sources and hold the Bidder responsible for any excess cost occasioned thereby.

Failure to deliver as guaranteed may disqualify Bidder from future bidding.

Prices must be as stated in units of quantity specified, and must be firm. Bids qualified by escalator clauses may not be considered unless specified in the bid specifications.

No bid transmitted by fax machine or e-mail will be accepted.

The County of Boone, Missouri expressly denies responsibility for, or ownership of any item purchased until same is delivered to the County and is accepted by the County.

The County reserves the right to award to one or multiple respondents. The County also reserves the right to not award any item or group of items if the services can be obtained from a state or other governmental entities contract under more favorable terms. The resulting contract will be considered "Non-Exclusive". The County reserves the right to purchase from other vendors.

The County, from time to time, uses federal grant funds for the procurement of goods and services. Accordingly, the provider of goods and/or services shall comply with federal laws, rules and regulations applicable to the funds used by the County for said procurement, and contract clauses required by the federal government in such circumstances are incorporated herein by reference. These clauses can generally be found in the Federal Transit Administration's Best Practices Procurement Manual – Appendix A. Any questions regarding the applicability of federal clauses to a particular bid should be directed to the Purchasing Department prior to bid opening.

In the event of a discrepancy between a unit price and an extended line item price, the unit price shall govern.

Should an audit of Contractor's invoices during the term of the Agreement, and any renewals thereof, indicate that the County has remitted payment on invoices that constitute an over-charging to the County above the pricing terms agreed to herein, the Contractor shall issue a refund check to the County for any over-charges within 30-days of being notified of the same.

Equipment and serial and model numbers - The contractor is strongly encouraged to include equipment serial and model numbers for all amounts invoiced to the County. If equipment serial and model numbers are not provided on the face of the invoice, such information may be required by the County before issuing payment.

5.1 Scope of Agreement

Client agrees to license the software detailed in Exhibit <##> ("Software") and receive the services detailed in the Statement of Work detailed in Exhibit <##> ("Services"). Vendor agrees to provide Software and Services (the "Solution"), subject to the terms and conditions stated in the Agreement including all Exhibits. Payment for such services shall be per Exhibit <##> and shall not exceed the total amount included in Exhibit <##> without the prior written consent of Client. The Client, without prior and mutual written agreement, will incur no other service costs. The service costs in Exhibit <##> are inclusive of all services described in the Statement of Work included as Exhibit <##>. Client agrees to provide server, desktop and other hardware and configuration based on Vendor's recommendation per Exhibit <##>.

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5.2 Documentation

Vendor shall deliver to Client two (2) complete copies of the user documentation describing the functionality and operation of the Software in Client's environment and technical documentation describing the technical support procedures to assist with the on-going support of the Software ("Documentation"), including an electronic version with the ability to modify to the needs of Client, and, as part of the license granted herein. Vendor agrees that Documentation provided with the Software will be updated to reflect any Customizations contracted by Client with Vendor. Client shall have the right to make as many additional copies of the Documentation for its own use as it may determine.

5.3 Incorporation by Reference

The Vendor shall supply Software and Services adequate to accomplish the requirements as set forth in the Request for Proposal and the Vendor's response to the Request for Proposal provided herein as Exhibit <##> and Exhibit <##>, respectively ("Contract Documents") and Vendor's Documentation. Parties agree that where there is a conflict between terms of the Agreement and the information presented in the Contract Documents, the Agreement shall take precedence. The parties also agree that where there is not a conflict between the Agreement and the information presented in the Contract Documents, that all terms, conditions and offers presented in the Vendor's proposal shall be incorporated into the Agreement and shall be binding upon all parties to the Agreement.

5.4 Entire Agreement Clause

The Agreement, including appendices and referenced attachments, constitutes the entire Agreement between the Client and Vendor and supersedes all proposals, presentations, representations, and communications, whether oral or in writing, between the parties on this subject.

5.5 Applicable and Governing Law Clause

The Agreement shall be subject to all laws of the Federal Government of the United States of America and to the laws of the State of Missouri. All duties of either party shall be legally performable in the State of Missouri. The applicable law for any legal disputes arising out of the Agreement shall be the law of (and all actions hereunder shall be brought in) the State of Missouri, and the forum and venue for such disputes shall be in the courts of appropriate jurisdiction for Columbia, Missouri.

5.6 Wording Conflicts

Should there be a conflict in wording between the Agreement and Vendor's RFP response, the Agreement shall prevail.

5.7 Standard Forms and Contracts

Any forms and contracts the Vendor(s) proposes to include as part of any agreement resulting from this proposal response between the vendor(s) and the Client must be submitted as part of this proposal. Any forms and contracts not submitted as part of the proposal and subsequently

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presented for inclusion may be rejected. Client reserves the right to accept or reject in whole or in part any form contract submitted by a vendor and/or to require that amendments be made thereto, or that an agreement drafted by the Client be utilized. This requirement includes, but is not limited to, the following types of forms: subcontractor, franchise, warranty agreements, maintenance contracts, third party licenses and support agreements. The Client will negotiate any and all contracts/agreements and prices/fees with the Vendor, if doing so is deemed in the best interest of the Client.

5.8 Grant of License

Vendor hereby grants to Client a nonexclusive, nontransferable, perpetual license to use the Software described in Exhibit <##> solely for internal business purposes on any central processing unit owned by Client and/or its designated service provider.

5.9 Use of Licenses by Personnel Who Are Not Employees

Client's consultants, contractors, external customers, and business partners may access and use the Software under the Client's direction.

5.10 Replication of Software

Client shall not copy Software for any purposes other than for back up, disaster recovery and/or testing. Client has the right to develop interfaces to, and/or database applications that integrate with, the licensed Software using Vendor's recommended database and development tools without voiding the maintenance and support terms or warranties herein.

5.11 Disaster Recovery & Disaster Recovery Testing

There will be no additional software license cost to process at another site in the event of a disaster that shuts down Client's primary location or for testing at the disaster recovery site.

5.12 Term and Termination Clause

In the event that either party shall fail to maintain or keep in force any of the terms and conditions of the Agreement, the aggrieved party may notify the other party in writing via certified mail of such failure and demand that the same be remedied within xxxx (##) business days. Should the defaulting party fail to remedy the same within said period, the other party shall thereupon have the right to terminate the Agreement by giving the other party xxxx (##) days written notice. Notwithstanding the foregoing, due to lack of funding, the Client may at any time during the life of the Agreement, terminate same by giving xxxx (##) days' notice in writing via certified mail to Vendor. In addition, if at any time a voluntary petition in bankruptcy shall be filed against the Vendor and shall not be dismissed within xxxx (##) days, or if the Vendor shall take advantage of any insolvency law, or if a receiver or trustee of the Vendor's property shall be appointed and such appointment shall not be vacated within xxxx (##) days, the Client shall have the right, in addition to any other rights of whatsoever nature that it may have at law or in equity, to terminate the contract by giving xxxx (##) days' notice in writing of such termination.

March 9, 2017**5.13 Warranty**

- A. Vendor represents and warrants that it has the right to grant the licenses set forth under the Agreement. Vendor further represents and warrants that it has good and marketable title to the Software sold hereunder free and clear from all liens, encumbrances, and claims of infringement of patent, copyright, trade secret or other proprietary rights of third parties. Vendor further represents and warrants that neither the Software in the form delivered by Vendor to Client, nor any modifications, enhancements, updates or upgrades thereto, nor the normal use thereof by Client, will infringe any patent, copyright, trademark, trade secret or other proprietary right of any third party.
- B. In the event that any third party makes a claim or files a lawsuit challenging Client's right to use the Software, Vendor shall defend and indemnify Client and hold it harmless for any and all losses, liabilities, judgments, damages, awards and costs (including legal fees and expenses) arising out of said claim or lawsuit, and for any monies paid in settlement thereof. Provided, however, that Vendor shall have the sole and exclusive right to select and retain counsel for Client in connection with the defense thereof, and shall make all decisions relating to the conduct of the Client's defense and any settlement made on behalf of Client. In resolving any such infringement claim, Vendor shall, in its reasonable discretion, either procure a license to enable Client to continue to use the Software or develop or obtain a non-infringing substitute acceptable to Client at Vendor's cost.
- C. Vendor represents and warrants that the Software and related products as described with the Agreement will perform in accordance with all Documentation, Contract Documents, Vendor marketing literature, and any other communications attached to or referenced in the Agreement.
- D. Vendor represents and warrants that the Software and related products, including all modifications contracted under the terms of the Agreement, will meet the requirements of Client as set forth in the Contract Documents.
- E. Client has: (i) presented detailed technical specifications of the particular purpose for which the Software is intended, (ii) provided detailed descriptions and criteria of how the Software can be defined to accomplish particular purpose, and (iii) defined the exact procedures and techniques to be employed in testing whether the Software has achieved the defined performance of this particular purpose. Given this advanced preparation concerning, and documentation about, Client's particular purpose, Vendor, at the time the Agreement is in force, has reason and opportunity to know the particular purpose for which the Software is required, that Client is relying on Vendor's experience and knowledge of the Software to identify those components which are most suitable and appropriate, and that Client is relying on Vendor's experience and knowledge to identify the appropriate Services that will assist in making the Software operational. Therefore, Vendor warrants that the Software including all products included in the Agreement are fit for the purposes for which they are intended as described in the Contract Documents.
- F. Vendor represents and warrants that all Software products provided under the Agreement are compatible with and certified for use and operation in Client's operating environment. Furthermore, Vendor acknowledges that it has reviewed the hardware system ordered by Client and represents and warrants that such hardware system as defined in Exhibit <##> is sufficient for Client's current and reasonably projected use, including account and transaction volumes.

March 9, 2017**5.14 Year 2000 Warranty**

The Vendor warrants that all Software for which the Vendor either sells or licenses to the Client and used by the Client after the calendar year 2000, includes or shall include, at no added cost to Client, design and performance so Client shall not experience Software abnormality and/or generation of incorrect results from the Software, due to date oriented processing, in the operation of the business of the Client.

The Software design, to insure year 2000 compatibility, shall include, but is not limited to: data structures (databases, data files, etc.) that provide 4-digit date century; stored data that contain date century recognition, including, but not limited to, data stored in databases and hardware device internal system dates; calculations and program logic (e.g., sort algorithms, calendar generation, event recognition, and all processing actions that use or produce date values) that accommodates same century and multi-century formulas and date values; interfaces that supply data to and receive data from other systems or organizations that prevent non-compliant dates and data from entering any Client system; user interfaces (i.e., screens, reports, etc.) that accurately show 4 digit years; and assurance that the year 2000 shall be correctly treated as a leap year within all calculation and calendar logic.

5.15 Continuity of Warranty

Client may continue the Warranty protection described above by purchasing and paying for on-going Maintenance and Support Services described below. By doing so, all Warranty, Year 200 Warranty, and Resolution and Response Time Warranty conditions included herein shall remain in effect, in perpetuity, as long as payments for Annual Maintenance and Support Fees are kept current.

5.16 Disclaimers and Limitations of Remedies

- A. Except as specifically stated in the Warranty section of the Agreement, the Software is licensed "as is" without warranty of any kind, other than expressed or implied herein. In no event shall Vendor be liable for any indirect, special or consequential damages unless as otherwise stated herein, including, but not limited to, loss of anticipated profits, revenue or savings, arising from the use of or inability to use the Software or breach of any expressed or implied warranty, even if Vendor or its agent has been advised of the possibility of such damages.
- B. In the event that the parties are unable to resolve differences, and after exhausting the terms and conditions of the Non-Performance Escalation Procedures clause herein that may arise relating to the Agreement, all disputes arising from the Agreement shall be resolved through the Thirteenth Judicial Circuit Court of Missouri.

5.17 Intellectual Property

All information, data, programs, publications and media created specifically for and paid for by the Client or as a result of the Services identified in the Agreement is the property of the Client unless otherwise noted, copyright protected, or defined or agreed to by both parties to the Agreement.

March 9, 2017**5.18 Indemnification**

- A. To the fullest extent permitted by law, the Vendor shall indemnify, hold harmless, and defend the Client and its agents, employees, officers and successors, from and against any claims, causes of action, damages, losses and expenses, including but not limited to attorney's fees, arising out of or resulting in any way from Vendor's performance of this contract, provided that such claim, cause of action, damage, loss or expense is attributable to bodily injury, sickness, disease, or death to any person, including employees or agents of the Vendor, subcontractor, or construction manager, or to injury to or destruction of tangible property including loss of use resulting there from, but only if caused in whole or in part by a negligent act or omission of the Vendor, a subcontractor, the construction manager, anyone directly or indirectly employed by them, or any for whose acts they may be liable, regardless of whether or not such claim, cause of action, damage, loss or expense is caused in part by a party indemnified hereunder. Vendor shall not be obligated to hold harmless, indemnify, or defend the Client or its agents, employees, officers, or successors if any claim, cause of action, damage, loss or expense arises from the sole negligence or fault of a party indemnified hereunder.
- B. Vendor shall assume the defense of the Client pursuant to the provisions of the paragraph above within xxxx (##) days of receipt of written notice. Any legal cost or expense, including attorney's fees, incurred by the Client for enforcement of its rights under the paragraph above between the time by which Vendor should have assumed the Client defense and the time when Vendor assumes the Client's defense shall be reimbursed by Vendor. Any legal cost or expense, including attorney's fees, incurred by the Client in the successful prosecution of any litigation or arbitration seeking to enforce the provisions of the paragraph above or in negotiating a settlement of such claim, shall also be reimbursed by Vendor.
- C. Should the parties agree to submit claims, disputes, or other matters arising out of the Agreement to arbitration, they may do so only with written agreement of all parties, including the Client.

5.19 Patents, Copyrights, and Proprietary Rights Indemnification

The Vendor, at its own expense, shall completely and entirely defend the Client from any claim or suit brought against the Client arising from claims of violation of United States patents or copyrights resulting from the Vendor or the Client's use of any equipment, technology, documentation, and/or data developed in connection with the Services and Software (together the Solution) described in the Agreement. The Client will provide the Vendor with a written notice of any such claim or suit. The Client will also assist the Vendor, in all reasonable ways, in the preparation of information helpful to the Vendor in defending the Client against this suit.

In the event that the Client is required to pay monies in defending such claims, resulting from the Vendor being uncooperative or unsuccessful in representing the Client's interest, or in the event that the Client is ordered to pay damages as a result of a judgment arising out of an infringement of patents and/or copyrights, Vendor agrees to fully reimburse the Client for all monies expended in connection with these matters. The Client retains the right to offset against any amounts owed Vendor any such monies expended by the Client in defending itself against such claims.

Should a court order be issued against the Client restricting the Client's use of any portion of the Software related to the claim and should the Vendor determine not to further appeal the claim issue, at the Client's sole option the Vendor shall provide, at the Vendor's sole expense, the following:

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- A. Purchase for the Client the rights to continue using the contested Software product(s) or portions thereof which may include purchase of a third party software product, or
- B. Provide substitute software products to the Client which are, in the Client's sole opinion, of equal or greater quality, or
- C. Refund all monies paid to the Vendor for the Solution subject to the court action. The Vendor shall also pay to the Client all reasonable losses related to the Solution and for all reasonable expenses related to the installation, implementation and conversion to the new Solution.

5.20 Insurance

The Vendor must have adequate insurance, for damage or loss, for all equipment and other valuables until such time as the Client receives good and clear title. In defining insurance coverage, the Vendor shall secure full replacement value for the system without the requirement that the Client be responsible for any payments or deductibles. In the event that it is necessary to make a claim under this policy, any funds received by the Vendor shall be used to secure replacement equipment for the Client.

Insurance Requirements: The Contractor shall not commence work under this contract until they have obtained all insurance required under this paragraph and the Certificate of Insurance has been approved by the County, nor shall the Contractor allow any subcontractor to commence work on their subcontract until all similar insurance required of subcontractor has been so obtained and approved. All policies shall be in amounts, form and companies satisfactory to the County which must carry an A-6 or better rating as listed in the A.M. Best or equivalent rating guide. Insurance limits indicated below may be lowered at the discretion of the County.

Employers Liability and Workers Compensation Insurance - The Contractor shall take out and maintain during the life of this contract, **Employers Liability and Workers Compensation Insurance** for all of its employees employed at the site of work, and in case any work is sublet, the Contractor shall require the subcontractor similarly to provide Workers Compensation Insurance for all of the latter's employees unless such employees are covered by the protection afforded by the Contractor. Workers Compensation coverage shall meet Missouri statutory limits. Employers Liability limits shall be \$500,000.00 each employee, \$500,000.00 each accident, and \$500,000.00 policy limit. In case any class of employees engaged in hazardous work under this Contract at the site of the work is not protected under the Workers Compensation Statute, the Contractor shall provide and shall cause each subcontractor to provide Employers Liability Insurance for the protection of their employees not otherwise protected.

Commercial General Liability Insurance - The Contractor shall take out and maintain during the life of this contract, such commercial general liability insurance as shall protect it and any subcontractor performing work covered by this contract, from claims for damages for personal injury including accidental death, as well as from claims for property damages, which may arise from operations under this contract, whether such operations be by themselves or for any subcontractor or by anyone directly or indirectly employed by them. The amounts of insurance shall be not less than \$3,000,000.00 combined single limit for any one occurrence covering both bodily injury and property damage, including accidental death. If the Contract involves any underground/digging operations, the general liability certificate shall include X, C, and U (Explosion, Collapse, and

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Underground) coverage. If providing Commercial General Liability Insurance, then the Proof of Coverage of Insurance shall also be included.

Contractor may satisfy the minimum liability limits required for Commercial General Liability or Business Auto Liability under an Umbrella or Excess Liability policy. There is no minimum per occurrence limit of liability under the umbrella or Excess Liability; however, the Annual Aggregate limit shall not be less than the highest "Each Occurrence" limit for either Commercial General Liability or Business Auto Liability. **Contractor agrees to endorse the County as an Additional Insured on the umbrella or Excess Liability, unless the Certificate of Insurance state the Umbrella or Excess Liability provides coverage on a "Follow-Form" basis.**

Business Automobile Liability – The Contractor shall maintain during the life of this contract, automobile liability insurance in the amount of not less than \$3,000,000.00 combined single limit for any one occurrence, covering both bodily injury, including accidental death, and property damage, to protect themselves from any and all claims arising from the use of the Contractor's own automobiles, teams and trucks; hired automobiles, teams and trucks; non-owned and both on and off the site of work.

Errors or Omissions - Contractor agrees to maintain Professional Liability to cover claims arising out of the negligent acts, errors or omissions of Contractor, Sub consultant or anyone directly or indirectly employed by them. The coverage provided will not be less than \$2,000,000.

Subcontractors: Contractor shall cause each Subcontractor to purchase and maintain insurance of the types and amounts specified herein. Limits of such coverage may be reduced only upon written agreement of County. Contractor shall provide to County copies of certificates of insurance evidencing coverage for each Subcontractor. Subcontractors' commercial general liability and business automobile liability insurance shall name County as Additional Insured and have the Waiver of Subrogation endorsements added.

Builder's Risk – The Contractor shall maintain during the life of this contract, builder's risk insurance coverage to cover damage to materials and equipment on the site, in the total amount of the contract or in an amount not less than \$1,000,000.00 whichever is greater.

Proof of Carriage of Insurance - The Contractor shall furnish the County with Certificate(s) of Insurance which name the County as additional insured in an amount as required in this contract). The Certificate of Insurance shall provide that there will be no cancellation, non-renewal or reduction of coverage without 30 days prior written notice to the Owner. In addition, such insurance shall be on an occurrence basis and shall remain in effect until such time as the County has made final acceptance of the services provided.

INDEMNITY AGREEMENT: To the fullest extent permitted by law, Contractor shall indemnify, hold harmless and defend the County, its directors, officers, agents, and employees from and against all claims, damages, losses and expenses (including but not limited to attorney's fees) arising by reason of any act or failure to act, negligent or otherwise, of Contractor, of any subcontractor (meaning anyone, including but not limited to consultants having a contract with contractor or a subcontract for part of the services), of anyone directly or indirectly employed by contractor or by any subcontractor, or of anyone for whose acts the contractor or its subcontractor may be liable, in connection with providing these services. This provision does not, however, require contractor to indemnify, hold harmless, or defend the County of Boone from its own negligence.

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Nothing in these requirements shall be construed as a waiver of any governmental immunity of the County, its officials nor any of its employees in the course of their official duties.

Failure to maintain the required insurance in force may be cause for contract termination. In the event the Agency/Service fails to maintain and keep in force the required insurance or to obtain coverage from its subcontractors, the County shall have the right to cancel and terminate the contract without notice.

Certificate Holder address:

County of Boone, Missouri
C/O Purchasing Department
613 E. Ash Street
Columbia, MO 65201

5.21 Unlimited Liability for Software Vendor Infringement

The Vendor will reimburse Client for all costs related to infringement (not "finally awarded"). There shall be no limit of liability on behalf of the Vendor if the software is determined to be infringing.

5.22 Freedom of Information Act

Vendor acknowledges that Client is subject by law to responding to all Freedom of Information Act ("FOIA") requests. Vendor shall comply with the FOIA in all respects and shall not restrict or otherwise inhibit Client from complying.

5.23 Confidentiality

Both parties recognize that their respective employees and agents, in the course of performance of the Agreement, may be exposed to confidential information and that disclosure of such information could violate rights to private individuals and entities. Each party agrees that it will not disclose any confidential information of the other party and further agrees to take appropriate action to prevent such disclosure by its employees or agents. The confidentiality covenants contained herein shall survive the termination or cancellation of the Agreement. This obligation of confidentiality shall not apply to (a) information that at the time of the disclosure is in the public domain; (b) information that, after disclosure, becomes part of the public domain by publication or otherwise, except by breach of the Agreement by a party; (c) information that a party can establish by reasonable proof was in that party's possession at the time of disclosure; (d) information that a party receives from a third party who has a right to disclose it to that party; or (e) information that is subject to FOIA requests.

5.24 Title and Confidentiality

Title and full rights to the Software licensed under the Agreement, including, without limitation, all intellectual property rights therein and thereto, and any copies Client make, remain with Vendor. It is agreed the Software is the proprietary, confidential, trade secret property of Vendor, whether or not any portions thereof are or may be copyrighted, and Client shall take all reasonable steps necessary to protect the confidential nature of the Software, as Client would take to protect its own confidential information. Client further agrees that Client shall not make any disclosure of any or all such Software (including methods or concepts utilized therein) to anyone, except to employees, agents, or subcontractors working for Client to whom such disclosure is necessary to the use for which rights

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are granted hereunder. Client shall appropriately notify all employees, agents, and subcontractors to whom any such disclosure is made that such disclosure is made in confidence and shall be kept in confidence by them. The obligations imposed by this section upon Client, its employees, agents, and subcontractors, shall survive and continue after any termination of rights under the Agreement. It shall not be a breach of the Agreement if Client is required to disclose or make the Software available to a third party or to a court if the Software is required to be disclosed pursuant to Missouri "open records" law, or is subpoenaed or otherwise ordered by an administrative agency or court of competent jurisdiction to be produced.

5.25 Identification of Parties to the Agreement Clause

Both the Vendor and Client shall be clearly identified by name. Neither of the identified parties to the Agreement shall assign or encumber any of its rights, or delegate or subcontract any of its duties defined in the Agreement, in whole or in part, to other third parties unless the other party to the Agreement gives prior written consent. Subject to the foregoing covenant against assignment and delegation, the rights created by the Agreement shall pass to the benefit of the identified party and the duties and obligations resulting from the Agreement shall bind the identified party and their respective successors and assignees.

5.26 Notices Clause

All notices or communications required or permitted as a part of the Agreement shall be in writing (unless another verifiable medium is expressly authorized) and shall be deemed delivered when:

1. Actually received, or
2. Upon receipt by sender of a certified mail, return receipt signed by an employee or agent of the party, or
3. If not actually received, ## days after deposit with the United States Postal Service authorized mail center with proper postage (certified mail, return receipt requested) affixed and addressed to the respective other party at the address set out in the section of the Agreement titled "Identification of the Parties to the Agreement" or such other address as the party may have designated by notice or Agreement amendment to the other party, or
4. Upon delivery by the Client of the notice to an authorized Vendor representative while at Client site.

Consequences to be borne due to failure to receive a notice due to improper notification by the intended receiving party of the intended receiving party's new address will be borne by the intended receiving party. The addresses of the parties to the Agreement are as follows:

Vendor	Client
<Contact Title>	<Contact Title>
<Address>	<Address>

5.27 Agreement Extension and Modification Clause

The Agreement may be modified or extended in accordance with the following procedures. In the event that all parties to the Agreement agree that such changes would be of a minor and non-material nature, such changes may be effected by a written statement that describes the situation and is signed, prior to the effectiveness, by all parties. In the event that the changes are determined

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by either or all parties to the Agreement to be of a major or complex nature, then the change shall be by formal amendment of the Agreement signed by the parties and made a permanent part of the Agreement.

Under no circumstances, however, shall any parties to the Agreement forfeit or cancel any right presented in the Agreement by delaying or failing to exercise the right or by not immediately and promptly notifying the other party in the event of a default. In the event that a party to the Agreement waives a right, this does not indicate a waiver of the ability of the party to, at a subsequent time, enforce the right. The payment of funds to the Vendor by Client should in no way be interpreted as acceptance of the system or the waiver of performance requirements.

5.28 Contract Extension

If Vendor anticipates missing a milestone date identified in the Project Schedule, then Vendor must notify Client immediately so that a mutually acceptable revised milestone date can be agreed to. Such revisions will not alleviate Client's right to Liquidated Damages in the event such a delay is caused by Vendor resulting in a delay of the Go Live date as defined in Project Schedule.

5.29 Changes in Agreement

The Agreement may be changed only upon the written agreement between the County Commission and the Vendor.

5.30 Survival Clause

All duties and responsibilities of any party that, either expressly or by their nature, extend into the future, shall extend beyond and survive the end of the contract term or cancellation of the Agreement.

5.31 Risk During Software Installation

Delivery of the Software shall be made in accordance with the Project Schedule referenced as part of the Agreement. Minor variances from this Project Schedule may be permitted subject to a mutual agreement by both parties and confirmed by prior written notice. The Software shall be installed and placed into good working order by representatives of the Vendor. During the time period where the Software is in transit and until the Software is fully installed in good working order, the Vendor and its insurer shall be responsible for the Software and relieve the Client of responsibility for all risk or loss or damage to the Software. In addition, Vendor shall hold the Client and its officers, employees and agents harmless from any risk of loss or damage arising out of occurrences during the installation of the Software.

5.32 Subcontractors

Vendors may use subcontractors in connection with the work performed under the Agreement. When using subcontractors, however, the Vendor must obtain written prior approval from the Client for activities or duties to take place at the Client site. In using subcontractors, the Vendor agrees to be responsible for all of their acts and omissions to the same extent as if the subcontractors were employees of the Vendor.

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5.33 Control of Sub-Contractor, Project Team and Project Manager Designation

The Vendor understands that the successful installation, testing, and operation of the Software that is the subject of the Agreement shall be accomplished by a cooperative effort. To most effectively manage this process, the Vendor shall designate a single representative to act as an ex-officio member of the Client's project management team ("Project Manager") and who shall have the authority to act on behalf of the Vendor on all matters pertaining to the Agreement.

Client shall have the right to approve all subcontractors, Project Manager, and staff assigned to Client by Vendor ("Designated Staff"). In the event that a Designated Staff of the Vendor is, in the opinion of the Client, uncooperative, inept, incompetent, or otherwise unacceptable, the Vendor agrees to remove such person from the project. In the event of such a removal, the Vendor shall, within xxxx (##) days, fill this representative vacancy as described above. Regardless of whom the Vendor has designated to fill this representative vacancy, the Vendor organization remains the ultimate responsible party for performing the tasks and responsibilities presented in the Agreement.

5.34 Effect of Regulation

Should any local, state, or national regulatory authority having jurisdiction over the Client enter a valid and enforceable order upon the Client which has the effect of changing or superseding any term or condition of the Agreement, such order shall be complied with, but only so long as such order remains in effect and only to the extent actually necessary under the law. In such event, the Agreement shall remain in effect, unless the effect of the order is to deprive the Client of a material part of its Agreement with the Vendor. In the event this order results in depriving the Client of material parts or raising their costs beyond that defined in the Agreement, the Client shall have the right to rescind all or part of the Agreement (if such a rescission is practical) or to end the Agreement term upon xxxx (##) days written prior notice to the Vendor. Should the Agreement be terminated under such circumstances, the Client shall be absolved of all penalties and financial assessments related to cancellation of the Agreement.

The Client shall not be charged for such compliance beyond the cost of the annual maintenance and support fees. The Client shall also not be charged for analysis, investigation, design, programming, conversion, or implementation of such compliance beyond the cost of the annual maintenance and support fees.

5.35 Assignments

Client and the Vendor each binds themselves, their partners, successors, and other legal representatives to all covenants, agreements, and obligations contained in the Agreement. The Agreement or any part thereof shall not be assigned or subcontracted by Vendor without the prior written permission of the Client; any attempt to do so without said prior permission shall be void and of no effect.

The Vendor agrees not to assign, transfer, convey, sublet, or otherwise dispose of the Agreement or any rights, title, or interest created by the Agreement without the prior consent and written approval of the Client's County Auditor, or designee and the Vendor.

March 9, 2017**5.36 Vendor as Independent Contractor**

It is expressly agreed that the Vendor is an independent contractor and not an agent of Client. The Vendor shall not pledge or attempt to pledge the credit of Client or in any other way attempt to bind the Client.

The relationship of the Vendor to the Client shall be that of independent contractor and no principal agent of employer-employee relationship is created by the Agreement.

5.37 Advertisement

Vendor shall not use, in its external advertising, marketing programs, or other promotional efforts, any data, pictures, or other representation of the Client unless Vendor receives specific written authorization in advance from the Client's County Representative. Vendor will limit and direct any of its advertising on the Client's premises and shall make arrangements for such advertising through the County Representative. Vendor shall not install any signs or other displays within or outside of the Client's premises unless in each instance the prior written approval of the Client's County Representative, has been obtained. However, nothing in this clause shall preclude Vendor from listing the Client on its routine client list for matters of reference.

5.38 Password Security

The Vendor warrants that no 'back door' password or other method of remote access into the Software code exists. The Vendor agrees that any and all access to any Software code residing on the Client's client/server must be granted by the Client to the Vendor, at the Client's sole discretion.

5.39 Project Schedule and Acceptance.

Vendor will develop a detailed project schedule that details both Vendor and Client's responsibilities, timeline for project activities, phases, milestones, and deliverables ("Project Schedule") in connection with Vendor's performance of the Services. The Project Schedule should be in sufficient detail to specify the deliverables, conversion, training, testing, acceptance, configuration, modification, integration, and live operation activities. Both Vendor and Client agree that a mutually agreeable Project Schedule will be submitted and approved by Client within xxxx (##) days of the date the Agreement is signed by both parties ("Effective Date"). In the event Vendor is unable to provide the Project Schedule within xxxx (##) days, Client will have at its option, the ability to terminate the Agreement and obtain all fees paid to Vendor. The Project Schedule will also include the criteria by which the software will be tested and accepted by Client.

5.40 Programming Services

Client may during the implementation period or thereafter require modifications, interfaces, conversion, report writing, etc., services from Vendor ("Customizations"). Vendor agrees to provide a written Change Order describing the work to be performed and estimating the costs for Client approval before any work is initiated by Vendor. Vendor will not exceed the costs set forth in the mutually agreed to Change Orders without justification, in writing, that is acceptable to the Client. No costs in excess of the estimates will be paid by Client unless approved in writing in advance of fee incurrence. All Customizations shall be subject to Acceptance Testing before payment is

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released by the Client. Acceptance of the Customizations resulting from each Change Order shall be per the Acceptance Testing clause herein.

5.41 Acceptance Testing

For purposes of acceptance of the Solution (or portions thereof), the parties intend to use the following staged acceptance procedure. All timeframes specified in the following procedures may be overridden by the Project Schedule.

- A. Written Deliverable: Vendor may submit interim drafts (stamped, noted or otherwise clearly marked "Draft") of a written deliverable to Client for review. Client agrees to review and provide comments to Vendor on each interim draft within xxxx (##) business days after receiving it from Vendor. Client will have the opportunity to review the written deliverable for an acceptance period of xxxx (##) business days after delivery of the final version (stamped, noted or otherwise clearly marked "Final Draft") of the written deliverable (the "Acceptance Period"). Client agrees to notify Vendor in writing by the end of the Acceptance Period either stating that the written deliverable is accepted in the form delivered by Vendor or describing in reasonable detail any substantive deficiencies that must be corrected prior to acceptance of the written deliverable. If Vendor does not receive any such deficiency notice from Client by the end of the Acceptance Period, the written deliverable will be deemed to be accepted and an approved document marked "Approved" and dated will be provided to Client. If Client delivers to Vendor a timely notice of deficiencies and the items specified in the notice are deficiencies, Vendor will promptly correct the described deficiencies and return to Client for Acceptance. Client will not unreasonably withhold, delay or condition its approval of a final written deliverable.

Vendor is responsible for tracking status of each deliverable including but not limited to the date in which it was submitted to the Client and date returned.

- B. Software Deliverable: Acceptance testing is an iterative process designed to determine whether each component of the Software combined with related Services delivered by Vendor ("Software Deliverable") performs the functions described in the Contract Documents and to discover and remove material deviations where the Software Deliverable does not substantially perform the functions described in the Contract Documents ("Defects") through repeated testing cycles. In the event of conflicts between Contract Documents and Application Software Documentation the Contract Documents will prevail.

Vendor will work with the Client and make a good faith effort to develop a test plan with the requisite details, understanding the level of detail required may change depending on the complexity of the requested Software Deliverable and to test each Software Deliverable (the "Acceptance Tests" or "Acceptance Testing").

1. The "Acceptance Test Period" for each Software Deliverable will be xxxx (##) business days unless an alternate time is mutually agreed upon between Vendor and Client per the Project Schedule. The Acceptance Test Period for each Software Deliverable will start within xxxx (##) business days, unless an alternate start date is mutually agreed upon by Vendor and Client per the Project Schedule, after the Software Deliverable is installed at Client's designated site and Vendor has successfully completed Vendor's installation test and notified Client that the

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Software deliverable is "Ready for Acceptance Testing." Vendor will not be obligated to deliver a Software Deliverable to Client until Client demonstrates the readiness of the target technical platform and environment.

2. If Client determines during the Acceptance Test Period that the Software Deliverable contains a Defect, Client will promptly send Vendor a written notice reporting the alleged Defect describing it to Vendor in sufficient detail reasonably necessary for Vendor to recreate it. Vendor will modify the Software Deliverable to remove the reported Defect and will provide the modifications to Client for re-testing. Client will then re-test the modified portions of the Software Deliverable promptly after receiving the modifications from Vendor. In such a case, Vendor and Client will mutually agree upon an updated Acceptance Test Period.
 3. By the end of the Acceptance Testing Period Client will provide Vendor with a final written list reporting any outstanding Defects (the "Punch List"). Client will then have xxxxx (##) business days after the receipt of the modifications to re-test the modified Software Deliverable to confirm that the Defects that were reported on the Punch List have been removed. If any Defects that were reported on the Punch List have not been removed, Client will provide Vendor with written notification by the end of the retesting period reporting any such Defects. In such event, the procedures set forth in this section will be repeated for the remaining Defects on the Punch List.
 4. Vendor and Client each agrees to work diligently to achieve acceptance of Software Deliverable at the earliest possible date.
- C. "User Acceptance Testing" shall mean testing of each Phase identified in the Project Schedule using the process defined above for Software Deliverable.
- D. "Conditional Acceptance" will occur upon the earlier of correction of Defects reported as part of User Acceptance Testing of the Phase, or Go-Live of the Phase. There will be a Conditional Acceptance for each Phase; Conditional Acceptance after the final Phase constitutes Conditional Acceptance of the entire Solution. Unless the Project Schedule determines otherwise, the Acceptance Test Period for User Acceptance Testing will be xxxxx (##) calendar days, Vendor and Client will work diligently to put the Phase into Go Live operations.
- E. "Final Acceptance" involves use of the Solution in totality in production operations for a period of xxxxx (##) calendar days, provision of all Services by Vendor, and completion of the Phases and/or the Software previously tested and meeting Conditional Acceptance. If after xxxxx (##) calendar days the Solution performs without Defects, the Client and the Vendor will both issue and execute a "Final Acceptance" of the Solution. The xxxxx (##) day time frame for Final Acceptance will stop if Defects are found during production use and prevent further production use of the Software. The Final Acceptance process will resume on the date the Defect is confirmed as fixed and will continue for the remainder of the xxxx (##) day time frame. There will be a Final Acceptance for each Phase; Final Acceptance after the final Phase constitutes Final Acceptance of the entire Solution.

March 9, 2017**5.42 Professional Services Warranty**

- A. Vendor agrees at all times to maintain an adequate staff of experienced and qualified employees for efficient performance under the Agreement. Vendor agrees that, at all times, the employees of Vendor furnishing or performing any services shall do so in a proper, workmanlike, and dignified manner.
- B. Vendor agrees that all persons working for or on behalf of Vendor whose duties bring them upon the Client's premises shall obey the rules and regulations that are established by the Client and shall comply with the reasonable directions of the Client's officers. The Client may, at any time, require the removal and replacement of any of Vendor's employees for good cause.
- C. Vendor shall be responsible for the acts of its employees and agents while on the Client's premises. Accordingly, Vendor agrees to take all necessary measures to prevent injury and loss to persons or property located on the Client's premises. Vendor shall be responsible for all damages to persons or property caused by Vendor or any of its agents or employees. Vendor shall promptly repair, to the specifications of the Client, any damage that it, or its employees or agents, may cause to the Client's premises or equipment; on Vendor's failure to do so, the Client may repair such damage and Vendor shall reimburse the Client promptly for the cost of repair.
- D. Vendor agrees that, in the event of an accident of any kind, Vendor will immediately notify the Client's contact person and thereafter, if requested, furnish a full written report of such accident.
- E. Vendor shall perform the services contemplated in the Agreement without interfering in any way with the activities of the Client's staff or visitors.
- F. Vendor and its employees or agents shall have the right to use only those facilities of the Client that are necessary to perform services under the Agreement and shall have no right to access any other facilities of the Client. The Client shall also extend parking privileges to properly identified members of Vendor's full-time staff on the same basis as they are extended to the Client's staff.
- G. The Client shall have no responsibility for the loss, theft, mysterious disappearance of, or damage to equipment, tools, materials, supplies, and other personal property of Vendor or its employees or subcontractors.

5.43 Ineffective Training

Vendor will submit to Client an agenda in advance of any training sessions to be covered with the key materials provided during the course of the training. Further, Vendor will provide to Client details associated with the layout of the training facility, computer requirements, as well as all associated media necessary to deliver the course. Client will conduct a rating of the course after its completion and communicate the results of this rating to Vendor for future class improvements. In the event that Client asserts in good faith that any Vendor training consultant lacks the skill or capacity to adequately train Client's staff, Vendor shall replace such training consultant as soon as reasonably possible. If Client notifies Vendor within xxxx (##) business days of the completion of said training, that in Client's reasonable judgment the training sessions provided by such training

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consultant were inadequate or ineffective, then Vendor shall provide a credit in training days to Client for all such training sessions.

5.44 Subcontracts

The Vendor agrees not to subcontract any of the work required by the Agreement without the prior written approval of the Client's County Auditor, or designee. The Vendor agrees to be responsible for the accuracy and timeliness of the work submitted in the fulfillment of its responsibilities under the Agreement.

5.45 Non-Performance Escalation Procedures

In the event that the Client determines that Vendor is not performing in a manner consistent with the intent and spirit of the Agreement or in a manner consistent with commonly accepted business practices, then the Client shall have the right to, in the sequence shown: (a) formally notify Vendor of non-performance, (b) reserve the right to withhold any and all payments pending, including support and maintenance fees, until the non-performance is corrected, (c) request a joint meeting of Vendor and Client decision makers to attempt to resolve the non-performance, (d) require a Vendor employee to be on-site at Client's location until the non-performance is resolved, (e) commencing suit in the Thirteenth Judicial Circuit Court of Missouri, the venue of which is agreed to by Vendor, (f) invoke the Termination clause herein.

5.46 Force Majeure Clause

Timely performance is essential to the successful initial implementation and ongoing operation of the network described herein. However, neither party will be liable for delays in performing its obligations under the Agreement to the extent that the delay is caused by force majeure.

5.47 Force Majeure Requisites

Force majeure shall not be allowed unless:

- A. Within xxxx (##) calendar days of the occurrence of force majeure, the party whose performance is delayed thereby shall provide the other party or parties with written notice explaining the cause and extent thereof, as well as a request for a time extension equal to the estimated duration of the force majeure events.
- B. Within xxxx (##) calendar days after the cessation of the force majeure event, the party whose performance was delayed shall provide the other party written notice of the time at which force majeure ceased and a complete explanation of all pertinent events pertaining to the entire force majeure situation.

5.48 120 Day Maximum

Under no circumstances shall delays caused by a force majeure extend beyond hundred-twenty (120) days from the scheduled delivery or completion date of a task, unless by prior [to the end of the hundred-twenty (120) day period] written approval is received from the other party. Failure to secure this written prior permission, even in the case of force majeure, shall constitute default by the party failing to meet the requirement.

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5.49 Right of Cancellation

Either party shall have the right to cancel the Agreement if force majeure suspends performance of scheduled tasks by one or more parties for a period of hundred-twenty (120) or more days from the scheduled date of the task. If a cancellation due to a force majeure occurs before title passes to the Client, the Vendor may keep any parts of the system as it can salvage, but must remove same at its own expense. If cancellation occurs due to a force majeure after title passes to the Client, the system shall remain with the Client and the Vendor shall be entitled to any such payments as have accrued according to the payment schedule.

5.50 Liquidated Damages

Failure on the part of the Vendor to complete critical project milestones as established in the Project Schedule may result in liquidated damages being imposed on the Vendor by the Client for breach of contract and for non-compliance. The milestones will be defined in the Project Schedule and extent of damages will be <###> per day for each day the project Go Live date as defined in the Project Schedule is extended.

5.51 Pricing

All prices for Vendor's Software and Services hereunder are firm for the term of the Agreement. The Client shall pay Vendor for satisfactory performance of the Software and Services specified in the Agreement, the sums in accordance with Vendor's response to Client's RFP, the Agreement and any related addenda. Client reserves the right to delay the purchase of Software components ("Modules") and related Services. The Modules subject to this price protection are included in Exhibit <##>.

5.52 Change Orders

The Project Managers appointed pursuant to the Agreement will meet periodically to review the Project Schedule. Changes to the scope of the project including additional Software and Services may be proposed by either party, and if accepted by the parties, the proposed changes shall be reduced to a written document, inclusive of any applicable pricing changes ("Change Order"). Written approval signed by a duly authorized representative of each of the parties of such Change Order must be obtained prior to the provision of any products or services related to such Change Order.

Vendor shall provide to Client a written quotation for any changes in the Agreement, including Software, Services, Customizations, etc. Each Change Order shall be reviewed and approved by Client, and shall be subject to the requirements in the section.

5.53 Payment Terms

It is expected that certain payments will be made to Vendor by Client upon delivery of the Software with additional payments made for Software and Services based on specific project milestones as defined in the Project Schedule.

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Vendor shall invoice **Client** for the Total Amount on Exhibits <##> and <##> according to the following payment schedules:

Software

- 25% Due upon Contract Execution
- 25% Due upon initial Software installation
- 25% Due in installments based upon Conditional Acceptance of each Software module
- 25% Due upon Final Acceptance

Services

- 50% Due in installments based on Conditional Acceptance of Milestones as defined in the Statement of Work
- 50% Due upon Final Acceptance

Customizations

- 30% Due as incurred upon completion of design
- 30% Due upon Conditional Acceptance of Modification
- 40% Due upon Final Acceptance

Maintenance and Support Services

- First year maintenance and support services fee due upon Final Acceptance

Vendor shall submit to the Client an invoice in a form agreeable to the Client. The invoice shall be accompanied by such supporting documentation as required by the Client.

5.54 Right to Withhold Payment

If the Vendor breaches any provision of the Agreement, the Client shall have a right to withhold all payments due to the Vendor until such breach has been fully cured.

5.55 Travel Expense Reimbursement

All travel expense costs must be included in the Vendor's fixed price cost. Client will not make a separate payment for reimbursable expenses. Per Force Majeure, Client shall not be liable for additional travel costs incurred due for any reason outside Vendor's control.

5.56 Funding Out

The Agreement shall terminate at such time, if any, that the County Commission fails to appropriate sufficient sums in the budget year for which the Agreement applies to pay the amount due.

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5.57 Non-Collusion

Vendor hereby represents and agrees that it has in no way entered into any contingent fee arrangement with any Vendor, employee of the Client, or other person or entity concerning the obtaining of the Agreement. In addition, Vendor agrees that a duly authorized Vendor representative will sign a non-collusion affidavit, in a form acceptable to Client that Vendor has not received from Client any incentive or special payments, or considerations not related to the provision of the Software and Services described in the Agreement.

5.58 Conflict of Interest

The Vendor shall not employ as a director, officer, employee, agent, or subcontractor any elected or appointed official of the Client or any member of his/her immediate family.

5.59 Maintenance and Support Services

For as long as Client pays the maintenance and support fees delineated in Exhibit <##>, Vendor will provide Client with maintenance and support services ("Extended Services") with respect to the Software. Such Extended Services shall consist of the following:

- A. Vendor shall provide maintenance for the Software necessary to insure its operation in material conformance with all Documentation, Contract Documents and all representations and warranties set forth herein.
- B. Vendor shall provide Client with any revisions, updates and enhancements of the Software, together with related documentation, during the period in which enhancement and support services under the Agreement are furnished.
- C. Vendor agrees that the rates specified for Extended Services shall remain in effect for a period of minimally two (2) years from initial contract signing.
- D. Vendor agrees not to assign its Extended Services obligations as contemplated herein, without prior written authorization of Client, which will not be unreasonably withheld. Vendor will not utilize subcontractors for any Extended Services provided herein without the express written authorization of Client.

5.60 Annual Maintenance and Support Fees

Annual maintenance and support fees shall not be increased by an annual average percentage greater than the annual Consumer Price Index (CPI) adjustment for the Midwest Region or 3%, whichever is less, for as long as annual support fees are paid and the license agreement between the Client and the Vendor is in effect.

Vendor agrees to send an itemized invoice to the Client at least 90 days before maintenance is up for renewal.

5.61 Resolution and Response Time Warranty

Vendor warrants that all Resolution and Response Times delineated below shall be adhered to as follows, as determined by the Vendor's Project Manager:

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Priority 1 support issues are defined as: Mission Critical – Software is down/undiagnosed but feared critical; situation may require a restore and Software use is suspended until a diagnosis is given.

- Response to first call time limit – within xxxx (##) business hours.
- Resolution time limit – Vendor shall use its best efforts to resolve within xxxx (#) business day.
- If Vendor and Client are on a support telephone call to resolve a Priority 1 support issue at the time that normal support hours end, Vendor support representatives will remain on the call past the normal support hours to provide what assistance can be provided at no additional cost. Client acknowledges that programmers will not be available at that time.
- Penalty for not adhering to time limits - Client shall receive a xxxxx (#) % credit against the annual maintenance and support fees, per incident.

Priority 2 support issues are defined as: Critical Issue – Software is not down, but operations are negatively impacted.

- Response to first call time limit – within xxxx (#) business hours.
- Resolution time limit – Vendor shall use its best efforts to resolve within xxxx (#) business days.
- Penalty for not adhering to time limits - Client shall receive a xxxx percent (#%) credit against the annual maintenance and support fees, per incident.

Priority 3 support issues are defined as: Non-Critical Issue – resolution period to be mutually agreed upon.

- Response to first call time limit – within xxxx (##) business hours.
- Resolution time limit – Vendor shall use its best efforts to resolve within mutually agreed upon time limit.
- Penalty for not adhering to time limits - Client shall receive a xxxx percent (#%) credit against the quarterly Support fees, per incident.

5.62 Termination of Annual Maintenance and Support

Client may cancel maintenance upon thirty (30) day notification to the Vendor.

Maintenance may be reinstated by the Client at an amount not to exceed the back fees that would have been due if maintenance/support had not been dropped. In the event of reinstatement of Maintenance, the Client shall not be forced to move to a new license model and no upgrade fees for licenses already purchased shall be charged by Vendor.

The Vendor shall give the Client at least twenty-four (24) months' notice before unilaterally canceling maintenance. In addition, the Vendor shall continue to support the software/product as long as it is supporting such Software for other customers of Vendor.

5.63 Source Code Escrow

Vendor shall place Source Code for the Software modules licensed by the Client in escrow with an independent third-party (with whom a separate Escrow Agreement will be entered into by Vendor at

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no additional cost to Client). The Source Code shall be kept current with the releases and versions of the Software in live use at the Client. The Source Code shall revert to Client for Client's use if Vendor files for bankruptcy or protection from creditors in a court of law. Client shall then have full rights to use source code for any purposes other than resale.

Independent third-party escrow company will provide appropriate source code to the Client in a timely manner in the event that the Vendor goes out of business or no longer supports the Software being licensed. The same applies if the Vendor is merged or acquired and the Software is no longer supported. Once the Client obtains the source code, it will be a perpetual license, and there will be no additional fees due, even if additional licenses are deployed.

5.64 Video and Audio Recording

Client reserves the right to record video and/or audio of any and all training sessions, whether held at Client site, Vendor site, or via teleconference. Use of such recordings shall be strictly for Client staff training purposes.

5.65 Federally Mandated Changes

Vendor shall supply Client with all federally mandated changes to Vendor's Software. Vendor will make a good faith effort to provide Client with these changes within xxx (##) days of their enactment dates prescribed by the aforementioned bodies. In the event that Vendor is unable to supply these changes within xxxx (##) days of the enactment, Client will be credited a prorated share of the annual maintenance and support fee for every week Vendor is tardy in delivering the required change.

5.66 Future Releases/Upgrades

Client shall be entitled to future releases and upgrades, whether of a "minor" or major" nature, of Vendor Software for no additional cost beyond the annual maintenance and support fees delineated in Exhibit <##>.

5.67 Solution Longevity

The Vendor certifies that the Software will remain available and fully supported by Vendor for a minimum of ten (10) years from the date the Agreement is signed and that any material changes to Vendor's company or products will not affect the Client's implementation, maintenance or support of the Software as long as Client pays the annual maintenance and support fees.

5.68 Successor Software Products

In the event Vendor makes available successor software products with substantially similar functionality as the Software which may be based on a new technical architecture ("Successor Products") within five (5) years of contract signing, Client may transfer the license for the Software to the Successor Products for no additional Vendor license fees. In such event, Client shall pay the then-current annual maintenance and support fees for the Successor Products, in addition to any services and/or third party fees associated with the Successor Products.

March 9, 2017**5.69 Functionality Replacement**

The Client maintains the rights to the Software functionality that is licensed herein, even if that functionality later gets renamed or rebundled by Vendor.

5.70 Right to Outsource

Software licensed to Client may be used by a third-party vendor hired by Client to perform outsource services on Client's behalf.

5.71 Vendor Merger or Acquisition

In the event that the Vendor is merged or acquired, the acquiring entity shall honor all of the terms of the existing contract for xxxxx (##) years or until the end of the present Agreement term, whichever is longer.

5.72 Equal Opportunity Employment/Nondiscrimination Policy

It is the policy of the Client that all vendors who provide goods and services to the Client by contract, shall, as a condition of providing goods and services, adhere to all Federal, State and Local laws, ordinances, rules and regulations, and policies, and if applicable, prohibiting discrimination in regard to persons to be served and employees and applicants for employment including, but not limited to, the following:

- The Elliott-Larsen Civil Rights Act, 1976 PA 453, as amended.
- The Persons with Disabilities Civil Rights Act, 1976 PA 220, as amended.
- Section 504 of the Federal Rehabilitation Act of 1973, PL 93-112, 87 Stat 355, as amended, and rules adopted thereunder.
- The Americans with Disabilities Act of 1990, PL 101-336, 104 Stat 327 (42 USCA § 12101 et seq.), as amended, and regulations promulgated thereunder.

Vendor shall, as a condition of providing Software and Services, as required by law and/or the Client's Equal Opportunity Employment/Nondiscrimination Policy, not discriminate against persons to be served or an employee or applicant for employment with respect to hire, tenure, terms, conditions, or privileges of employment, or a matter directly or indirectly related to employment because of 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.

Where there has been a conclusive finding that Vendor has violated Federal, State, or Local equal opportunity statutes, ordinances, rules/regulations, or policies, Vendor may be barred from providing goods and services to the Client from the date that a determination of the violation has been made in accordance with applicable statutes, ordinances, rules/regulations, or policies or from the date that such determination becomes known, unless a specific exemption is granted by the Client's governing body.

Any violation of Federal, State, or Local equal opportunity statutes, ordinances, rules/regulations, or policies during the course of time during which Vendor is providing Software or Services to the Client

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shall be regarded as a material breach of the Agreement between the Client and the Vendor, and the Client may terminate such Agreement effective as of the date of delivery of written notification to the Vendor.

Any employee of Vendor providing goods and services to the Client under his Agreement, or any employee of a subcontractor of Vendor providing goods and services to the Client under the Agreement, or any bona fide organization representing such employees may file a written complaint with the governing body or its designated agent, if any, challenging the compliance by Vendor with the terms of this policy, the governing body or its designated agent shall then conduct an investigation to determine whether the policy has been violated.

Any Vendor found to have retaliated in violation of a Federal or State law against an employee for filing a claim of violation of Federal, State, or Local equal opportunity statutes, ordinances, rules/regulations, or policies may be ineligible to provide any goods or services to the Client from the date of such finding.

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6 Contract Terms & Conditions Compliance Checklist

#	Title	Comply	Exception	Not Comply
5.1.	Scope of Agreement			
5.2.	Documentation			
5.3.	Incorporation by Reference			
5.4.	Entire Agreement Clause			
5.5.	Applicable and Governing Law Clause			
5.6.	Wording Conflicts			
5.7.	Standard Forms and Contracts			
5.8.	Grant of License			
5.9.	Use of Licenses by Personnel Who Are Not Employees			
5.10.	Replication of Software			
5.11.	Disaster Recovery & Disaster Recovery Testing			
5.12.	Term and Termination Clause			
5.13.	Warranty			
5.14.	Year 2000 Warranty			
5.15.	Continuity of Warranty			
5.16.	Disclaimers and Limitations of Remedies			
5.17.	Intellectual Property			
5.18.	Indemnification			
5.19.	Patents, Copyrights, and Proprietary Rights Indemnification			
5.20.	Insurance			
5.21.	Unlimited Liability for Software Vendor Infringement			
5.22.	Freedom of Information Act			
5.23.	Confidentiality			
5.24.	Title and Confidentiality			
5.25.	Identification of Parties to the Agreement Clause			
5.26.	Notices Clause			
5.27.	Agreement Extension and Modification Clause			
5.28.	Contract Extension			
5.29.	Changes in Agreement			
5.30.	Survival Clause			
5.31.	Risk During Software Installation			
5.32.	Subcontractors			
5.33.	Control of Sub-Contractor, Project Team and Project Manager Designation			
5.34.	Effect of Regulation			
5.35.	Assignments			
5.36.	Vendor as Independent Contractor			
5.37.	Advertisement			
5.38.	Password Security			
5.39.	Project Schedule and Acceptance.			
5.40.	Programming Services			
5.41.	Acceptance Testing			
5.42.	Professional Services Warranty			

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#	Title	Comply	Exception	Not Comply
5.43.	Ineffective Training			
5.44.	Subcontracts			
5.45.	Non-Performance Escalation Procedures			
5.46.	Force Majeure Clause			
5.47.	Force Majeure Requisites			
5.48.	120 Day Maximum			
5.49.	Right of Cancellation			
5.50.	Liquidated Damages			
5.51.	Pricing			
5.52.	Change Orders			
5.53.	Payment Terms			
5.54.	Right to Withhold Payment			
5.55.	Travel Expense Reimbursement			
5.56.	Funding Out			
5.57.	Non-Collusion			
5.58.	Conflict of Interest			
5.59.	Maintenance and Support Services			
5.60.	Annual Maintenance and Support Fees			
5.61.	Resolution and Response Time Warranty			
5.62.	Termination of Annual Maintenance and Support			
5.63.	Source Code Escrow			
5.64.	Video and Audio Recording			
5.65.	Federally Mandated Changes			
5.66.	Future Releases/Upgrades			
5.67.	Solution Longevity			
5.68.	Successor Software Products			
5.69.	Functionality Replacement			
5.70.	Right to Outsource			
5.71.	Vendor Merger or Acquisition			
5.72.	Equal Opportunity Employment/Nondiscrimination Policy			

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6.1 Contract Terms and Conditions – Exception Explanations

For all items marked as “Exception” in the Agreement Terms and Conditions Compliance Checklist, a Vendor must fully explain the exception on the Exception Explanations form below.

Exception Explanations		
#	Title	Explanation of Exception

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7 Proposal Forms

7.1 Introduction

This section contains various forms that should be prepared and submitted along with the Vendor's proposal. The intent of providing such forms is to ensure comparability between proposals. Included in this section are the following forms:

- Proposal Signature Form
- Non-Collusion Affidavit
- Minimum Criteria
- Company Background Form
- Technical Requirements Form
- Vendor Hosting Form
- Project Management Approach Form
- Report Development Form
- Training Form
- Staffing Plan Form
- Ongoing Support Services Form
- Client Reference Form
- Pricing Forms
- E-verify Document
- Certification Regarding Debarment

For vendors proposing as a prime vendor with subcontractors: subcontractors shall complete the staffing form and reference form.

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7.2 Proposal Signature Form

The undersigned, as authorized Vendor, declares that he/she has carefully examined all the items of the Specifications and Instructions herein that he/she fully understands and accepts the requirements of the same, and he/she agrees to furnish the specified items and will accept, in full payment therefore, the amount specified below. The Vendor will identify below its business entity as individual, DBA, partnership, corporation (foreign or domestic), and will indicate the official capacity of person(s) executing this proposal.

Proposals shall include installation services, and the successful Vendor shall obtain all required permits and pay fees required.

State payment terms:

State term proposal is held firm for:

State warranty on equipment:

State maximum time required for shipping, F.O.B. Columbia, Missouri:

PROPOSAL: ERP System Selection Project 03-13APR17

(Total price written in words)	\$	(Total One-Time Cost – as noted on the Proposal Pricing Forms – Proposal Summary tab)
Vendor Name:		Date:
Address:		
Telephone:		
Signature:		
Email:		
(Person executing response and official capacity)		

(Names of principal officers: designate official capacity)		(If partnership or assumed name, indicate name of owners)

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7.3 Non-Collusion Affidavit

**THE AFFIDAVIT SET FORTH BELOW MUST BE EXECUTED ON BEHALF OF THE VENDOR AND FURNISHED WITH EVERY PROPOSAL
NON-COLLUSION AFFIDAVIT**

STATE OF: _____

County OF: _____

TAX ID NUMBER: _____

_____, being duly sworn, deposes and says he/she is the _____ (Name) (Title)

Of _____ the Vendor that has
(Company)

submitted to the **County** a proposal for a **ERP System Selection Project 03-13APR17** all as fully set forth in said proposal and that except as specified below, the aforementioned Vendor constitutes the only person, firm, or corporation having any interest in said proposal or in any contract, benefit, or profit which may, might or could accrue as a result of said proposal, said exceptions being as follows:

(If no exceptions, please state)

Vendor further states that said proposal is, in all respects, fair and is submitted without collusion or fraud; and that no member of the **County** is directly or indirectly interested in said proposal.

(Affiant)

SWORN TO and subscribed before me, a Notary Public, in and for the above named State and City

this _____ day of _____, _____.
(Day) (Month) (Year)

(Notary Public)

March 9, 2017**7.4 Minimum Criteria**

As noted in section 1.8 of this RFP, proposed solutions **MUST** meet all of the following requirements. **Proposals not meeting these requirements will be rejected.** Vendors should acknowledge acceptance of these terms and include the following checklist in their RFP response.

Minimum Criteria	Yes/No
RFP Response Timeliness RFP response is submitted by the due date and time.	
Response Authorization The RFP response is signed by an authorized company officer.	
Response Completeness Vendor complied with all mandatory requirements of the RFP and provided a response to all items requested with sufficient detail, which provides for the proposal to be properly evaluated. Any deficiencies in this regard will be determined by the County's Purchasing department in conjunction with the Steering Committee to be either a defect that they will waive or that the proposal can be sufficiently modified to meet the requirements of the RFP.	
Minimum Client Software Installations Must have provided software for at least 5 successful installations of similar size and complexity within the last 5 years.	

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7.5 Company Background Form

Vendor name:	
Software brand name:	
Software version proposed (years in production):	
Is Vendor prime contractor:	Yes <input type="checkbox"/> No <input type="checkbox"/>

1.	What are the key differentiators of your company and its proposed solution?
2.	What awards has your company or proposed solution obtained that are relevant to this project?
3.	What documentation is available from an independent source that positively promotes either the company or products the Vendor is offering?
4.	What strategic alliances have you made to further strengthen your product and services?
5.	How do you guarantee the services provided by your company?
6.	What are your near-term and long-term goals, and the strategies to reach these goals?
7.	What is your niche in the marketplace and your preferred customer size?
8.	Please describe the level of research and development investment you make in your products (i.e. – annual budget, head count, etc.).
9.	Please describe your commitment to providing solutions for the public sector marketplace.

March 9, 2017

10. How many fully operational customer installations of the version proposed in this RFP, currently in production, has the Vendor completed?											
		Missouri	Nationally								
	Local government										
	Other public sector										
	Other non-public sector										
	Overall:										
11. How many fully operational customer installations, in total, has the Vendor completed?											
		Missouri	Nationally								
	Local government										
	Other public sector										
	Other non-public sector										
	Overall:										
12. How many current system implementations of your solution are <i>in-process</i> within both the State of Missouri and the region of the Country that includes the State of Missouri?											
<table border="1"> <tr> <th colspan="2">Current in-process Implementations</th> </tr> <tr> <td>State of Missouri</td> <td></td> </tr> <tr> <td>Region</td> <td></td> </tr> <tr> <td>Total:</td> <td></td> </tr> </table>				Current in-process Implementations		State of Missouri		Region		Total:	
Current in-process Implementations											
State of Missouri											
Region											
Total:											
13. Please state the year your company started in the business of selling the proposed solution to local governments:											
14. Where is the Vendor's closest support facility/sales office to Columbia, Missouri?											
15. Where is the Vendor's company headquarters?											
16. Please list the Vendor's sales in the previous three years:											
		Year	Sales								
		2016									
		2015									
		2014									
17. How many total employees does the Vendor have in each of the following categories:											
		Area	Number								
		Sales/Marketing									
		Management/Administration									
		Help Desk Staff									
		Development Staff									
		Other									
		Total:									

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18.	What is the Vendor's hourly rate for additional implementation assistance beyond that which is included in the Vendor bid by skill set?		
	Rates for Additional Implementation Assistance		
	Skill Set	Hourly Rate	
		\$ / hr.	
		\$ / hr.	
		\$ / hr.	
19.	Please indicate two separate potential visits of four consecutive days each in which the Vendor will commit to being available for an onsite demonstration and your preference.		
	Demonstration Date Options		
	Option	Visit #1	Visit #2
	Week of June 5		
	Week of June 12		
	Week of June 19		
20.	What would be the Vendor's preferred comparably sized, site visit location?		
21.	Is there any outstanding litigation against your company?		

7.6 Technical Requirements Form

1.	Identify the communication protocols and networking requirements that are required for implementation and operation of the proposed system. In the event that there are multiple communication systems and/or protocols available, list all options. Take into account the County's current WAN and remote computing requirements and indicate what changes are required or recommended.
2.	What database are you proposing?
3.	Does your proposal contain or envision the use of a data warehouse? If yes, describe your data warehousing capabilities and architecture.
4.	Describe the system administration tools that are used to manage the application including any data archival tools, data backup and recovery tools, tools for managing application updates, online help management tools, etc.
5.	Describe the network management systems that either your system uses, interoperates/integrates with, or you recommend. Please specify.
6.	Describe what, if any, footprint (e.g. local software artifacts such as DLLs) exists on the user's desktop.

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7.	Describe the minimum hardware, software, storage, memory, operating system and other requirements for desktop computers to access the application such that the County can determine the extent to which existing computers must be upgraded or replaced.
8.	Please describe the physical and technical preferences for a user acceptance testing (UAT) environment?
9.	Describe the systems recommended backup and recovery process?
10.	Describe the method used to refresh data in the DEV, TEST and TRAINING environment from LIVE.
11.	Describe the process restore individual records from a system backup?
12.	Describe all printer languages supported and any known exceptions?
System Performance	
13.	System response time must not impede the ability for departmental staff to perform their required job functions using the system. Will your system be available 99.5% of the time, except for planned downtime?
14.	Can you guarantee a 3-second maximum response time?
15.	What are your guarantees on system performance?
Security	
16.	Describe the identification and authorization capabilities of your proposed solution for users.
17.	Describe how your system interoperates with Active Directory.
18.	Describe the security audit capabilities of your proposed solution.
19.	What functions does your proposed system have to protect the privacy of information designated "private" (e.g. personally identifiable, SSN, credit card, ACH, HIPAA, etc.) that it processes or stores?
20.	What will you do to address vulnerabilities in your product discovered subsequent to us deploying your code? In what time interval will they be fixed (Critical & non-critical)? At what cost to the County?

March 9, 2017

21.	What is your process for notifying the customer and fixing bugs once they have been identified?

7.7 Vendor Hosting Form

1.	Will your company host the solution or will this be managed by a third party?
2.	Where are the data center and storage facilities?
3.	Please provide the total number of clients and corresponding number of end-users of hosted solutions currently supported by your proposed solution.
4.	Does the system interface support a browser interface with or without the help of additional components?
5.	How are hosted software applications deployed for use by numerous customers (dedicated servers for each hosted customer, or is a single set of applications utilized for all customers)?
6.	What system/application availability and response time will your proposed system meet? What are the County's responsibilities to ensure this level of performance?
7.	How do you track monthly usage for subscription-based services?
8.	How much notification will you give the County in advance of any scheduled downtime?
9.	Where would local support be located for a client in Columbia, Missouri?
10.	Are support calls included in annual maintenance fees, or charged on a per call basis? If on a per-call basis, please specify rates and billing method
11.	Please describe the minimum commitment term (in years) for a vendor-hosted option and note the term assumed for determining the proposed costs.

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7.8 Project Management Approach Form

1.	How does the Vendor plan to manage the vast amount of material that is produced during the project through potential solutions such as a collaboration environment?
2.	Provide specific information on project close-out activities to transition support to the County.
3.	How will project management be resourced?

7.9 Report Development Form

1.	What is the query tool and report writer that Vendor is proposing?
2.	What reports are available out of the box? Provide a list and samples at the end of this section.
3.	Describe your process for determining the scope of what reports will have to be developed (not out-of-the-box) and what effort it will take to develop and test them?
4.	It is expected that the system will provide the ability for end-user querying and reporting to be performed without impacting the performance of the transactional system. Does your proposal meet this expectation?

7.10 Training Form

1.	What is your recommended approach to training (End-user vs. train the trainer), for this County, and why?
2.	What types of training documentation will be developed by the Vendor?
3.	Describe the opportunities for ongoing training.
4.	Describe any available options for online training material.

7.11 Staffing Plan Form

1.	Identify the degree to which Vendor staff will be onsite versus off-site during the project.

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2.	Provide the resource and configuration requirements for the Vendor's staff during the implementation:																																				
	<table border="1"> <tr><td>Number of workstations</td><td></td></tr> <tr><td>Number of desks</td><td></td></tr> <tr><td>Number and size of dedicated rooms for the project</td><td></td></tr> <tr><td>Parking</td><td></td></tr> <tr><td>Telephones</td><td></td></tr> <tr><td>Network accessibility needs</td><td></td></tr> <tr><td>White boards</td><td></td></tr> <tr><td>Flip charts</td><td></td></tr> <tr><td>Power requirements</td><td></td></tr> <tr><td>Other resource needs</td><td></td></tr> </table>	Number of workstations		Number of desks		Number and size of dedicated rooms for the project		Parking		Telephones		Network accessibility needs		White boards		Flip charts		Power requirements		Other resource needs																	
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3.	Use the table provided below to identify the number of County business staff expected to be committed to the project implementation. Initial identification of project roles has been provided but should be supplemented or revised by Vendors based on their experience in implementing their product in similar environments.																																				
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March 9, 2017

	Application Support				
	System Administrator				
	Security Administrator				
	Other Roles				
	Other Roles				
	Other Roles				
	Other Roles				

7.12 Ongoing Support Services Form

Support and Maintenance	
1.	Provide the minimum, maximum, and average response times (hours) provided as part of the basic support agreement and average response time for the past twelve (12) months.
2.	Provide Help Desk services for technical support and end users. Specify days and hours and any escalation options and procedures.
3.	Identify the party or business unit that is responsible for the support options provided above. The Vendor shall include information for a County-hosted versus a Vendor-hosted solution.
4.	Provide the following regarding the number of business staff the County should expect to be committed to providing ongoing application support: <ul style="list-style-type: none"> a. Role b. Responsibility c. Estimated time commitment in terms of FTE time
5.	For ongoing IT staff resources, please provide the following information: <ul style="list-style-type: none"> a. Type of positions required (e.g., help desk, trainer, DBA, report developer, application support, system administrator, security administration, etc.) b. Number of FTEs within each position c. Skill sets required for each position a. Training required and whether the Vendor provides this training
6.	Do you limit the number of County staff who can call in for support? If yes, explain your model and how additional staff can be included and at what incremental cost? If there is no limitation, the maintenance agreement should clearly state this fact. Are you agreeable to include such language in our contract?

March 9, 2017

7.	Do you need remote access to the server to support/maintain it? If yes, describe the method(s) and security used.																					
8.	Will the vendor contractually agree to:																					
	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th colspan="3" style="background-color: #4F81BD; color: white; text-align: center;">Contractual Inquiry</th> </tr> <tr> <th style="background-color: #4F81BD; color: white;">Term / Condition</th> <th style="background-color: #4F81BD; color: white;">Yes</th> <th style="background-color: #4F81BD; color: white;">No</th> </tr> </thead> <tbody> <tr> <td>Provide <u>on-site</u> staff for training and implementation</td> <td> </td> <td> </td> </tr> <tr> <td>Non-performance hold-backs?</td> <td> </td> <td> </td> </tr> <tr> <td>Payment hold-backs until fully operational and formally accepted?</td> <td> </td> <td> </td> </tr> <tr> <td>Allow the County to approve Vendor staff assigned to help with implementation?</td> <td> </td> <td> </td> </tr> <tr> <td>One year warranty, during which the annual support conditions apply. The first, annual support payment would occur after the warranty period expires (i.e. maintenance and support costs are not charged for the first year during implementation, etc.)</td> <td> </td> <td> </td> </tr> </tbody> </table>	Contractual Inquiry			Term / Condition	Yes	No	Provide <u>on-site</u> staff for training and implementation			Non-performance hold-backs?			Payment hold-backs until fully operational and formally accepted?			Allow the County to approve Vendor staff assigned to help with implementation?			One year warranty, during which the annual support conditions apply. The first, annual support payment would occur after the warranty period expires (i.e. maintenance and support costs are not charged for the first year during implementation, etc.)		
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9.	Describe how your software will be licensed to the County (e.g. site license, named users, concurrent users, etc.)																					
Software Updates and Distribution																						
10.	<p>It is anticipated that all system updates and release patches will be downloadable from the Vendor’s web site. An accumulation patch process is desired. Provide information on how “server” and “client-side” software updates are received, processed and distributed to either the server and/or client environment, including but not limited to:</p> <ol style="list-style-type: none"> a. Backward version compatibility and support of back versions, b. Timeframe/policy on moving to new versions, c. Automatic product upgrades or on demand, d. Ease of implementation for County staff versus need to contract for services. e. Use of Microsoft Systems Management Server (SMS) 2003 and/or Microsoft Software Update Services (SUS) to deploy new versions and patches to servers and clients. 																					
11.	<p>Describe the product release cycle including:</p> <ol style="list-style-type: none"> a. Frequency of upgrades/enhancements or new versions (major and minor version releases) b. Contents of release, c. How long release takes to implement, and a. Use of release notes. 																					
12.	Describe your five-year road map for the proposed ERP system.																					

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Customizations	
13.	How does the Vendor define customization versus configuration?
14.	How can the County customize or configure the software directly without Vendor involvement?
15.	How are local customizations or configurations maintained when installing new releases of the Vendor's software?

March 9, 2017

7.13 Client Reference Form

Vendor name:	
Customer name:	
Customer contact:	
Customer phone number:	()
Customer E-mail address	
System which Solution Replaced	

Describe Nature of Project and Services Provided to This Client:

Configuration of Solution Implemented (Hardware, Software):

March 9, 2017

7.14 Pricing Forms

Please complete the pricing forms that have been provided in the associated Microsoft Excel pricing spreadsheet. It is the responsibility of the Vendor to ensure the accuracy of the pricing provided as part of your response. Any errors in providing an accurate price response due to inaccuracies in the provided templates are the sole responsibility of the responding Vendor. If there is not enough space to describe the pricing on these forms, please attach a separate pricing page and provide the pricing information in the same type of format so that it is easy to understand. The County requests a firm, fixed price for each of the components described below that are included on the attached Microsoft Excel pricing spreadsheet as separate tabs:

- Vendor Checklist (including overall Hosting/Licensing Model, Travel & Lodging Costs, and Discount)
- Proposal Summary (no direct input required, only comments if required)
- Module Summary (no direct input required, only vendor-defined modules if desired)
- Module Information
- Application Software
- Other Software
- Hardware
- Implementation Services
- Train-the-Trainer Training
- Optional End-User Training
- Interfaces
- Modifications
- Other Implementation Services

March 9, 2017

7.15 E-verify Document

Boone County Purchasing

Melinda Bobbitt, CPPB
Director
Phone:(573) 886-4391



613 E. Ash Street, Room 110
Columbia, MO 65201

Fax: (573) 886-4390

INSTRUCTIONS FOR COMPLIANCE WITH HOUSE BILL 1549

House Bill 1549 addresses the Department of Homeland Security's and the Social Security Administration's E-Verify Program (Employment Eligibility Verification Program) that requires the County to verify "lawful presence" of individuals when we contract for work/service; verify that contractor has programs to verify lawful presence of their employees when contracts exceed \$5,000; and a requirement for OSHA safety training for public works projects.

The County is required to obtain certification that the vendor awarded the attached contract participates in a federal work authorization program. To obtain additional information on the Department of Homeland Security's E-Verify program, go to:

<http://www.uscis.gov/portal/site/uscis/menuitem.eb1d4c2a3e5b9ac89243c6a7543f6d1a/?vgnextoid=75bce2e261405110VgnVCM1000004718190aRCRD&vgnnextchannel=75bce2e261405110VgnVCM1000004718190aRCRD>

Please complete and return form *Work Authorization Certification Pursuant to 285.530 RSMo* if your contract amount is in excess of \$5,000. **Attach to this form the first and last page of the E-Verify Memorandum of Understanding that you completed when enrolling.**

March 9, 2017

7.16 Certification Regarding Debarment

(Please complete and return with RFP Response)

Certification Regarding
Debarment, Suspension, Ineligibility and Voluntary Exclusion
Lower Tier Covered Transactions

This certification is required by the regulations implementing Executive Order 12549, Debarment and Suspension, 29 CFR Part 98 Section 98.510, Participants' responsibilities. The regulations were published as Part VII of the May 26, 1988, Federal Register (pages 19160-19211).

(BEFORE COMPLETING CERTIFICATION, READ INSTRUCTIONS FOR CERTIFICATION)

- (1) The prospective recipient of Federal assistance funds certifies, by submission of this proposal, that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department or agency.
- (2) Where the prospective recipient of Federal assistance funds is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal.

Name and Title of Authorized Representative

Signature

Date

309-2019

CERTIFIED COPY OF ORDER

STATE OF MISSOURI }
County of Boone } ea.

July Session of the July Adjourned

Term. 2019

In the County Commission of said county, on the 25th day of July 20 19


the following, among other proceedings, were had, viz:

Now on this day, the County Commission of the County of Boone does hereby award bid 28-06JUN19 Computer Hardware Maintenance and Repair Services for the Boone County Information Technology Department to NPA Computers, Inc. of Holbrook, New York.

Terms of the award are stipulated in the attached Purchase Agreement. It is further ordered the Presiding Commissioner is hereby authorized to sign said Purchase Agreement.

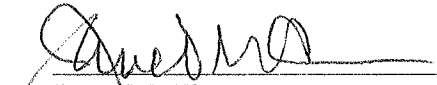
Done this 25th day of July 2019.

ATTEST:


Brianna L. Lennon
Clerk of the County Commission


Daniel K. Atwill
Presiding Commissioner

Absent
Fred J. Parry
District I Commissioner


Janet M. Thompson
District II Commissioner

Boone County Purchasing

Liz Palazzolo
Senior Buyer



613 E. Ash, Room 109
Columbia, MO 65201
Phone: (573) 886-4392
Fax: (573) 886-4390

MEMORANDUM

TO: Boone County Commission
FROM: Liz Palazzolo, CPPO, C.P.M.
DATE: July 9, 2019
RE: Contract 28-06JUN19 Computer Hardware Maintenance and Repair Services for the Boone County Information Technology Department

Request for Bid 28-06JUN19 solicited bids for Computer Hardware Maintenance and Repair Services for the Boone County Information Technology Department. A total of ten responses were received of which there were five bids and five "No Bids." A contract with NPA Computers, Inc. of Holbrook, New York has been recommended since the bid is the "lowest and best" bid. The bid tabulation and evaluation documentation follow this memo.

The contract period will run from Date of Award through One Year, and there are four (4) one-year renewal options available after this initial period.

This is a Term and Supply contract. A total of \$18,369.00 is budgeted. Payments will be paid from the following funds/accounts:

- 1170 – Information Technology/60050 – Equipment Service Contract
- 2901 – Sheriff Operations – LE Sales Tax/60050 – Equipment Service Contract
- 1725 – Stormwater Administration/60050 – Equipment Service Contract
- 2045 – Resource Management – Design & Construction/60050 – Equipment Service Contract
- 2046 – Resource Management – Stormwater Administration/60050 – Equipment Service Contract
- 2040 – RB Maintenance Operations/60050 – Equipment Service Contract
- 2010 – Assessment/60050 – Equipment Service Contract
- 1175 – GIS Consortium/60050 – Equipment Service Contract
- 1176 GIS County/60050 – Equipment Service Contract

/lp

Attachments

cc: Trudy Fisher, IT Department

RFB 28 -06/JUN19 Computer Hardware Maintenance & Repair Bid Tabulation									
Line Item Number	Item	Tag #	Item Description	Serial Number	Bidder 1 NPA Computer Inc. Firm, Fixed Monthly Service Price for the Initial Contract Period	Bidder 2 Computer Plus Sales & Serv Inc Firm, Fixed Monthly Service Price for the Initial Contract Period	Bidder 3 The Jasper Group Inter. Inc. Firm, Fixed Monthly Service Price for the Initial Contract Period	Bidder 4 LOGIX Service INC. DBA AMTEK Computer Serv Firm, Fixed Monthly Service Price for the Initial Contract Period	
4.10.1	Document Scanner	16174	SmartLF Cx 40e	C2610067R	45.00	96 ⁸³	111. ⁸³	1080.35	
4.10.2	Document Scanner	16082	Fujitsu 5750C	102162	12.00	N/B	13. ³³	761.60	
4.10.3	Document Scanner	16082	Fujitsu 5750C	102086	12.00	NB	13. ³³	761.60	
4.10.4	Document Scanner	16081	Fujitsu 5750C	102156	12.00	NB	13 ³³	761.60	
4.10.5	Server	15575	Dell PowerEdge 5C430	96FQ6B1	12.00	30 ⁵⁸	3.50	61.20	
4.10.6	Server	14844	HP ProLiant DL360 G4	EA00MSGZ48	12.00	↓	9. ⁹⁷	275.40	
4.10.7	Server	14845	HP ProLiant DL360 G4	USE514A3K5	12.00		9 ⁹⁷	275.40	
4.10.8	Server	15356	HP ProLiant ML350 G4p	USE607N2B9	12.00		39 ⁰⁰	149.60	
4.10.9	Server	16173	HP ProLiant DL360 G5	USE716N0T1	12.00		20 ²⁰	195.50	
4.10.10	Server	16148	HP ProLiant DL360 G5	USE806N096	12.00		20 ²⁰	195.50	
4.10.11	Server	17478	HP ProLiant DL360 G7	USE032N461	12.00		8 ⁴⁷	351 ⁹⁰	
4.10.12	Server	18564	HP ProLiant DL360 G7	USE330ACNA	12.00		8 ⁴⁷	351 ⁹⁰	

RFB 28 -06JUN19 Computer Hardware Maintenance & Repair Bid Tabulation					Bidder 1	Bidder 2	Bidder 3	Bidder 4
Line Item Number	Item	Tag #	Item Description	Serial Number	Firm, Fixed Monthly Service Price for the Initial Contract Period	Firm, Fixed Monthly Service Price for the Initial Contract Period	Firm, Fixed Monthly Service Price for the Initial Contract Period	Firm, Fixed Monthly Service Price for the Initial Contract Period
					NPA Computer	Computer Plus Select Srv	The Jasper Group	Logix Srv
4.10.13	Server	18588	HP ProLiant DL360 G7	USE334CDMC	12 ⁰⁰	30.58	8 ⁴⁷	351 ⁹⁰
4.10.14	Server	17985	HP ProLiant DL380 G7	USE2161SWP	12 ⁰⁰	↓	13 ⁸³	436.05
4.10.15	Server	17903	HP ProLiant DL380 G7	USE208WE98	12 ⁰⁰		13 ⁸³	↓
4.10.16	Server	18062	HP ProLiant DL380 G7	USE22688WP	12.00		13 ⁸³	
4.10.17	Server	18615	Dell PowerEdge T620	7ZXV8Z1	18.00		89 ⁹⁷	306.00
4.10.18	Server	19380	HP ProLiant DL360e G8	MXQ43700PM	12.00		8 ²⁷	195.50
4.10.19	Plotter	16414	HP DesignJet Z6100 42"	SG7B52900N	45 ⁰⁰	56 ⁰⁸	86 ⁵⁰	942.65
4.10.20	Notebook	18028	Panasonic Toughbook CF-19	2DKYA45192	15 ⁰⁰	12 ¹⁷	8 ⁵³	159 ⁸⁰
4.10.21	Notebook	19119	Panasonic Toughbook CF-31	3LTYA75599	18.00	↓	23 ³⁰	↓
4.10.22	Notebook	18454	Panasonic Toughbook CF-31	3CTYB32915	18.00			
4.10.23	Notebook	19152	Panasonic Toughbook CF-31	3LTYA75596	18.00			
4.10.24	Notebook	19121	Panasonic Toughbook CF-31	4BTYA87471	18.00			

RFB 28 -06JUN19 Computer Hardware Maintenance & Repair Bid Tabulation					Bidder 1 <i>NPA Computer</i>	Bidder 2 <i>Computer Plus Sales & Svc</i>	Bidder 3 <i>The Jasper Group</i>	Bidder 4 <i>Logic SW</i>
Line Item Number	Item	Tag #	Item Description	Serial Number	Firm, Fixed Monthly Service Price for the Initial Contract Period	Firm, Fixed Monthly Service Price for the Initial Contract Period	Firm, Fixed Monthly Service Price for the Initial Contract Period	Firm, Fixed Monthly Service Price for the Initial Contract Period
4.10.25	Notebook	19116	Panasonic Toughbook CF-31	3LTYA75531	18 ⁰⁰	\$12.17	23 ³⁰	159.80
4.10.26	Notebook	19149	Panasonic Toughbook CF-31	4CTYA92840	18 ⁰⁰	↓	↓	↓
4.10.27	Notebook	19153	Panasonic Toughbook CF-31	3LTYA75527	18 ⁰⁰	↓	↓	↓

RFB 28 -06/JUN19 Computer Hardware Maintenance & Repair Bid Tabulation					Bidder 1 <i>NPA Computer</i>	Bidder 2 <i>Computer Plus General Serv</i>	Bidder 3 <i>The Jasper Group</i>	Bidder 4 <i>Logix Serv</i>
Line Item Number	Item	Tag #	Item Description	Serial Number	Firm, Fixed Monthly Service Price for the Initial Contract Period	Firm, Fixed Monthly Service Price for the Initial Contract Period	Firm, Fixed Monthly Service Price for the Initial Contract Period	Firm, Fixed Monthly Service Price for the Initial Contract Period
4.10.28	Notebook	19335	Panasonic Toughbook CF-31	4CTYA97443	18 ⁰⁰	12-17	23 ³⁰	159.80
4.10.29	Notebook	18453	Panasonic Toughbook CF-31	3CTYB33091				
4.10.30	Notebook	19150	Panasonic Toughbook CF-31	4CTYA91791				
4.10.31	Notebook	19339	Panasonic Toughbook CF-31	4CTYA96317				
4.10.32	Notebook	18455	Panasonic Toughbook CF-31	3CTYB32615				
4.10.33	Notebook	19336	Panasonic Toughbook CF-31	4CTYA97405				
4.10.34	Notebook	19334	Panasonic Toughbook CF-31	4DTYA03089				
4.10.35	Notebook	19147	Panasonic Toughbook CF-31	4CTYA93132				
4.10.36	Notebook	19337	Panasonic Toughbook CF-31	4DTYA03060				
4.10.37	Notebook	19118	Panasonic Toughbook CF-31	3LTYA75676				
4.10.38	Notebook	18456	Panasonic Toughbook CF-31	3CTYB33073				
4.10.39	Notebook	19155	Panasonic Toughbook CF-31	3LTYA75551	18 ⁰⁰	✓	✓	✓

RFB 28-06JUN19 Computer Hardware Maintenance & Repair Bid Tabulation					Bidder 1 <i>NPA</i>	Bidder 2 <i>Computer Plus</i>	Bidder 3 <i>Joseph</i>	Bidder 4 <i>Logix</i>
Line Item Number	Item	Tag #	Item Description	Serial Number	Firm, Fixed Monthly Service Price for the Initial Contract Period	Firm, Fixed Monthly Service Price for the Initial Contract Period	Firm, Fixed Monthly Service Price for the Initial Contract Period	Firm, Fixed Monthly Service Price for the Initial Contract Period
4.10.40	Notebook	18452	Panasonic Toughbook CF-31	3CTYB32879	18 ⁰⁰	12 ¹⁷	23 ³⁰	159 80
4.10.41	Notebook	19113	Panasonic Toughbook CF-31	3LTYA75868				
4.10.42	Notebook	19148	Panasonic Toughbook CF-31	3LTYA75563				
4.10.43	Notebook	19120	Panasonic Toughbook CF-31	4BTYA87757				
4.10.44	Notebook	19112	Panasonic Toughbook CF-31	3LTYA75786				
4.10.45	Notebook	19154	Panasonic Toughbook CF-31	3LTYA75602				
4.10.46	Notebook	19151	Panasonic Toughbook CF-31	3LTYA75515				
4.10.47	Notebook	19114	Panasonic Toughbook CF-31	3LTYA75566				
4.10.48	Notebook	19122	Panasonic Toughbook CF-31	4BTYA87620				
4.10.49	Notebook	19338	Panasonic Toughbook CF-31	4CTYA96263	18 ⁰⁰			

RFB 28-06JUN19 Computer Hardware Maintenance & Repair Bid Tabulation					Bidder 1	Bidder 2	Bidder 3	Bidder 4
Line Item Number	Item	Tag #	Item Description	Serial Number	Firm, Fixed Monthly Service Price for the Initial Contract Period	Firm, Fixed Monthly Service Price for the Initial Contract Period	Firm, Fixed Monthly Service Price for the Initial Contract Period	Firm, Fixed Monthly Service Price for the Initial Contract Period
4.10.50	Notebook	19117	Panasonic Toughbook CF-31	3LTYA75749	18 ⁰⁰	12 ¹⁷	23 ³⁰	159-80
4.10.51	Notebook	19115	Panasonic Toughbook CF-31	3LTYA75744	↓	↓	↓	↓
4.10.52	Notebook	19123	Panasonic Toughbook CF-31	4BTYA87548	↓	↓	↓	↓
4.10.53	Notebook	19124	Panasonic Toughbook CF-31	4CYTA92693	18 ⁰⁰	↓	↓	↓
4.10.54	Notebook	19676	Panasonic Toughbook CF-54	5ATSA01257	22 ⁰⁰	↓	56 ⁶³	↓
4.10.55	Notebook	19675	Panasonic Toughbook CF-54	5ATSA01242	22 ⁰⁰	↓	56 ⁶³	↓
			Renewal Option 1		3%	2.5%	3%	5%
			Renewal Option 2		3%	2.0%	3%	5%
			Renewal Option 3		3%	2.0%	3%	5%
			Renewal Option 4		3%	2%	3%	5%
			Cooperative Procurement		YES	yes	yes	yes

RFB 28 -06JUN19 Computer Hardware Maintenance & Repair Bid Tabulation					Bidder 5 Dynamic Advantage Inc	Bidder 6 Midwest Compotech	Bidder 7 Turnkey Mobile Inc	Bidder 8 Image Quest Inc
Line Item Number	Item	Tag #	Item Description	Serial Number	Firm, Fixed Monthly Service Price for the Initial Contract Period	Firm, Fixed Monthly Service Price for the Initial Contract Period	Firm, Fixed Monthly Service Price for the Initial Contract Period	Firm, Fixed Monthly Service Price for the Initial Contract Period
4.10.1	Document Scanner	16174	SmartLF Cx 40e	C2610067R	85 ⁰⁰	NO BID	NO Bid	No Bid.
4.10.2	Document Scanner	16082	Fujitsu 5750C	102162	20 ⁰⁰			
4.10.3	Document Scanner	16082	Fujitsu 5750C	102086				
4.10.4	Document Scanner	16081	Fujitsu 5750C	102156				
4.10.5	Server	15575	Dell PowerEdge SC430	96FQ6B1				
4.10.6	Server	14844	HP ProLiant DL360 G4	EA00MSGZ48				
4.10.7	Server	14845	HP ProLiant DL360 G4	USE514A3K5				
4.10.8	Server	15356	HP ProLiant ML350 G4p	USE607N2B9				
4.10.9	Server	16173	HP ProLiant DL360 G5	USE716NOT1				
4.10.10	Server	16148	HP ProLiant DL360 G5	USE806N096				
4.10.11	Server	17478	HP ProLiant DL360 G7	USE032N461				
4.10.12	Server	18564	HP ProLiant DL360 G7	USE330ACNA				

#9
American
Micro
NO Bid

#10
Onsite
Repair
NO
BID

RFB 28 -06JUN19 Computer Hardware Maintenance & Repair Bid Tabulation					Bidder 1 <i>Dynamic Advantage</i>	Bidder 2	Bidder 3	Bidder 4
Line Item Number	Item	Tag #	Item Description	Serial Number	Firm, Fixed Monthly Service Price for the Initial Contract Period	Firm, Fixed Monthly Service Price for the Initial Contract Period	Firm, Fixed Monthly Service Price for the Initial Contract Period	Firm, Fixed Monthly Service Price for the Initial Contract Period
4.10.13	Server	18588	HP ProLiant DL360 G7	USE334CDMC	20 ⁰⁰	No		
4.10.14	Server	17985	HP ProLiant DL380 G7	USE2161SWP	↓	Bids		
4.10.15	Server	17903	HP ProLiant DL380 G7	USE208WE9B				
4.10.16	Server	18062	HP ProLiant DL380 G7	USE2268BWP				
4.10.17	Server	18615	Dell PowerEdge T620	7ZXV8Z1				
4.10.18	Server	19380	HP ProLiant DL360e G8	MXQ43700PM				
4.10.19	Plotter	16414	HP DesignJet Z6100 42"	SG7B52900N	75 ⁰⁰			
4.10.20	Notebook	18028	Panasonic Toughbook CF-19	2DKYA4519Z	12 ²⁰			
4.10.21	Notebook	19119	Panasonic Toughbook CF-31	3LTYA75599	↓			
4.10.22	Notebook	18454	Panasonic Toughbook CF-31	3CTYB32915				
4.10.23	Notebook	19152	Panasonic Toughbook CF-31	3LTYA75596				
4.10.24	Notebook	19121	Panasonic Toughbook CF-31	4BTYA87471				

RFB 28 -06JUN19 Computer Hardware Maintenance & Repair Bid Tabulation					Bidder 1 <i>Dynamic Advantage</i>	Bidder 2	Bidder 3	Bidder 4
Line Item Number	Item	Tag #	Item Description	Serial Number	Firm, Fixed Monthly Service Price for the Initial Contract Period	Firm, Fixed Monthly Service Price for the Initial Contract Period	Firm, Fixed Monthly Service Price for the Initial Contract Period	Firm, Fixed Monthly Service Price for the Initial Contract Period
4.10.28	Notebook	19335	Panasonic Toughbook CF-31	4CTYA97443	<i>12.20</i>			
4.10.29	Notebook	18453	Panasonic Toughbook CF-31	3CTYB33091				
4.10.30	Notebook	19150	Panasonic Toughbook CF-31	4CTYA91791				
4.10.31	Notebook	19339	Panasonic Toughbook CF-31	4CTYA96317				
4.10.32	Notebook	18455	Panasonic Toughbook CF-31	3CTYB32615				
4.10.33	Notebook	19336	Panasonic Toughbook CF-31	4CTYA97405				
4.10.34	Notebook	19334	Panasonic Toughbook CF-31	4DTYA03089				
4.10.35	Notebook	19147	Panasonic Toughbook CF-31	4CTYA93132				
4.10.36	Notebook	19337	Panasonic Toughbook CF-31	4DTYA03060				
4.10.37	Notebook	19118	Panasonic Toughbook CF-31	3LTYA75676				
4.10.38	Notebook	18456	Panasonic Toughbook CF-31	3CTYB33073				
4.10.39	Notebook	19155	Panasonic Toughbook CF-31	3LTYA75551				

RFB 28 -06/JUN19 Computer Hardware Maintenance & Repair Bid Tabulation					Bidder 1 <i>DYNAMIC</i>	Bidder 2	Bidder 3	Bidder 4
Line Item Number	Item	Tag #	Item Description	Serial Number	Firm, Fixed Monthly Service Price for the Initial Contract Period	Firm, Fixed Monthly Service Price for the Initial Contract Period	Firm, Fixed Monthly Service Price for the Initial Contract Period	Firm, Fixed Monthly Service Price for the Initial Contract Period
4.10.40	Notebook	18452	Panasonic Toughbook CF-31	3CTYB32879	12.20			
4.10.41	Notebook	19113	Panasonic Toughbook CF-31	3LTYA75868				
4.10.42	Notebook	19148	Panasonic Toughbook CF-31	3LTYA75563				
4.10.43	Notebook	19120	Panasonic Toughbook CF-31	4BTYA87757				
4.10.44	Notebook	19112	Panasonic Toughbook CF-31	3LTYA75786				
4.10.45	Notebook	19154	Panasonic Toughbook CF-31	3LTYA75602				
4.10.46	Notebook	19151	Panasonic Toughbook CF-31	3LTYA75515				
4.10.47	Notebook	19114	Panasonic Toughbook CF-31	3LTYA75566				
4.10.48	Notebook	19122	Panasonic Toughbook CF-31	4BTYA87620				
4.10.49	Notebook	19338	Panasonic Toughbook CF-31	4CTYA96263				

RFB 28-06JUN19 Computer Hardware Maintenance & Repair Bid Tabulation					Bidder 5 <i>Dyking</i>	Bidder 2	Bidder 3	Bidder 4
Line Item Number	Item	Tag #	Item Description	Serial Number	Firm, Fixed Monthly Service Price for the Initial Contract Period	Firm, Fixed Monthly Service Price for the Initial Contract Period	Firm, Fixed Monthly Service Price for the Initial Contract Period	Firm, Fixed Monthly Service Price for the Initial Contract Period
4.10.50	Notebook	19117	Panasonic Toughbook CF-31	3LTYA75749	12.20			
4.10.51	Notebook	19115	Panasonic Toughbook CF-31	3LTYA75744	↓			
4.10.52	Notebook	19123	Panasonic Toughbook CF-31	4BTYA87548				
4.10.53	Notebook	19124	Panasonic Toughbook CF-31	4CYTA92693				
4.10.54	Notebook	19676	Panasonic Toughbook CF-54	5ATSA01257				
4.10.55	Notebook	19675	Panasonic Toughbook CF-54	5ATSA01242				
			Renewal Option 1			5%		
			Renewal Option 2		5%			
			Renewal Option 3		5%			
			Renewal Option 4		5%			
			Cooperative Procurement		Yes			

RFB 28 -06JUN19 Computer Hardware Maintenance & Repair COST EVALUATION					NPA Computer	Computer Plus	The Jasper Group	Logix AMTEK	Dynamic Advantage
<i>- TOTALS -</i>									
Line Item Number	Item	Tag #	Item Description	Serial Number	Firm, Fixed Monthly Service Price for the Initial Contract Period	Firm, Fixed Monthly Service Price for the First Renewal Contract Period	Firm, Fixed Monthly Service Price for the Second Renewal Contract Period	Firm, Fixed Monthly Service Price for the Third Renewal Contract Period	Firm, Fixed Monthly Service Price for the Fourth Renewal Contract Period
4.10.1	Document Scanner	16174	SmartLF Cx 40e	C2610067R	\$ 230.40	\$ 492.38	\$ 572.57	\$ 468.15	\$ 442.00
4.10.2	Document Scanner	16082	Fujitsu 5750C	102162	\$ 61.44	NB	\$ 68.25	\$ 330.03	\$ 104.00
4.10.3	Document Scanner	16082	Fujitsu 5750C	102086	\$ 61.44	NB	\$ 68.25	\$ 330.03	\$ 104.00
4.10.4	Document Scanner	16081	Fujitsu 5750C	102156	\$ 61.44	NB	\$ 68.25	\$ 330.03	\$ 104.00
4.10.5	Server	15575	Dell PowerEdge SC430	96FQ6B1	\$ 61.44	\$ 155.50	\$ 17.92	\$ 26.52	\$ 104.00
4.10.6	Server	14844	HP ProLiant DL360 G4	EA00MSG248	\$ 61.44	\$ 155.50	\$ 51.05	\$ 119.34	\$ 104.00
4.10.7	Server	14845	HP ProLiant DL360 G4	USE514A3K5	\$ 61.44	\$ 155.50	\$ 51.05	\$ 119.34	\$ 104.00
4.10.8	Server	15356	HP ProLiant ML350 G4p	USE607N2B9	\$ 61.44	\$ 155.50	\$ 199.68	\$ 64.83	\$ 104.00
4.10.9	Server	16173	HP ProLiant DL360 G5	USE716N0T1	\$ 61.44	\$ 155.50	\$ 103.42	\$ 84.72	\$ 104.00
4.10.10	Server	16148	HP ProLiant DL360 G5	USE806N096	\$ 61.44	\$ 155.50	\$ 103.42	\$ 84.72	\$ 104.00
4.10.11	Server	17478	HP ProLiant DL360 G7	USE032N461	\$ 61.44	\$ 155.50	\$ 43.37	\$ 152.49	\$ 104.00
4.10.12	Server	18564	HP ProLiant DL360 G7	USE330ACNA	\$ 61.44	\$ 155.50	\$ 43.37	\$ 152.49	\$ 104.00
4.10.13	Server	18588	HP ProLiant DL360 G7	USE334CDMC	\$ 61.44	\$ 155.50	\$ 43.37	\$ 152.49	\$ 104.00

RFB 28 -06JUN19 Computer Hardware Maintenance & Repair COST EVALUATION <i>- TOTALS -</i>					NPA Computer	Computer Plus	The Jasper Group	Logix AMTEK	Dynamic Advantage
Line Item Number	Item	Tag #	Item Description	Serial Number	Firm, Fixed Monthly Service Price for the Initial Contract Period	Firm, Fixed Monthly Service Price for the First Renewal Contract Period	Firm, Fixed Monthly Service Price for the Second Renewal Contract Period	Firm, Fixed Monthly Service Price for the Third Renewal Contract Period	Firm, Fixed Monthly Service Price for the Fourth Renewal Contract Period
4.10.14	Server	17985	HP ProLiant DL380 G7	USE2161SWP	\$ 61.44	\$ 155.50	\$ 70.81	\$ 188.96	\$ 104.00
4.10.15	Server	17903	HP ProLiant DL380 G7	USE208WE9B	\$ 61.44	\$ 155.50	\$ 70.81	\$ 188.96	\$ 104.00
4.10.16	Server	18062	HP ProLiant DL380 G7	USE22688WP	\$ 61.44	\$ 155.50	\$ 70.81	\$ 188.96	\$ 104.00
4.10.17	Server	18615	Dell PowerEdge T620	7ZXV8Z1	\$ 92.16	\$ 155.50	\$ 460.65	\$ 132.60	\$ 104.00
4.10.18	Server	19380	HP ProLiant DL360e G8	MXQ43700PM	\$ 61.44	\$ 155.50	\$ 42.34	\$ 84.72	\$ 104.00
4.10.19	Plotter	16414	HP DesignJet Z6100 42"	5G7B52900N	\$ 230.40	\$ 285.17	\$ 442.88	\$ 408.48	\$ 390.00
4.10.20	Notebook	18028	Panasonic Toughbook CF-19	2DKYA45192	\$ 76.80	\$ 61.88	\$ 43.67	\$ 69.25	\$ 63.44
4.10.21	Notebook	19119	Panasonic Toughbook CF-31	3LTYA75599	\$ 92.16	\$ 61.88	\$ 119.30	\$ 69.25	\$ 63.44
4.10.22	Notebook	18454	Panasonic Toughbook CF-31	3CTYB32915	\$ 92.16	\$ 61.88	\$ 119.30	\$ 69.25	\$ 63.44
4.10.23	Notebook	19152	Panasonic Toughbook CF-31	3LTYA75596	\$ 92.16	\$ 61.88	\$ 119.30	\$ 69.25	\$ 63.44
4.10.24	Notebook	19121	Panasonic Toughbook CF-31	4BTYA87471	\$ 92.16	\$ 61.88	\$ 119.30	\$ 69.25	\$ 63.44
4.10.25	Notebook	19116	Panasonic Toughbook CF-31	3LTYA75531	\$ 92.16	\$ 61.88	\$ 119.30	\$ 69.25	\$ 63.44
4.10.26	Notebook	19149	Panasonic Toughbook CF-31	4CTYA92840	\$ 92.16	\$ 61.88	\$ 119.30	\$ 69.25	\$ 63.44

RFB 28 -06JUN19 Computer Hardware Maintenance & Repair COST EVALUATION							NPA Computer	Computer Plus	The Jasper Group	Logix AMTEK	Dynamic Advantage
<i>- TOTALS -</i>											
Line Item Number	Item	Tag #	Item Description	Serial Number	Firm, Fixed Monthly Service Price for the Initial Contract Period	Firm, Fixed Monthly Service Price for the First Renewal Contract Period	Firm, Fixed Monthly Service Price for the Second Renewal Contract Period	Firm, Fixed Monthly Service Price for the Third Renewal Contract Period	Firm, Fixed Monthly Service Price for the Fourth Renewal Contract Period		
4.10.27	Notebook	19153	Panasonic Toughbook CF-31	3LYA75527	\$ 92.16	\$ 61.88	\$ 119.30	\$ 69.25	\$ 63.44		
4.10.28	Notebook	19335	Panasonic Toughbook CF-31	4CTYA97443	\$ 92.16	\$ 61.88	\$ 119.30	\$ 69.25	\$ 63.44		
4.10.29	Notebook	18453	Panasonic Toughbook CF-31	3CTYB33091	\$ 92.16	\$ 61.88	\$ 119.30	\$ 69.25	\$ 63.44		
4.10.30	Notebook	19150	Panasonic Toughbook CF-31	4CTYA91791	\$ 92.16	\$ 61.88	\$ 119.30	\$ 69.25	\$ 63.44		
4.10.31	Notebook	19339	Panasonic Toughbook CF-31	4CTYA96317	\$ 92.16	\$ 61.88	\$ 119.30	\$ 69.25	\$ 63.44		
4.10.32	Notebook	18455	Panasonic Toughbook CF-31	3CTYB32615	\$ 92.16	\$ 61.88	\$ 119.30	\$ 69.25	\$ 63.44		
4.10.33	Notebook	19336	Panasonic Toughbook CF-31	4CTYA97405	\$ 92.16	\$ 61.88	\$ 119.30	\$ 69.25	\$ 63.44		
4.10.34	Notebook	19334	Panasonic Toughbook CF-31	4DTYA03089	\$ 92.16	\$ 61.88	\$ 119.30	\$ 69.25	\$ 63.44		
4.10.35	Notebook	19147	Panasonic Toughbook CF-31	4CTYA93132	\$ 92.16	\$ 61.88	\$ 119.30	\$ 69.25	\$ 63.44		
4.10.36	Notebook	19337	Panasonic Toughbook CF-31	4DTYA03060	\$ 92.16	\$ 61.88	\$ 119.30	\$ 69.25	\$ 63.44		
4.10.37	Notebook	19118	Panasonic Toughbook CF-31	3LYA75676	\$ 92.16	\$ 61.88	\$ 119.30	\$ 69.25	\$ 63.44		
4.10.38	Notebook	18456	Panasonic Toughbook CF-31	3CTYB33073	\$ 92.16	\$ 61.88	\$ 119.30	\$ 69.25	\$ 63.44		
4.10.39	Notebook	19155	Panasonic Toughbook CF-31	3LYA75551	\$ 92.16	\$ 61.88	\$ 119.30	\$ 69.25	\$ 63.44		

RFB 28 -06JUN19 Computer Hardware Maintenance & Repair COST EVALUATION					NPA Computer	Computer Plus	The Jasper Group	Logix AMTEK	Dynamic Advantage
<i>- TOTALS -</i>									
Line Item Number	Item	Tag #	Item Description	Serial Number	Firm, Fixed Monthly Service Price for the Initial Contract Period	Firm, Fixed Monthly Service Price for the First Renewal Contract Period	Firm, Fixed Monthly Service Price for the Second Renewal Contract Period	Firm, Fixed Monthly Service Price for the Third Renewal Contract Period	Firm, Fixed Monthly Service Price for the Fourth Renewal Contract Period
4.10.40	Notebook	18452	Panasonic Toughbook CF-31	3CTYB32879	\$ 92.16	\$ 61.88	\$ 119.30	\$ 69.25	\$ 63.44
4.10.41	Notebook	19113	Panasonic Toughbook CF-31	3LYA75868	\$ 92.16	\$ 61.88	\$ 119.30	\$ 69.25	\$ 63.44
4.10.42	Notebook	19148	Panasonic Toughbook CF-31	3LYA75563	\$ 92.16	\$ 61.88	\$ 119.30	\$ 69.25	\$ 63.44
4.10.43	Notebook	19120	Panasonic Toughbook CF-31	4BTYA87757	\$ 92.16	\$ 61.88	\$ 119.30	\$ 69.25	\$ 63.44
4.10.44	Notebook	19112	Panasonic Toughbook CF-31	3LYA75786	\$ 92.16	\$ 61.88	\$ 119.30	\$ 69.25	\$ 63.44
4.10.45	Notebook	19154	Panasonic Toughbook CF-31	3LYA75602	\$ 92.16	\$ 61.88	\$ 119.30	\$ 69.25	\$ 63.44
4.10.46	Notebook	19151	Panasonic Toughbook CF-31	3LYA75515	\$ 92.16	\$ 61.88	\$ 119.30	\$ 69.25	\$ 63.44
4.10.47	Notebook	19114	Panasonic Toughbook CF-31	3LYA75566	\$ 92.16	\$ 61.88	\$ 119.30	\$ 69.25	\$ 63.44
4.10.48	Notebook	19122	Panasonic Toughbook CF-31	4BTYA87620	\$ 92.16	\$ 61.88	\$ 119.30	\$ 69.25	\$ 63.44
4.10.49	Notebook	19338	Panasonic Toughbook CF-31	4CTYA96263	\$ 92.16	\$ 61.88	\$ 119.30	\$ 69.25	\$ 63.44
4.10.50	Notebook	19117	Panasonic Toughbook CF-31	3LYA75749	\$ 92.16	\$ 61.88	\$ 119.30	\$ 69.25	\$ 63.44
4.10.51	Notebook	19115	Panasonic Toughbook CF-31	3LYA75744	\$ 92.16	\$ 61.88	\$ 119.30	\$ 69.25	\$ 63.44
4.10.52	Notebook	19123	Panasonic Toughbook CF-31	4BTYA87548	\$ 92.16	\$ 61.88	\$ 119.30	\$ 69.25	\$ 63.44

RFB 28-06JUN19 Computer Hardware Maintenance & Repair COST EVALUATION					NPA Computer	Computer Plus	The Jasper Group	Logix AMTEK	Dynamic Advantage
<i>- TOTALS -</i>									
Line Item Number	Item	Tag #	Item Description	Serial Number	Firm, Fixed Monthly Service Price for the Initial Contract Period	Firm, Fixed Monthly Service Price for the First Renewal Contract Period	Firm, Fixed Monthly Service Price for the Second Renewal Contract Period	Firm, Fixed Monthly Service Price for the Third Renewal Contract Period	Firm, Fixed Monthly Service Price for the Fourth Renewal Contract Period
4.10.53	Notebook	19124	Panasonic Toughbook CF-31	4CYTA92693	\$ 92.16	\$ 61.88	\$ 119.30	\$ 69.25	\$ 63.44
4.10.54	Notebook	19676	Panasonic Toughbook CF-54	5ATSA01257	\$ 112.64	\$ 61.88	\$ 289.95	\$ 69.25	\$ 63.44
4.10.55	Notebook	19675	Panasonic Toughbook CF-54	5ATSA01242	\$ 112.64	\$ 61.88	\$ 289.95	\$ 69.25	\$ 63.44
GRAND TOTAL PRICE ALL CONTRACT PERIODS					\$ 4,879.36	\$ 5,182.38	\$ 7,152.59	\$ 6,100.71	\$ 4,883.84
						NB 3 Items			
						Non-Responsive - See File Memo			

**PURCHASE AGREEMENT
FOR
COMPUTER HARDWARE MAINTENANCE AND REPAIR – TERM AND SUPPLY**

25th July

THIS AGREEMENT dated the _____ day of _____ 2019 is made between Boone County, Missouri, a political subdivision of the State of Missouri through the Boone County Commission, herein “County” and **NPA Computers, Inc.** herein “Contractor.”

IN CONSIDERATION of the parties’ performance of the respective obligations contained herein, the parties agree as follows:

1. Contract Documents - This agreement shall consist of this Purchase Agreement for **Computer Hardware Maintenance and Repair**, County of Boone **Request for Bid (RFB) 28-06JUN19** in its entirety including the Introduction and General Conditions of Bidding, Scope of Work, Bidder’s Instructions and Evaluation, the un-executed Vendor Response and Pricing Page(s), Certification Regarding Debarment, Certification Regarding Lobbying, Work Authorization Certification, Boone County’s Standard Terms and Conditions as well as the Contractor’s RFB response dated **June 04, 2019** executed by **Peter Aroniadis** on behalf of the Contractor. All such documents shall constitute the contract documents, which are attached hereto and incorporated herein by reference. Service or product data, specification and literature submitted with the proposal response may be permanently maintained in the County Purchasing Office bid file for this RFB if not attached. In the event of conflict between any of the foregoing documents, the General Conditions of Bidding, Scope of Work, Bidder’s Instructions and Evaluation, the un-executed Vendor Response and Pricing Page(s), Certification Regarding Debarment, Certification Regarding Lobbying, Work Authorization Certification, Boone County’s Standard Terms and Conditions shall prevail and control over the Contractor’s proposal response.

2. Contract Period – The initial contract period shall be the **Date of Award shown above through One Year**, including **four (4)** subsequent one-year contract period renewal options.

3. Purchase - The County agrees to purchase from the Contractor and the Contractor agrees to supply the County with the **Computer Hardware Maintenance and Repair** as priced in **Attachment One**.

4. Performance Delivery – The Contractor agrees to deliver contractual services as specified in **RFB 28-06JUN19**. All services, and as applicable any supplies, shall be delivered to the Boone County Information Technology Department, 801 E. Walnut, Room 220, Columbia, MO 65201. All deliveries are FOB Destination, Freight Prepaid and Allowed.

5. Billing and Payment - All billing shall be invoiced to the Boone County Information Technology Department. Billings may only include the prices listed in the Contractor’s bid response. No additional fees for delivery or extra services or taxes shall be included as additional charges in excess of the charges in the Contractor’s proposal response to the specifications. The County agrees to pay all correct monthly invoices within thirty calendar days of receipt; the Contractor agrees to honor any cash or prompt payment discounts offered in its bid response if the County makes payment as provided therein. In the event of a billing dispute, the County reserves the right to withhold payment on the disputed amount; in the event the billing dispute is resolved in favor of the Contractor, the County agrees to pay interest at a rate of 9% per annum on disputed amounts withheld commencing from the last date that payment was due.

6. Binding Effect - This agreement shall be binding upon the parties hereto and their successors and assigns for so long as this agreement remains in full force and effect.

7. **Entire Agreement** - This agreement constitutes the entire agreement between the parties and supersedes any prior negotiations, written or verbal, and any other bid or bid specification or contractual agreement. This agreement may only be amended in writing by the Boone County Purchasing Office on behalf of the Boone County Resource Management Department using the same formality as this agreement.

8. **Termination** - This agreement may be terminated by the County upon thirty calendar days advance written notice for any of the following reasons or under any of the following circumstances:

- a. The County may terminate this agreement due to material breach of any term or condition of this agreement, or
- b. The County may terminate this agreement if in the opinion of the Boone County Commission if delivery of products are delayed or products delivered are not in conformity with bidding specifications or variances authorized by County, or
- c. If appropriations are not made available and budgeted for any calendar year.

IN WITNESS WHEREOF the parties through their duly authorized representatives have executed this agreement on the day and year first above written.

NPA COMPUTERS, INC.

by DocuSigned by:
Peter Aroniadis
 29E267B6C25A4B5...
 title CEO

BOONE COUNTY, MISSOURI

by: Boone County Commission
DocuSigned by:
David K. Hall
 BA4B934CEB1E5...
 Presiding Commissioner

APPROVED AS TO FORM:

DocuSigned by:
[Signature]
 7D74DE2E99074B5...
 County Counselor

ATTEST:

DocuSigned by:
Brianna L. Lennon by MT
 7D82DA986BF6495...
 County Clerk

AUDITOR CERTIFICATION

In accordance with RSMo 50.660, I hereby certify that a sufficient unencumbered appropriation balance exists and is available to satisfy the obligation(s) arising from this contract. (Note: Certification is not required if the terms of this contract do not create a measurable county obligation at this time.)

1170/60050; 2901/60050; 1725/60050; 2045/60050; 2046/60050; 2040/60050; 2010/60050; 1175/60050; 1176/60050 – Term and Supply

DocuSigned by:
[Signature]
 F0608A5B164244D...
 Signature

7/15/2019

Date

Appropriation Account

STANDARD TERMS AND CONDITIONS - BOONE COUNTY, MISSOURI

1. Contractor shall comply with all applicable federal, state, and local laws and failure to do so, in County's sole discretion, shall give County the right to terminate this Contract.
2. Responses shall include all charges for packing, delivery, installation, etc., (unless otherwise specified) to the Boone County Department identified in the Request for Bid and/or Proposal.
3. The Boone County Commission has the right to accept or reject any part or parts of all bids, to waive technicalities, and to accept the offer the County Commission considers the most advantageous to the County. Boone County reserves the right to award this bid on an item-by-item basis, or an "all or none" basis, whichever is in the best interest of the County.
4. Bidders must use the bid forms provided for the purpose of submitting bids, must return the bid and bid sheets comprised in this bid, give the unit price, extended totals, and sign the bid. The Purchasing Director reserves the right, when only one bid has been received by the bid closing date, to delay the opening of bids to another date and time in order to revise specifications and/or establish further competition for the commodity or service required. The one (1) bid received will be retained unopened until the new Closing date, or at request of bidder, returned unopened for re-submittal at the new date and time of bid closing.
5. When products or materials of any particular producer or manufacturer are mentioned in our specifications, such products or materials are intended to be descriptive of type or quality and not restricted to those mentioned.
6. Do not include Federal Excise Tax or Sales and Use Taxes in bid process, as law exempts the County from them.
7. The delivery date shall be stated in definite terms, as it will be taken into consideration in awarding the bid.
8. The County Commission reserves the right to cancel all or any part of orders if delivery is not made or work is not started as guaranteed. In case of delay, the Contractor must notify the Purchasing Department.
9. In case of default by the Contractor, the County of Boone will procure the articles or services from other sources and hold the Bidder responsible for any excess cost occasioned thereby.
10. Failure to deliver as guaranteed may disqualify Bidder from future bidding.
11. Prices must be as stated in units of quantity specified, and must be firm. Bids qualified by escalator clauses may not be considered unless specified in the bid specifications.
12. No bid transmitted by fax machine or e-mail will be accepted.
13. The County of Boone, Missouri expressly denies responsibility for, or ownership of any item purchased until same is delivered to the County and is accepted by the County.
14. The County reserves the right to award to one or multiple respondents. The County also reserves the right to not award any item or group of items if the services can be obtained from a state or other governmental entities contract under more favorable terms. The resulting contract will be considered "Non-Exclusive". The County reserves the right to purchase from other vendors.

15. The County, from time to time, uses federal grant funds for the procurement of goods and services. Accordingly, the provider of goods and/or services shall comply with federal laws, rules and regulations applicable to the funds used by the County for said procurement, and contract clauses required by the federal government in such circumstances are incorporated herein by reference. These clauses can generally be found in the *Federal Transit Administration's Best Practices Procurement Manual – Appendix A*. Any questions regarding the applicability of federal clauses to a particular bid should be directed to the Purchasing Department prior to bid opening.
16. In the event of a discrepancy between a unit price and an extended line item price, the unit price shall govern.
17. Should an audit of Contractor's invoices during the term of the Agreement, and any renewals thereof, indicate that the County has remitted payment on invoices that constitute an over-charging to the County above the pricing terms agreed to herein, the Contractor shall issue a refund check to the County for any over-charges within 30-days of being notified of the same.
18. For all bid responses over \$25,000, if any manufactured goods or commodities proposed with bid/proposal response are manufactured or produced outside the United States, this MUST be noted on the Bid/Proposal Response Form or a Memo attached.
19. **For all titled vehicles and equipment the dealer must use the actual delivery date to the County on all transfer documents** including the Certificate of Origin (COO,) Manufacturer's Statement of Origin (MSO,) Bill of Sale (BOS,) and Application for Title.
20. **Equipment and serial and model numbers** - The contractor is strongly encouraged to include equipment serial and model numbers for all amounts invoiced to the County. If equipment serial and model numbers are not provided on the face of the invoice, such information may be required by the County before issuing payment.

Revised 1/17/2018

4.10. PRICING:

The bidder must bid repair and failed-device replacement pricing for all line items shown below. In addition, if the bidder chooses to include preventive maintenance in quoted pricing, then pricing for preventive maintenance shall also be included in the pricing quoted below.

All pricing shall be firm and fixed. Pricing shall be quoted **FOB Destination Freight Prepaid and Allowed** (all freight, transportation and insurance costs shall be included in the quoted price to the County).

Line Item Number	Item	Tag #	Item Description	Serial Number	Firm, Fixed Monthly Service Price for the Initial Contract Period
4.10.1	Document Scanner	16174	SmartLF Cx 40e	C2610067R	\$ 45.00
4.10.2	Document Scanner	16083	Fujitsu 5750C	102162	\$ 12.00
4.10.3	Document Scanner	16082	Fujitsu 5750C	102086	\$ 12.00
4.10.4	Document Scanner	16081	Fujitsu 5750C	102156	\$ 12.00
4.10.5	Server	15575	Dell PowerEdge SC430	96FQ6B1	\$ 12.00
4.10.6	Server	14844	HP ProLiant DL360 G4	EA00MSGZ48	\$ 12.00
4.10.7	Server	14845	HP ProLiant DL360 G4	USE514A3K5	\$ 12.00
4.10.8	Server	15356	HP ProLiant ML350 G4p	USE607N2B9	\$ 12.00
4.10.9	Server	16173	HP ProLiant DL360 G5	USE716N0T1	\$ 12.00
4.10.10	Server	16418	HP ProLiant DL360 G5	USE806N096	\$ 12.00
4.10.11	Server	17478	HP ProLiant DL360 G7	USE032N461	\$ 12.00
4.10.12	Server	18564	HP ProLiant DL360 G7	USE330ACNA	\$ 12.00
4.10.13	Server	18588	HP ProLiant DL360 G7	USE334CDMC	\$ 12.00
4.10.14	Server	17985	HP ProLiant DL380 G7	USE2161SWP	\$ 12.00
4.10.15	Server	17903	HP ProLiant DL380 G7	USE208WE9B	\$ 12.00
4.10.16	Server	18062	HP ProLiant DL380 G7	USE22688WP	\$ 12.00
4.10.17	Server	18615	Dell PowerEdge T620	7ZXV8Z1	\$ 18.00
4.10.18	Server	19380	HP ProLiant DL360e G8	MXQ43700PM	\$ 12.00
4.10.19	Plotter	16414	HP DesignJet Z6100 42"	SG7B52900N	\$ 45.00
4.10.20	Notebook	18028	Panasonic Toughbook CF-19	2DKYA45192	\$ 15.00

4.10.21	Notebook	19119	Panasonic Toughbook CF-31	3LYA75599	\$ 18.00
4.10.22	Notebook	18454	Panasonic Toughbook CF-31	3CTYB32915	\$ 18.00
4.10.23	Notebook	19152	Panasonic Toughbook CF-31	3LYA75596	\$ 18.00
4.10.24	Notebook	19121	Panasonic Toughbook CF-31	4BTYA87471	\$ 18.00
4.10.25	Notebook	19116	Panasonic Toughbook CF-31	3LYA75531	\$ 18.00
4.10.26	Notebook	19149	Panasonic Toughbook CF-31	4CTYA92840	\$ 18.00
4.10.27	Notebook	19153	Panasonic Toughbook CF-31	3LYA75527	\$ 18.00
4.10.28	Notebook	19335	Panasonic Toughbook CF-31	4CTYA97443	\$ 18.00
4.10.29	Notebook	18453	Panasonic Toughbook CF-31	3CTYB33091	\$ 18.00
4.10.30	Notebook	19150	Panasonic Toughbook CF-31	4CTYA91791	\$ 18.00
4.10.31	Notebook	19339	Panasonic Toughbook CF-31	4CTYA96317	\$ 18.00
4.10.32	Notebook	18455	Panasonic Toughbook CF-31	3CTYB32615	\$ 18.00
4.10.33	Notebook	19336	Panasonic Toughbook CF-31	4CTYA97405	\$ 18.00
4.10.34	Notebook	19334	Panasonic Toughbook CF-31	4DTYA03089	\$ 18.00
4.10.35	Notebook	19147	Panasonic Toughbook CF-31	4CTYA93132	\$ 18.00
4.10.36	Notebook	19337	Panasonic Toughbook CF-31	4DTYA03060	\$ 18.00
4.10.37	Notebook	19118	Panasonic Toughbook CF-31	3LYA75676	\$ 18.00
4.10.38	Notebook	18456	Panasonic Toughbook CF-31	3CTYB33073	\$ 18.00
4.10.39	Notebook	19155	Panasonic Toughbook CF-31	3LYA75551	\$ 18.00
4.10.40	Notebook	18452	Panasonic Toughbook CF-31	3CTYB32879	\$ 18.00
4.10.41	Notebook	19113	Panasonic Toughbook CF-31	3LYA75868	\$ 18.00
4.10.42	Notebook	19148	Panasonic Toughbook CF-31	3LYA75563	\$ 18.00
4.10.43	Notebook	19120	Panasonic Toughbook CF-31	4BTYA87757	\$ 18.00
4.10.44	Notebook	19112	Panasonic Toughbook CF-31	3LYA75786	\$ 18.00
4.10.45	Notebook	19154	Panasonic Toughbook CF-31	3LYA75602	\$ 18.00
4.10.46	Notebook	19151	Panasonic Toughbook CF-31	3LYA75515	\$ 18.00
4.10.47	Notebook	19114	Panasonic Toughbook CF-31	3LYA75566	\$ 18.00
4.10.48	Notebook	19122	Panasonic Toughbook CF-31	4BTYA87620	\$ 18.00
4.10.49	Notebook	19338	Panasonic Toughbook CF-31	4CTYA96263	\$ 18.00
4.10.50	Notebook	19117	Panasonic Toughbook CF-31	3LYA75749	\$ 18.00
4.10.51	Notebook	19115	Panasonic Toughbook CF-31	3LYA75744	\$ 18.00
4.10.52	Notebook	19123	Panasonic Toughbook CF-31	4BTYA87548	\$ 18.00

4.10.53	Notebook	19124	Panasonic Toughbook CF-31	4CYTA92693	\$ 18.00
4.10.54	Notebook	19676	Panasonic Toughbook CF-54	5ATSA01257	\$ 22.00
4.10.55	Notebook	19675	Panasonic Toughbook CF-54	5ATSA01242	\$ 22.00

Vendor Response and Pricing Pages Continued on the Next Page



Request for Bid (RFB)

Boone County Purchasing

613 E. Ash Street, Room 109
Columbia, MO 65201

Liz Palazzolo, Senior Buyer

Phone: (573) 886-4392 – Fax: (573) 886-4390

Email: lpalazzolo@boonecountymo.org

Bid Data

Bid Number: **28-06JUN19**

Commodity Title: **Computer Hardware Maintenance and Repair –
Term and Supply**

**DIRECT BID FORMAT OR SUBMISSION QUESTIONS TO THE PURCHASING
DEPARTMENT**

Bid Submission Address and Deadline

Day / Date: **Thursday, June 6, 2019**

Time: **2:00 P.M.**

Vendors Note: Bids received after this time will not be opened. Late bids may be returned unopened if the vendor requests and at the vendor’s expense.

Location / Mail Address: **Boone County Purchasing Department
613 E. Ash, Room 109
Columbia, MO 65201**

Directions: The Boone County Purchasing Department is located in the Boone County Annex Building across the street from the Armory Sport Center in downtown Columbia off Courthouse square. A wheel-chair accessible entrance is available.

Bid Opening

Day / Date: **Thursday, June 6, 2019**

Time: Shortly after the Bid Submission Deadline Stated Above

Location / Address: **Boone County Purchasing Department
613 E. Ash, Room 109
Columbia, MO 65201**

Bid Contents

- 1.0: **Introduction and General Conditions of Bidding**
- 2.0: **Scope of Work**
- 3.0: **Bidder’s Instructions and Evaluation**
- 4.0: **Vendor’s Response and Pricing Pages**
- 5.0:
 - **Certification Regarding Debarment**
 - **Certification Regarding Lobbying**
 - **Work Authorization Certification**
 - **Standard Terms and Conditions**
 - **“No Bid” Response Form**

Insertion Date: 5/19/19

1. Introduction and General Conditions of Bidding

1.1. Invitation: This document is a Request for Bid for Boone County conducted by the Boone County Purchasing Department. Vendors are invited to respond by sealed bid by the indicated bid submission deadline on page 1 of this document. Bids received will be read shortly after the official bid submission deadline. Vendors responding to this request must comply with all technical specifications and requirements stated herein.

1.1.1. Request for Bids are available in the Purchasing Office and requests for copies may be made by phone (573) 886-4392; fax (573) 886-4390 or e-mail: lpalazzolo@boonecountymmo.org.

1.1.2. Vendors may obtain further information on the Boone County Web Page at <https://www.showmeboone.com/purchasing/bids/>

1.1.3. The County requests bids for provision of **Computer Hardware Maintenance and Repair – Term and Supply** for the Boone County Information Technology Department as further specified in greater detail in Section 2.

1.2. Definitions:

1.2.1. **County:** This term refers to the County of Boone, a duly organized public entity. It may also be used as a pronoun for various subsets of the County organization, including, as the context will indicate:

Purchasing - The Purchasing Department, including its Purchasing Director and staff.

Department(s) or Office(s) - The County Department(s) or Office(s) for which this RFB is prepared, and which will be the end user(s) of the goods and/or services sought.

Designee - The County employee(s) assigned as your primary contact(s) for interaction regarding Contract performance.

1.2.2. **Bidder, Contractor, Supplier/Vendor:** These terms refer generally to businesses having some sort of relationship to or with Boone County. The term may apply differently to different classes of entities, as the context will indicate.

Bidder - Any business entity submitting a response to this RFB. Suppliers, which may be invited to respond, or which express interest in this bid, but which do not submit a response, have no obligations with respect to the bid requirements.

Contractor- The bidder whose response to this RFB is found by Purchasing to meet the best interests of the County. The contractor is the “successful bidder” who has been selected for award, and will enter into a contract for provision of the goods and/or services described in the RFB.

Supplier/Vendor - All business(s) entities which may provide the subject goods and/or services.

1.2.3. **Request for Bid (RFB):** This entire document, including attachments, is considered a “Request for Bid.” A Request for Bid (RFB) may be used to solicit various kinds of information. The kind of information this RFB seeks is indicated by the title appearing at the top of the first page. A “Request for Bid” is used when the need is well defined. A

“Request for Proposal” is used when the County will consider solutions, which may vary significantly from each other or from the County’s initial expectations.

1.2.4. **Response/Bid:** The written, sealed document submitted by the bidder/vendor/supplier according to the RFB instructions.

1.3. **Bid Clarification:** Questions regarding this RFB should be directed in writing, preferably by e-mail, to the identified Buyer in the Purchasing Department. Answers, citing the question asked but not identifying the questioner, will be distributed simultaneously to all known prospective Bidders. Note: Written requirements in the RFB or its Amendments are binding, but any oral communications between the County and Bidder are not binding.

Bid/Clarification Contact: Liz Palazzolo, Senior Buyer, Boone County Purchasing, 613 E. Ash, Room 109, Columbia, MO 65202. Telephone: (573) 886-4392; Fax: (573) 886-4390; E-mail: lpalazzolo@boonecountymmo.org.

1.3.1. **Bidder Responsibility:** The bidder is expected to be thoroughly familiar with all specifications and requirements of this RFB. The bidder’s failure or omission to examine any relevant form, article, site or document will not relieve the bidder from any obligation regarding this RFB. By submitting a response/bid, the bidder is presumed to concur with all terms, conditions and specifications of this RFB.

1.3.2. **Inspection of Equipment:** If the bidder requires inspection of equipment prior to submission of a bid to perform maintenance and repair services, the bidder must contact the Buyer, Liz Palazzolo at 573-864-8823 or lpalazzolo@boonecountymmo.org in order to schedule an on-site inspection. Impromptu, unscheduled visits to inspect equipment shall not be allowed. All requests for inspection must be made prior to 5/30/19. The bidder shall be responsible for all costs to inspect equipment; the County shall assume no obligation for any costs the bidder incurs in order to inspect the equipment prior to submitting a bid. The parameters of inspection shall be determined by the County; the bidder’s inspection shall not be allowed to disrupt County business operations.

1.3.3. **Bid Addendum:** If it becomes evident that this RFB must be amended, the Purchasing Department will issue a formal written Addendum to all known prospective bidders. If necessary, a new due date will be established.

1.4. **Award:** Award will be made to the bidder(s) whose bid(s) provides the greatest value to the County from the standpoint of suitability to purpose, quality, service, previous experience, price, lifecycle cost (as applicable), ability to deliver, or for any other reason deemed by Purchasing to be in the best interest of the County. That is, the award will not be determined by price alone. The County will be seeking the least costly outcome that meets the County’s needs as interpreted by the County.

1.4.1. The County prefers to award maintenance and repair of all items shown on the Vendor Response and Pricing Pages to one vendor.

1.4.2. The County of Boone reserves the right to accept or reject any and all bids in the best interest of the County. The County also reserves the right to not award any item or group of items if

the services can be obtained from state contract or other governmental entities under more favorable terms.

1.5. Contract Execution: This RFB and the Vendor’s Response will be made part of any resulting contract and will be incorporated in the contract as set forth, verbatim.

1.5.1. Precedence: In the event of any contradiction or conflict between the provisions of the documents comprising the contract, the following order of precedence shall apply:

- a. the provisions of the Contract (as it may be amended);
- b. the provisions of the RFB, including any addenda;
- c. the provisions of the Vendor’s Response, including any clarification.

1.6. Compliance With Standard Terms And Conditions: The bidder shall hereby agree to be bound by the County’s standard “boilerplate” terms and conditions for contracts as attached hereto.

2. Scope of Work

2.1. The contractor shall provide repair services and replace failed non-repairable computer hardware equipment identified on the Vendor Response and Pricing Pages in adherence to the terms and conditions stated herein. In addition to these required services, the contractor may choose to perform preventive maintenance of the computer hardware identified on the Vendor Response and Pricing Pages at the firm, fixed pricing quoted under the same terms.

2.2. “As Is” Equipment: The contractor shall be responsible for repairing all equipment listed on the Vendor Response and Pricing Pages. If the equipment cannot be repaired to full functionality, the contractor shall replace the equipment with a fully functional equivalent unit. The contractor shall understand and agree that the condition of equipment at the time of award is “as is.” The contractor shall assume responsibility for ensuring the on-going operation, and, if provided, any preventive maintenance of existing equipment. The County Information Technology Department shall approve all equipment replacements and reserves the right to deny any failed device replacement that does not fully meet the County’s needs. Final acceptance of any replacement equipment shall be based on successful testing for County business operations and system integration as needed. If replacement is deemed necessary, then all equipment shall remain the County’s property.

2.2.1 The County reserves the right to increase or decrease equipment listed on the Vendor Response and Pricing Pages. Additional equipment shall be covered by the contractor upon receipt of written notification from the County. The contractor shall honor contract pricing bid for additional equipment that is like or equal to other equipment already identified on the Vendor Response and Pricing Pages. In the event new equipment is added to the contract that has no associated pricing, additional pricing will be requested of the contractor for coverage of the equipment. Pricing information shall be submitted to the County Information Technology Department, and it shall be incorporated into the contract by formal amendment by the County

Purchasing Department subsequent to approval and direction from the Information Technology Department, and approval by the Boone County Commission. No billing shall occur without amending the contract to incorporate additional pricing. The County will provide written notice to the contractor for the deletion of any equipment. The contractor shall not invoice for deleted equipment past fifteen (15) calendar days of the County's notice.

- 2.3. **Warranty:** The contractor shall warranty all labor performed and parts provided for a period of ninety (90) calendar days after the County's acceptance. All work performed and parts provided shall be consistent with accepted industry standards applicable to computer hardware maintenance and repair specific to the equipment identified herein.
- 2.4. **Service Times and Response Requirements:** Repair and equipment replacement work shall be performed on an as needed basis upon request of the County. All service shall be performed during regular County workdays and hours, Mondays through Fridays, 8:00 A.M. through 5:00 P.M.
- 2.4.1. If the contractor is providing preventive maintenance services, then the contractor shall perform preventive scheduled maintenance service during regular County workdays and hours, Mondays through Fridays, 8:00 A.M. through 5:00 P.M. Scheduled service time must be approved by the Boone County Information Technology Department.
- 2.4.2. Any service performed outside the County's regular workdays and hours shall be specifically requested by the County and have the prior authorization of the Boone County Information Technology Department. The contractor shall coordinate with the County Information Technology Department to schedule preventive maintenance and all repair/replacement service.
- 2.4.3. **Service Desk:** The contractor must staff a service desk during business hours of 8:00 A.M. through 5:00 P.M., Monday – Friday, twelve months of the year and provide the County with a holiday schedule. The contractor shall provide a single point of contact for the County to include at minimum the contact's phone number, and email address or website to place service requests to their service desk.
- 2.4.4. **Call-Back/E-Mail Response Time Guarantee:** The contractor must respond to initial inquiries for unscheduled service within two (2) hours of the request by contacting the County Information Technology Department requesting repair service to schedule an on-site visit. If the initial request for service is made after 3:00 P.M., the contractor shall respond before 10:00 A.M. the following business day.
- 2.4.5. **Repair/Replacement Time Requirements:** The contractor shall make every effort to make timely repairs/replacements as needed. The County shall be kept apprised of developments that impact timely resolution of any repair or replacement service. The contractor shall comply with the following time response requirements:

- a. The contractor shall perform maintenance/repair within a maximum of eight (8) business hours for scanners, MDT's (Mobile Terminal Devices) and plotter-related computer equipment.
- b. The contractor shall perform maintenance/repair within a maximum of four (4) hours response time for all server equipment.
- c. If servers cannot be serviced within that time frame, the contractor must provide loaner equipment until the County's equipment is repaired and in full service.
- d. If MDT units cannot be repaired in the field with parts, then replacement depot repair is acceptable with a maximum five (5) business day turn around.
- e. The contractor shall understand and agree that all hard drives in existing and replacement equipment shall be considered the property of the Boone County Information Technology Department. All hard drives must be in the control of and disposed by the Boone County Information Technology Department in all instances.

2.5. Spare-Parts: The contractor has the option of stocking a limited amount of spare parts. In this case, the contractor shall work with the County Information Technology Department to stock spare parts on-site to meet response times. The contractor shall be responsible for maintaining inventory and tracking use of these parts if the contractor chooses to assume this responsibility. The County shall not be responsible for loss or damage to spare parts inventory.

2.6. Documentation: The contractor must maintain records of all maintenance, repairs, and replacement including date and times of service calls and identifying equipment repaired or replaced. The contractor must also document all steps and actions taken to maintain the equipment or repair the problem. The contractor must provide said written records and documentation for review only when request by the County, at no additional charge.

2.7. Billing And Payment: The contractor shall be paid the monthly price quoted on the Vendor Response and Pricing Pages for the identified equipment. The monthly price must include all costs for preventive maintenance and repair service including all parts, labor, and travel to and from the County equipment site. Payment will be made within thirty (30) calendar days from physical receipt of a correct statement. All pricing shall conform to pricing quoted on the Vendor Response and Pricing Pages. Pricing shall be firm and fixed for the specific contract period.

- a. No other costs shall be paid by the County. Pricing shall be quoted **FOB Destination Freight Prepaid and Allowed** (all freight, transportation and insurance costs shall be included in the quoted price to the County). The contractor shall understand and agree that Boone County is tax exempt.

- b. The contractor must provide a detailed invoice on a monthly basis for services performed. At minimum, the invoice must contain the following information for each item: County defined Tag #, Serial #, Make/Model, and Device Type, (i.e., laptop, server).
- c. Itemized invoices shall be sent on a monthly basis to:

Boone County Information Technology Department
801 E. Walnut Street, Room 220
Columbia, MO 65201

- 2.8. **Estimated Quantities:** The quantities indicated in this Request for Bid are estimates that pertain to the total aggregate quantities that may be ordered throughout the stated contract period. The estimates do not indicate single order amounts unless otherwise stated. The County makes no guarantees about single order quantities or total aggregate order quantities.
- 2.9. **Contract Period:** The contract period shall be from **Date of Award through One Year**. The contract may be renewed at the sole option of the County for an additional **four (4)** one-year periods, or any portion thereof. The County reserves the right to terminate the contract at any time, for the convenience of the County, without penalty or recourse, by giving written notice to the contractor at least thirty (30) calendar days prior to the effective date of such termination. The contractor shall be entitled to receive compensation for services and/or supplies delivered to and accepted by the County pursuant to the contract prior to the effective date of termination.
- 2.10. **Pricing:** Contract pricing shall be considered firm, fixed for the entirety of the initial/original contract period. Prices are subject to adjustment only upon renewal of the contract period, subject to quotations on the Vendor Response and Pricing Pages for the specific renewal period; adjusted pricing must be effective on the renewal date and must remain firm through the entirety of the specific renewal period.
 - 2.10.1. Price Increase: It shall be the responsibility of the contractor to notify the County sixty (60) calendar days prior to the end of the current contract period of any pending price increase which will take effect at the beginning of the ensuing renewal period.
 - 2.10.2. If the option for renewal is exercised by the County, the contractor must agree that the prices for the renewal period must not exceed the maximum percent of increase for the applicable renewal period stated on the Vendor Response and Pricing Pages of the contract.
 - 2.10.3. If renewal percentages are not provided, then prices for the renewal period(s) shall be the same as during the initial/original contract period. All pricing adjustments shall be calculated using the initial/original pricing.
 - 2.10.4. All prices shall be as indicated on the Vendor Response and Pricing Pages. The County shall not pay nor be liable for any other additional costs including but not limited to taxes, shipping charges, insurance, interest, penalties, termination payments, attorney fees, liquidated damages, etc.

- 2.11. Contract Extension:** The County Purchasing Director may exercise the option to extend the contract on a month-to-month basis for a maximum of six (6) months from the end-date of the last renewal period, if it is deemed to be in the best interest of Boone County.
- 2.12. Contract Documents:** The successful bidder shall be obligated to enter into a written contract with the County within thirty (30) calendar days of the notice of award/contract forms provided by the County through *DocuSign*. If the bidder desires to contract under the bidder's written agreement, any such proposed agreement must be submitted in blank with the bid for the County's consideration as part of the evaluation of bids; in the absence of such submission with the bidder's response, the County's forms shall be used. The County reserves the right to modify any proposed form agreement or withdraw its award to a successful bidder if any proposed agreement contains terms and conditions inconsistent with the County's RFB or are unacceptable to County legal counsel.
- 2.13. Insurance Requirements:** The contractor must not commence work under the contract until they have obtained all insurance required under this paragraph and such insurance has been approved by the County, nor must the contractor allow any subcontractor to commence work on their subcontract until all similar insurance required of the subcontractor has been so obtained and approved. All policies must be in amount(s), form(s) and company(ies) satisfactory to the County which must carry an A-6 or better rating as listed in the A.M. Best or equivalent rating guide. Insurance limits indicated below may be lowered at the discretion of the County. The contractor must purchase and maintain in force, at its own expense, property insurance covering any loss or damage of the County owned records.
- 2.13.1. Compensation Insurance:** The contractor must take out and maintain during the life of the contract, Employee's Liability and Worker's Compensation Insurance for all of their employees employed at the site of work, and in case any work is sublet, the contractor must require the subcontractor similarly to provide Worker's Compensation Insurance for all of the latter's employees unless such employees are covered by the protection afforded by the contractor. Worker's Compensation coverage must meet Missouri statutory limits. Employers' Liability limits must be \$500,000.00 each employee, \$500,000.00 each accident, and \$500,000.00 policy limit. In case any class of employees engaged in hazardous work under the contract at the site of the work is not protected under the Worker's Compensation Statute, the contractor must provide and must cause each subcontractor to provide Employers' Liability Insurance for the protection of their employees not otherwise protected.
- 2.13.2. Compensation General Liability Insurance:** The contractor must take out and maintain during the life of the contract, such comprehensive general liability insurance as must protect them and any subcontractor performing work covered by the contract, from claims for damages for personal injury including accidental death, as well as from claims for property damages, which may arise from operations under this contract, whether such operations be by themselves or for any subcontractor or by anyone directly or indirectly employed by them. The amounts of insurance must be not less than \$2,000,000.00 combined single limit for any one occurrence covering both bodily injury and property damage, including accidental death. If the contract involves any underground/digging operations, the general liability certificate must include X, C, and U (Explosion, Collapse, and Underground) coverage. If providing Comprehensive

General Liability Insurance, then the Proof of Coverage of Insurance must also be included.

- 2.13.3. The contractor may satisfy the minimum liability limits required for Commercial General Liability or Business Auto Liability under an Umbrella or Excess Liability policy. There is no minimum per occurrence limit of liability under the umbrella or Excess Liability; however, the Annual Aggregate limit shall not be less than the highest "Each Occurrence" limit for either Commercial General Liability or Business Auto Liability. **Contractor agrees to include the County as an Additional Insured on the umbrella or Excess Liability, unless the Certificate of Insurance states that the Umbrella or Excess Liability provides coverage on a "Follow-Form" basis.**
- 2.13.4. **Business Automobile Liability** – The contractor shall maintain during the life of the contract, automobile liability insurance in the amount of not less than \$2,000,000.00 combined single limit for any one occurrence, covering both bodily injury, including accidental death, and property damage, to protect themselves from any and all claims arising from the use of the Contractor's own automobiles, teams and trucks; hired automobiles, teams and trucks; non-owned and both on and off the site of work.
- 2.13.5. **Subcontractors:** The contractor shall cause each subcontractor to purchase and maintain insurance of the types and amounts specified herein. Limits of such coverage may be reduced only upon written agreement of the County. The contractor shall provide to the County copies of certificates of insurance evidencing coverage for each subcontractor. Subcontractors' commercial general liability and business automobile liability insurance shall name the County as an Additional Insured and have the Waiver of Subrogation endorsements added.
- 2.13.6. **Proof of Carriage of Insurance:** The contractor shall furnish the County with Certificate(s) of Insurance which name the County as an Additional Insured in an amount as required in the contract. The Certificate of Insurance shall provide that there will be no cancellation, non-renewal or reduction of coverage without 30 days prior written notice to the County. In addition, such insurance shall be on an occurrence basis and shall remain in effect until such time as the County has made final acceptance of the services provided.
- 2.13.7. **Indemnity Agreement:** To the fullest extent permitted by law, the contractor must indemnify, hold harmless and defend the County, its directors, officers, agents, and employees from and against all claims, damages, losses and expenses (including but not limited to attorney's fees) arising by reason of any act or failure to act, negligent or otherwise, of the contractor, of any subcontractor (meaning anyone, including but not limited to consultants having a contract with contractor or a subcontract for part of the services), of anyone directly or indirectly employed by contractor or by any subcontractor, or of anyone for whose acts the contractor or its subcontractor may be liable, in connection with providing these services. This provision does not, however, require the contractor to indemnify, hold harmless, or defend the County of Boone from its own negligence.

- a. Nothing in these requirements shall be construed as a waiver of any governmental immunity of the County, its officials nor any of its employees in the course of their official duties.
- b. Failure to maintain the required insurance in force may be cause for contract termination. In the event the Agency/Service fails to maintain and keep in force the required insurance or to obtain coverage from its subcontractors, the County shall have the right to cancel and terminate the contract without notice.

Certificate Holder address:

County of Boone, Missouri
C/O Purchasing Department
613 E. Ash Street
Columbia, MO 65201

3. BIDDER'S INSTRUCTIONS AND EVALUATION

- 3.1 Response Content:** It is the bidder's responsibility to submit a bid response that strictly conforms to the requirements stated in the RFB. Failure to adhere to all requirements may result in the bidder's response being disqualified as non-responsive. All bid responses must be submitted using the provided Vendor Response and Pricing Pages provided herein. Every question on the Vendor Response and Pricing Pages should be answered by the bidder, and if not applicable, the bidder should indicate "N/A."
- 3.2 Submittal of Responses:** Responses MUST be received by the date and time noted on the title page under "Bid Submission Address and Deadline." NO EXCEPTIONS. The County is not responsible for late or incorrect deliveries from the US Postal Service or any other mail carrier.
- a. **Submittal Package:** Submit, to the location specified on the title page, **three (3) complete copies** of the bid response in a single sealed envelope, clearly marked on the outside with the bidder's company name and return address, the County RFB number, due date and time.
 - b. **Advice of Award:** The County's Bids, Bid Tabulations, and Bid Awards may be viewed on the County's web page at <https://www.showmeboone.com/purchasing/bids/>
- 3.3. Bid Opening:** On the date and time and at the location specified on the title page under "Bid Opening," all bids will be opened in public. Brief summary information from each response will be read aloud.
- 3.4. Removal From Vendor Database:** If any prospective bidder currently in the County's Vendor Database to whom the RFB was sent elects not to submit a bid and fails to reply in writing stating reasons for not bidding, that bidder's name may be removed from the County's Purchasing database. Other reasons for removal include unwillingness or inability to show financial responsibility, reported poor performance, unsatisfactory service, or repeated inability to meet delivery requirements.
- 3.5. Response Clarification:** The County reserves the right to request additional written or oral information from bidders in order to obtain clarification of their Responses.
- a. **Rejection or Correction of Responses:** The County reserves the right to reject any or all bids. Minor irregularities or informalities in any bid which are immaterial or inconsequential in nature and are neither affected by law nor at substantial variance with RFB conditions, may be waived at the County's discretion whenever it is determined to be in the County's best interest.
- 3.6. Evaluation Process:** The County's sole purpose in the evaluation process is to determine from among the bid responses received which one is best suited to meet the County's needs at the lowest possible cost. The County's choice of a contractor(s) does not imply that one bidder is superior to another, but simply that in the County's judgment the vendor(s) selected appears to offer the best overall solution for the County's current and

anticipated needs at the lowest possible cost. See also paragraph 1.4 regarding “Award” herein.

- 3.6.1. **Method of Evaluation:** The County will evaluate submitted bid responses for responsiveness to requirements of the RFB, and in terms of cost to the County as well as other factors stated in the RFB.
- a. The cost evaluation shall be conducted by multiplying the quoted price per item by one. The subtotals from all extended line item prices shall be added together to develop a total price for the contract period. The cost evaluation shall consider pricing totals for the original contract period plus the renewal contract periods; a grand total will be developed adding together the totals for all contract periods. The cost evaluation shall include all mandatory requirements. However, the County reserves the right to evaluate optional items, if deemed necessary.
 - b. **Acceptability:** The County reserves the sole right to determine whether goods and/or services offered are acceptable for the County’s use.
- 3.7. **Validity of Bid and Pricing:** The bidder’s response including pricing must remain valid for ninety (90) calendar days or until award, whichever comes first. If the bid response is accepted, the entire bid response including all pricing shall be held firm for the duration of the indicated contract period.
- 3.8. **Right To Reject, Waive Informalities, And/Or Clarify Bids:** Boone County reserves the right to reject all bids, to waive informalities in bids, and to request clarification of bidders regarding their bid response.
- 3.9. **Sovereign Immunity:** The County of Boone, due to its status as a public entity in the State of Missouri and its entitlement to sovereign immunity, is unable to accept contract provisions which require the County to indemnify another party (RSMo §537.600). Any indemnity language in proposed terms and conditions will be modified to conform to language that the County is able to accept.
- 3.10. **Open Competition:** Any manufacturer’s name, trade names, brand names, information and/or catalog numbers listed in a specification and/or requirement are for informational purposes only and are not intended to limit competition.
- a. The vendor may offer any brand of product that meets or exceeds the specifications. In addition to identifying the manufacturer’s name and model number, the vendor must explain in detail how their product meets or exceed the specifications. Bids, which do not comply with the requirement and the specifications, are subject to rejection without clarification.

4.



Vendor's Response and Pricing Pages

The bidder should submit three (3) complete copies of the bidder's bid response in a single-sealed envelope, clearly marked on the outside, left corner with the bidder's company name and return address, the Request for Bid number and the bid opening due date and time. In addition, the bidder shall complete the following as indicated below and submit said completed form with each copy of the bid response.

In compliance with this Request for Bid and subject to all the conditions thereof, the bidder agrees to furnish the services/equipment/supplies requested and proposed and certifies he/she has read, understands, and agrees to all terms, conditions, and requirements of this proposal and is authorized to contract on behalf of the firm named below. (Note: This form must be signed. All signatures must be original and not photocopies. In addition, the County uses *DocuSign* when making a contract award. When providing a Contact Name and E-Mail Address below, the Contact and E-Mail address provided must be a person who has the legal authority to contractually bind the offeror's/bidder's company in a contract with the County.)

-
- 4.1. Company Name: NPA Computers, Inc.
- 4.2. Address: 751 Coates Avenue
- 4.3. City/Zip: Holbrook/11741
- 4.4. Phone Number: 631-467-2500
- 4.5. Fax Number: 631-467-5609
- 4.6. Contact Name and E-Mail Address to receive documents for electronic signature:
Peter Aroniadis, peter@npacomputers.com
- 4.7. Federal Tax ID or Social Security #:
11-3501896

- 4.8. The undersigned offers to furnish and deliver the articles or services as specified at the prices and terms stated and in strict accordance with all requirements contained in the Request for Bid, including Boone County's Terms and Conditions, FOB Destination Freight Prepaid and Allowed. Further, the undersigned has read and understood all requirements, terms and conditions, and agrees that all of which are made part of the contract and any orders resulting thereunder. By submission of this bid response, the vendor certifies their compliance with

Section 34.353 and, if applicable, Section 34.359 (“Missouri Domestic Products Procurement Act”) of the Revised Statutes of Missouri.

4.8.1. Authorized Representative (Sign By Hand):



4.8.2. Type or Print Signed Name:

Peter Aroniadis

4.8.3. Today’s Date: 06/04/2019

4.9. **Cooperative Procurement:** Will the bidder honor the submitted prices and terms for purchase by other entities in Boone County, Missouri that participate in cooperative purchasing with Boone County, Missouri?

Yes No

NOTE: The bidder must clearly state in writing any restrictions or deviations from specifications and requirements stated herein. In the absence of such statement, the County will assume that all items/services offered are in strict compliance with specifications stated in the RFP, including all technical and cost requirements, terms and conditions. The vendor must agree that the proposal if selected for award by the County will be included as part of the final contract with the County.

Vendor Response and Pricing Pages Continued on Next Page

4.10. PRICING:

The bidder must bid repair and failed-device replacement pricing for all line items shown below. In addition, if the bidder chooses to include preventive maintenance in quoted pricing, then pricing for preventive maintenance shall also be included in the pricing quoted below.

All pricing shall be firm and fixed. Pricing shall be quoted **FOB Destination Freight Prepaid and Allowed** (all freight, transportation and insurance costs shall be included in the quoted price to the County).

Line Item Number	Item	Tag #	Item Description	Serial Number	Firm, Fixed Monthly Service Price for the Initial Contract Period
4.10.1	Document Scanner	16174	SmartLF Cx 40e	C2610067R	\$ 45.00
4.10.2	Document Scanner	16083	Fujitsu 5750C	102162	\$ 12.00
4.10.3	Document Scanner	16082	Fujitsu 5750C	102086	\$ 12.00
4.10.4	Document Scanner	16081	Fujitsu 5750C	102156	\$ 12.00
4.10.5	Server	15575	Dell PowerEdge SC430	96FQ6B1	\$ 12.00
4.10.6	Server	14844	HP ProLiant DL360 G4	EA00MSGZ48	\$ 12.00
4.10.7	Server	14845	HP ProLiant DL360 G4	USE514A3K5	\$ 12.00
4.10.8	Server	15356	HP ProLiant ML350 G4p	USE607N2B9	\$ 12.00
4.10.9	Server	16173	HP ProLiant DL360 G5	USE716N0T1	\$ 12.00
4.10.10	Server	16418	HP ProLiant DL360 G5	USE806N096	\$ 12.00
4.10.11	Server	17478	HP ProLiant DL360 G7	USE032N461	\$ 12.00
4.10.12	Server	18564	HP ProLiant DL360 G7	USE330ACNA	\$ 12.00
4.10.13	Server	18588	HP ProLiant DL360 G7	USE334CDMC	\$ 12.00
4.10.14	Server	17985	HP ProLiant DL380 G7	USE2161SWP	\$ 12.00
4.10.15	Server	17903	HP ProLiant DL380 G7	USE208WE9B	\$ 12.00
4.10.16	Server	18062	HP ProLiant DL380 G7	USE22688WP	\$ 12.00
4.10.17	Server	18615	Dell PowerEdge T620	7ZXV8Z1	\$ 18.00
4.10.18	Server	19380	HP ProLiant DL360e G8	MXQ43700PM	\$ 12.00
4.10.19	Plotter	16414	HP DesignJet Z6100 42"	SG7B52900N	\$ 45.00
4.10.20	Notebook	18028	Panasonic Toughbook CF-19	2DKYA45192	\$ 15.00

4.10.21	Notebook	19119	Panasonic Toughbook CF-31	3LTYA75599	\$ 18.00
4.10.22	Notebook	18454	Panasonic Toughbook CF-31	3CTYB32915	\$ 18.00
4.10.23	Notebook	19152	Panasonic Toughbook CF-31	3LTYA75596	\$ 18.00
4.10.24	Notebook	19121	Panasonic Toughbook CF-31	4BTYA87471	\$ 18.00
4.10.25	Notebook	19116	Panasonic Toughbook CF-31	3LTYA75531	\$ 18.00
4.10.26	Notebook	19149	Panasonic Toughbook CF-31	4CTYA92840	\$ 18.00
4.10.27	Notebook	19153	Panasonic Toughbook CF-31	3LTYA75527	\$ 18.00
4.10.28	Notebook	19335	Panasonic Toughbook CF-31	4CTYA97443	\$ 18.00
4.10.29	Notebook	18453	Panasonic Toughbook CF-31	3CTYB33091	\$ 18.00
4.10.30	Notebook	19150	Panasonic Toughbook CF-31	4CTYA91791	\$ 18.00
4.10.31	Notebook	19339	Panasonic Toughbook CF-31	4CTYA96317	\$ 18.00
4.10.32	Notebook	18455	Panasonic Toughbook CF-31	3CTYB32615	\$ 18.00
4.10.33	Notebook	19336	Panasonic Toughbook CF-31	4CTYA97405	\$ 18.00
4.10.34	Notebook	19334	Panasonic Toughbook CF-31	4DTYA03089	\$ 18.00
4.10.35	Notebook	19147	Panasonic Toughbook CF-31	4CTYA93132	\$ 18.00
4.10.36	Notebook	19337	Panasonic Toughbook CF-31	4DTYA03060	\$ 18.00
4.10.37	Notebook	19118	Panasonic Toughbook CF-31	3LTYA75676	\$ 18.00
4.10.38	Notebook	18456	Panasonic Toughbook CF-31	3CTYB33073	\$ 18.00
4.10.39	Notebook	19155	Panasonic Toughbook CF-31	3LTYA75551	\$ 18.00
4.10.40	Notebook	18452	Panasonic Toughbook CF-31	3CTYB32879	\$ 18.00
4.10.41	Notebook	19113	Panasonic Toughbook CF-31	3LTYA75868	\$ 18.00
4.10.42	Notebook	19148	Panasonic Toughbook CF-31	3LTYA75563	\$ 18.00
4.10.43	Notebook	19120	Panasonic Toughbook CF-31	4BTYA87757	\$ 18.00
4.10.44	Notebook	19112	Panasonic Toughbook CF-31	3LTYA75786	\$ 18.00
4.10.45	Notebook	19154	Panasonic Toughbook CF-31	3LTYA75602	\$ 18.00
4.10.46	Notebook	19151	Panasonic Toughbook CF-31	3LTYA75515	\$ 18.00
4.10.47	Notebook	19114	Panasonic Toughbook CF-31	3LTYA75566	\$ 18.00
4.10.48	Notebook	19122	Panasonic Toughbook CF-31	4BTYA87620	\$ 18.00
4.10.49	Notebook	19338	Panasonic Toughbook CF-31	4CTYA96263	\$ 18.00
4.10.50	Notebook	19117	Panasonic Toughbook CF-31	3LTYA75749	\$ 18.00
4.10.51	Notebook	19115	Panasonic Toughbook CF-31	3LTYA75744	\$ 18.00
4.10.52	Notebook	19123	Panasonic Toughbook CF-31	4BTYA87548	\$ 18.00

4.10.53	Notebook	19124	Panasonic Toughbook CF-31	4CYTA92693	\$ 18.00
4.10.54	Notebook	19676	Panasonic Toughbook CF-54	5ATSA01257	\$ 22.00
4.10.55	Notebook	19675	Panasonic Toughbook CF-54	5ATSA01242	\$ 22.00

Vendor Response and Pricing Pages Continued on the Next Page

4.11. Renewal Options Price Adjustments – Applies to all line items:

The County shall have the sole option to renew the contract in one-year increments, or any portion thereof, for a total accumulated period of four (4) additional years following the initial term. If the options are exercised, pricing must be the same as quoted for the initial contract period subject to the specific percentage of price adjustment quoted below for the applicable renewal contract period. Prices for the renewal period must not exceed the maximum percent of increase for the applicable renewal period stated on the Pricing Page of the contract.

The vendor must respond with a firm, fixed percentage of increase or decrease. Do not quote BOTH a Maximum Increase and a Minimum Decrease – quote one or the other. Statements such as "a percentage of the then-current price" or "consumer price index" are NOT ACCEPTABLE i.e., reference to a CPI adjustment shall be deemed unacceptable.

If the bidder quotes 0% percentage or leaves the line blank, the County shall have the right to execute the option at the same price(s) proposed for the initial contract period.

In conducting the cost evaluation, Boone County will evaluate pricing that determines the potential maximum financial liability to the County.

All percentages must be applied to the firm pricing quoted for the initial contract period. The offeror is cautioned that percentages that are the same value for successive renewal options must be calculated against original, not compounded, pricing.

**4.11.1. Renewal Option Percentage Price Adjustment
1st Renewal Period:**

3 % Applied to original bid pricing

Vendor must identify below by checking appropriately as an INCREASE OR DECREASE percentage adjustment to original bid pricing:

Maximum Increase: X
OR Minimum Decrease:

**4.11.2 Renewal Option Percentage Price Adjustment
2nd Renewal Period:**

3 % Applied to original bid pricing

Vendor must identify below by checking appropriately as an INCREASE OR DECREASE percentage adjustment to original bid pricing:

Maximum Increase: X
OR Minimum Decrease:

**4.11.3 Renewal Option Percentage Price Adjustment
3rd Renewal Period:**

3 % Applied to original bid pricing

Vendor must identify below by checking appropriately as an INCREASE OR DECREASE percentage adjustment to original bid pricing:

Maximum Increase: X
OR Minimum Decrease:

**4.11.4 Renewal Option Percentage Price Adjustment
4th Renewal Period:**

3 % Applied to original bid pricing

Vendor must identify below by checking appropriately as an INCREASE OR DECREASE percentage adjustment to original bid pricing:

Maximum Increase: X
OR Minimum Decrease:

4.12. Proposed Service: Check the “Yes” box below if the bidder’s service will include performing preventive maintenance, or the “No” box if service will not include preventive maintenance:

Yes

No

4.12.1 If preventive maintenance will be provided, then detail in the available space the days and times, and the frequency of routine the bidder intends to perform scheduled preventive maintenance service:

Preventive maintenance will be performed Monday through Friday between

8:30 A.M. - 5:00 P.M., as recommended by the manufacturer.

4.12.2 In the space provided, identify the bidder's normal business hours (days/times) and availability for performing on-call repair service:

NPA's normal business hours are Monday through Friday between 8:30 A.M. - 5:00 P.M. and will provide on-call repair service as requested during customer hours.

4.12.3 Identify in the space provided the bidder's regular holidays:

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

4.12.4 Provide detail about the bidder's capabilities and options to replace equipment as shown in the list of equipment shown in the pricing section of this exhibit:

We will have several replacements available, based on the quantity of the models listed, as well as have our technicians carry common spare parts kits.

4.12.5 **Single Point of Contact:** Provide the contact name, phone number, fax-number, and E-mail of the staff person the County may contact to schedule service or to ask account or other service-related questions:

Anthony Eleftheriou

P: (631) 467-2500 x236 | F: (631) 467-5609

tony@npacomputers.com

4.13. **Warranty:**

The vendor should state the warranty period which shall cover parts and labor. The warranty shall commence upon acceptance of the service and parts by the County.

Warranty on Parts: 90 Days

Warranty on Labor (Minimum 90-day Required):

90 Days

Vendor's References:

Provide at least three (3) references for whom the vendor has performed computer hardware preventive maintenance and repair services, preferably for the same equipment as listed herein, in the past twelve (12) months:

• **Reference 1**

Company/Entity Name: Big Blue Systems & Storage International

Contact Name: Craig Aspdin

Contact's Title: Chief Operations Officer

City: Fountain Inn State: SC

Telephone Number and Area Code: (866) 571-2811 x103

E-mail Address: craig.aspdin@bigblueintl.com

Description of Equipment/Services Furnished: Hardware Repair Services

Availability of Reference: Monday through Friday, 9:00 A.M. - 5:00 P.M.

=====

• **Reference 2**

Company/Entity Name: Town of Islip

Contact Name: Peter Carey

Contact's Title: Network and Systems Coordinator

City: Islip State: NY

Telephone Number and Area Code: (631) 595-3810

E-mail Address: PRCAREY@islipny.gov

Description of Equipment/Services Furnished: Hardware Repair Services

Availability of Reference: Monday through Friday, 9:00 A.M. - 5:00 P.M.

=====

• **Reference 3**

Company/Entity Name: City of San Bernardino

Contact Name: Larry Martin

Contact's Title: Senior Network Administrator

City: San Bernardino State: CA

Telephone Number and Area Code: (909) 384-5947

E-mail Address: Martin_La@sbcity.org

Description of Equipment/Services Furnished: Hardware Repair Services

Availability of Reference: Monday through Friday, 9:00 A.M. - 5:00 P.M.

End of Vendor Response and Pricing Pages – Other Forms Follow – Please Continue

(Please complete and return with Bid Response)

**Certification Regarding
Debarment, Suspension, Ineligibility and Voluntary Exclusion
Lower Tier Covered Transactions**

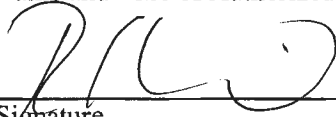
This certification is required by the regulations implementing Executive Order 12549, Debarment and Suspension, and implemented at 28 CFR Part 67, for prospective participants in primary Covered transactions, as defined at 28 CFR Part 67, Section 67.510.

(BEFORE COMPLETING CERTIFICATION, READ INSTRUCTIONS FOR CERTIFICATION)

- (1) The prospective recipient of Federal assistance funds certifies that it and its principles:
 - a) Are not presently debarred, suspended, proposed for debarment, declared ineligible, sentenced to a denial of Federal benefits by a State or Federal court, or voluntarily excluded from covered transactions by any Federal department or agency;
 - b) Have not within a three-year period preceding this application been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State, or local) transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements or receiving stolen property;
 - c) Are not presently indicted for or otherwise criminally or civilly charged by a governmental entity (Federal, State, or Local) with commission of any of the offenses enumerated in paragraph (1) (b) of this certification; and
 - d) Have not within a three-year period preceding this application had one or more public transactions (Federal, State, or Local) terminated for cause of default; and
- (2) Where the prospective recipient of Federal assistance funds is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal.

Peter Aroniadis, CEO

Name and Title of Authorized Representative



Signature

06/04/2019

Date

CERTIFICATION REGARDING LOBBYING

Certification for Contracts, Grants, Loans, and Cooperative Agreements

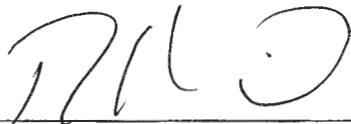
The undersigned certifies, to the best of his or her knowledge and belief, that:

(1) No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.

(2) If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.

(3) The undersigned shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loan, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by section 1352, title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.



Vendor Signature

06/04/2019

Date

Boone County Purchasing



Liz Palazzolo, Senior Buyer
613 E. Ash St., Room 109
Columbia, MO 65201
Phone: (573) 886-4392
Fax: (573) 886-4390

INSTRUCTIONS FOR COMPLIANCE WITH HOUSE BILL 1549

House Bill 1549 addresses the Department of Homeland Security's and the Social Security Administration's E-Verify Program (Employment Eligibility Verification Program) that requires the County to verify "lawful presence" of individuals when we contract for work/service; verify that contractor has programs to verify lawful presence of their employees when contracts exceed \$5,000; and a requirement for OSHA safety training for public works projects.

The County is required to obtain certification that the bidder awarded the attached contract participates in a federal work authorization program. To obtain additional information on the Department of Homeland Security's E-Verify program, go to:

<http://www.uscis.gov/portal/site/uscis/menuitem.eb1d4c2a3e5b9ac89243c6a7543f6d1a/?vgnextoid=75bce2e261405110VgnVCM1000004718190aRCRD&vgnnextchannel=75bce2e261405110VgnVCM1000004718190aRCRD>

Please complete and return form *Work Authorization Certification Pursuant to 285.530 RSMo* if your contract amount is in excess of \$5,000. **Attach to this form the first and last page of the *E-Verify Memorandum of Understanding* that you completed when enrolling for proof of enrollment.**

If you are an Individual/Proprietorship, then you must return the attached *Certification of Individual Bidder*. On that form, choose one of the three options that applies. Be sure to attach any required information for those options as detailed on the *Certification of Individual Bidder*. If you choose option number two, then you will also need to complete and return the attached form *Affidavit*.

CERTIFICATION OF INDIVIDUAL BIDDER

Pursuant to Section 208.009 RSMo, any person applying for or receiving any grant, contract, loan, retirement, welfare, health benefit, post secondary education, scholarship, disability benefit, housing benefit or food assistance who is over 18 must verify their lawful presence in the United States. Please indicate compliance below. Note: A parent or guardian applying for a public benefit on behalf of a child who is citizen or permanent resident need not comply.

Option

- _____ 1. I have provided a copy of documents showing citizenship or lawful presence in the United States. (Such proof may be a Missouri driver’s license, U.S. passport, birth certificate, or immigration documents). Note: If the applicant is an alien, verification of lawful presence must occur prior to receiving a public benefit.

- _____ 2. I do not have the above documents but provide an affidavit (copy attached – *see following page*) which may allow for temporary 90-day qualification.

- _____ 3. I have provided a completed application for a birth certificate pending in the State of _____. Qualification shall terminate upon receipt of the birth certificate or determination that a birth certificate does not exist because I am not a United States citizen.

Applicant

Date

Printed Name

AFFIDAVIT

(Only Required for Certification of Individual Bidder (Option #2)

(see previous page)

State of Missouri)
)SS.
County of _____)

I, the undersigned, being at least eighteen years of age, swear upon my oath that I am either a United States citizen or am classified by the United States government as being lawfully admitted for permanent residence.

Date

Signature

Social Security Number
or Other Federal I.D. Number

Printed Name

On the date above written _____ appeared before me and swore that the facts contained in the foregoing affidavit are true according to his/her best knowledge, information and belief.

Notary Public

My Commission Expires:



Boone County Purchasing
613 E. Ash Street, Room 109
Columbia, MO 65201

Liz Palazzolo, Senior Buyer
Phone: (573) 886-4392 - Fax (573) 886-4390

Standard Terms and Conditions

STANDARD TERMS AND CONDITIONS - BOONE COUNTY, MISSOURI

1. Contractor shall comply with all applicable federal, state, and local laws and failure to do so, in County's sole discretion, shall give County the right to terminate this Contract.
2. Responses shall include all charges for packing, delivery, installation, etc., (unless otherwise specified) to the Boone County Department identified in the Request for Bid and/or Proposal.
3. The Boone County Commission has the right to accept or reject any part or parts of all bids, to waive technicalities, and to accept the offer the County Commission considers the most advantageous to the County. Boone County reserves the right to award this bid on an item-by-item basis, or an "all or none" basis, whichever is in the best interest of the County.
4. Bidders must use the bid forms provided for the purpose of submitting bids, must return the bid and bid sheets comprised in this bid, give the unit price, extended totals, and sign the bid. The Purchasing Director reserves the right, when only one bid has been received by the bid closing date, to delay the opening of bids to another date and time in order to revise specifications and/or establish further competition for the commodity or service required. The one (1) bid received will be retained unopened until the new Closing date, or at request of bidder, returned unopened for re-submittal at the new date and time of bid closing.
5. When products or materials of any particular producer or manufacturer are mentioned in our specifications, such products or materials are intended to be descriptive of type or quality and not restricted to those mentioned.
6. Do not include Federal Excise Tax or Sales and Use Taxes in bid process, as law exempts the County from them.
7. The delivery date shall be stated in definite terms, as it will be taken into consideration in awarding the bid.
8. The County Commission reserves the right to cancel all or any part of orders if delivery is not made or work is not started as guaranteed. In case of delay, the Contractor must notify the Purchasing Department.
9. In case of default by the Contractor, the County of Boone will procure the articles or services from other sources and hold the Bidder responsible for any excess cost occasioned thereby.
10. Failure to deliver as guaranteed may disqualify Bidder from future bidding.

11. Prices must be as stated in units of quantity specified, and must be firm. Bids qualified by escalator clauses may not be considered unless specified in the bid specifications.
12. No bid transmitted by fax machine or e-mail will be accepted.
13. The County of Boone, Missouri expressly denies responsibility for, or ownership of any item purchased until same is delivered to the County and is accepted by the County.
14. The County reserves the right to award to one or multiple respondents. The County also reserves the right to not award any item or group of items if the services can be obtained from a state or other governmental entities contract under more favorable terms. The resulting contract will be considered "Non-Exclusive". The County reserves the right to purchase from other vendors.
15. The County, from time to time, uses federal grant funds for the procurement of goods and services. Accordingly, the provider of goods and/or services shall comply with federal laws, rules and regulations applicable to the funds used by the County for said procurement, and contract clauses required by the federal government in such circumstances are incorporated herein by reference. These clauses can generally be found in the *Federal Transit Administration's Best Practices Procurement Manual – Appendix A*. Any questions regarding the applicability of federal clauses to a particular bid should be directed to the Purchasing Department prior to bid opening.
16. In the event of a discrepancy between a unit price and an extended line item price, the unit price shall govern.
17. Should an audit of Contractor's invoices during the term of the Agreement, and any renewals thereof, indicate that the County has remitted payment on invoices that constitute an over-charging to the County above the pricing terms agreed to herein, the Contractor shall issue a refund check to the County for any over-charges within 30-days of being notified of the same.
18. For all bid responses over \$25,000, if any manufactured goods or commodities proposed with bid/proposal response are manufactured or produced outside the United States, this MUST be noted on the Bid/Proposal Response Form or a Memo attached.
19. **For all titled vehicles and equipment the dealer must use the actual delivery date to the County on all transfer documents** including the Certificate of Origin (COO,) Manufacturer's Statement of Origin (MSO,) Bill of Sale (BOS,) and Application for Title.
20. **Equipment and serial and model numbers** - The contractor is strongly encouraged to include equipment serial and model numbers for all amounts invoiced to the County. If equipment serial and model numbers are not provided on the face of the invoice, such information may be required by the County before issuing payment.

Revised 1/17/2018



Boone County Purchasing
613 E. Ash St., Room 110
Columbia, MO 65201

“No Bid” Response Form

Liz Palazzolo, CPPO, Senior Buyer
(573) 886-4392 – Fax: (573) 886-4390
lpalazzolo@boonecountymo.org

“NO BID RESPONSE FORM”

**NOTE: COMPLETE AND RETURN THIS FORM ONLY IF YOU DO NOT WANT TO
SUBMIT A BID**

If the vendor does not wish to respond to this bid request but would like to remain on the Boone County vendor list **for this service/commodity**, please remove this form and return it to the Purchasing Department by mail, e-mail or fax.

**Bid: 28-06JUN19 – Computer Hardware Maintenance and Repair –
Term and Supply**

Business Name: _____

Address: _____

Telephone: _____

Contact: _____

Date: _____

Reason(s) for Not Bidding:



BUSINESS LIABILITY COVERAGE FORM

Various provisions in this policy restrict coverage. Read the entire policy carefully to determine rights, duties and what is and is not covered.

Throughout this policy the words "you" and "your" refer to the Named Insured shown in the Declarations. The words "we", "us" and "our" refer to the stock insurance company member of The Hartford providing this insurance.

The word "insured" means any person or organization qualifying as such under Section C. - Who Is An Insured.

Other words and phrases that appear in quotation marks have special meaning. Refer to Section G. - Liability And Medical Expenses Definitions.

A. COVERAGES

1. BUSINESS LIABILITY COVERAGE (BODILY INJURY, PROPERTY DAMAGE, PERSONAL AND ADVERTISING INJURY)

Insuring Agreement

- a. We will pay those sums that the insured becomes legally obligated to pay as damages because of "bodily injury", "property damage" or "personal and advertising injury" to which this insurance applies. We will have the right and duty to defend the insured against any "suit" seeking those damages. However, we will have no duty to defend the insured against any "suit" seeking damages for "bodily injury", "property damage" or "personal and advertising injury" to which this insurance does not apply.

We may, at our discretion, investigate any "occurrence" or offense and settle any claim or "suit" that may result. But:

- (1) The amount we will pay for damages is limited as described in Section D. - Liability And Medical Expenses Limits Of Insurance; and
- (2) Our right and duty to defend ends when we have used up the applicable limit of insurance in the payment of judgments, settlements or medical expenses to which this insurance applies.

No other obligation or liability to pay sums or perform acts or services is covered unless explicitly provided for under Coverage Extension - Supplementary Payments.

- b. This insurance applies:

- (1) To "bodily injury" and "property damage" only if:

- (a) The "bodily injury" or "property damage" is caused by an "occurrence" that takes place in the "coverage territory";
 - (b) The "bodily injury" or "property damage" occurs during the policy period; and
 - (c) Prior to the policy period, no insured listed under Paragraph 1. of Section C. - Who Is An Insured and no "employee" authorized by you to give or receive notice of an "occurrence" or claim, knew that the "bodily injury" or "property damage" had occurred, in whole or in part. If such a listed insured or authorized "employee" knew, prior to the policy period, that the "bodily injury" or "property damage" occurred, then any continuation, change or resumption of such "bodily injury" or "property damage" during or after the policy period will be deemed to have been known prior to the policy period.
 - (2) To "personal and advertising injury" caused by an offense arising out of your business, but only if the offense was committed in the "coverage territory" during the policy period.
- c. "Bodily injury" or "property damage" will be deemed to have been known to have occurred at the earliest time when any insured listed under Paragraph 1. of Section C. - Who Is An Insured or any "employee" authorized by you to give or receive notice of an "occurrence" or claim:
- (1) Reports all, or any part, of the "bodily injury" or "property damage" to us or any other insurer;

BUSINESS LIABILITY COVERAGE FORM

- (2) Receives a written or verbal demand or claim for damages because of the "bodily injury" or "property damage"; or
 - (3) Becomes aware by any other means that "bodily injury" or "property damage" has occurred or has begun to occur.
- d. Damages because of "bodily injury" include damages claimed by any person or organization for care, loss of services or death resulting at any time from the "bodily injury".

e. Incidental Medical Malpractice

- (1) "Bodily injury" arising out of the rendering of or failure to render professional health care services as a physician, dentist, nurse, emergency medical technician or paramedic shall be deemed to be caused by an "occurrence", but only if:
 - (a) The physician, dentist, nurse, emergency medical technician or paramedic is employed by you to provide such services; and
 - (b) You are not engaged in the business or occupation of providing such services.
- (2) For the purpose of determining the limits of insurance for incidental medical malpractice, any act or omission together with all related acts or omissions in the furnishing of these services to any one person will be considered one "occurrence".

2. MEDICAL EXPENSES

Insuring Agreement

- a. We will pay medical expenses as described below for "bodily injury" caused by an accident:
 - (1) On premises you own or rent;
 - (2) On ways next to premises you own or rent; or
 - (3) Because of your operations;
 provided that:
 - (1) The accident takes place in the "coverage territory" and during the policy period;
 - (2) The expenses are incurred and reported to us within three years of the date of the accident; and
 - (3) The injured person submits to examination, at our expense, by physicians of our choice as often as we reasonably require.

- b. We will make these payments regardless of fault. These payments will not exceed the applicable limit of insurance. We will pay reasonable expenses for:

- (1) First aid administered at the time of an accident;
- (2) Necessary medical, surgical, x-ray and dental services, including prosthetic devices; and
- (3) Necessary ambulance, hospital, professional nursing and funeral services.

3. COVERAGE EXTENSION - SUPPLEMENTARY PAYMENTS

- a. We will pay, with respect to any claim or "suit" we investigate or settle, or any "suit" against an insured we defend:
 - (1) All expenses we incur.
 - (2) Up to \$1,000 for the cost of bail bonds required because of accidents or traffic law violations arising out of the use of any vehicle to which Business Liability Coverage for "bodily injury" applies. We do not have to furnish these bonds.
 - (3) The cost of appeal bonds or bonds to release attachments, but only for bond amounts within the applicable limit of insurance. We do not have to furnish these bonds.
 - (4) All reasonable expenses incurred by the insured at our request to assist us in the investigation or defense of the claim or "suit", including actual loss of earnings up to \$500 a day because of time off from work.
 - (5) All costs taxed against the insured in the "suit".
 - (6) Prejudgment interest awarded against the insured on that part of the judgment we pay. If we make an offer to pay the applicable limit of insurance, we will not pay any prejudgment interest based on that period of time after the offer.
 - (7) All interest on the full amount of any judgment that accrues after entry of the judgment and before we have paid, offered to pay, or deposited in court the part of the judgment that is within the applicable limit of insurance.

Any amounts paid under (1) through (7) above will not reduce the limits of insurance.

BUSINESS LIABILITY COVERAGE FORM

b. If we defend an insured against a "suit" and an indemnitee of the insured is also named as a party to the "suit", we will defend that indemnitee if all of the following conditions are met:

- (1) The "suit" against the indemnitee seeks damages for which the insured has assumed the liability of the indemnitee in a contract or agreement that is an "insured contract";
- (2) This insurance applies to such liability assumed by the insured;
- (3) The obligation to defend, or the cost of the defense of, that indemnitee, has also been assumed by the insured in the same "insured contract";
- (4) The allegations in the "suit" and the information we know about the "occurrence" are such that no conflict appears to exist between the interests of the insured and the interest of the indemnitee;
- (5) The indemnitee and the insured ask us to conduct and control the defense of that indemnitee against such "suit" and agree that we can assign the same counsel to defend the insured and the indemnitee; and
- (6) The indemnitee:
 - (a) Agrees in writing to:
 - (i) Cooperate with us in the investigation, settlement or defense of the "suit";
 - (ii) Immediately send us copies of any demands, notices, summonses or legal papers received in connection with the "suit";
 - (iii) Notify any other insurer whose coverage is available to the indemnitee; and
 - (iv) Cooperate with us with respect to coordinating other applicable insurance available to the indemnitee; and
 - (b) Provides us with written authorization to:
 - (i) Obtain records and other information related to the "suit"; and
 - (ii) Conduct and control the defense of the indemnitee in such "suit".

So long as the above conditions are met, attorneys' fees incurred by us in the defense of that indemnitee, necessary litigation expenses incurred by us and necessary litigation expenses incurred by the indemnitee at our request will be paid as Supplementary Payments.

Notwithstanding the provisions of Paragraph 1.b.(b) of Section B. – Exclusions, such payments will not be deemed to be damages for "bodily injury" and "property damage" and will not reduce the Limits of Insurance.

Our obligation to defend an insured's indemnitee and to pay for attorneys' fees and necessary litigation expenses as Supplementary Payments ends when:

- (1) We have used up the applicable limit of insurance in the payment of judgments or settlements; or
- (2) The conditions set forth above, or the terms of the agreement described in Paragraph (6) above, are no longer met.

B. EXCLUSIONS**1. Applicable To Business Liability Coverage**

This insurance does not apply to:

a. Expected Or Intended Injury

- (1) "Bodily injury" or "property damage" expected or intended from the standpoint of the insured. This exclusion does not apply to "bodily injury" or "property damage" resulting from the use of reasonable force to protect persons or property; or
- (2) "Personal and advertising injury" arising out of an offense committed by, at the direction of or with the consent or acquiescence of the insured with the expectation of inflicting "personal and advertising injury".

b. Contractual Liability

- (1) "Bodily injury" or "property damage"; or
- (2) "Personal and advertising injury"

for which the insured is obligated to pay damages by reason of the assumption of liability in a contract or agreement.

This exclusion does not apply to liability for damages because of:

- (a) "Bodily injury", "property damage" or "personal and advertising injury" that the insured would have in the absence of the contract or agreement; or

BUSINESS LIABILITY COVERAGE FORM

(b) "Bodily injury" or "property damage" assumed in a contract or agreement that is an "insured contract", provided the "bodily injury" or "property damage" occurs subsequent to the execution of the contract or agreement. Solely for the purpose of liability assumed in an "insured contract", reasonable attorneys' fees and necessary litigation expenses incurred by or for a party other than an insured are deemed to be damages because of "bodily injury" or "property damage" provided:

- (i) Liability to such party for, or for the cost of, that party's defense has also been assumed in the same "insured contract", and
- (ii) Such attorneys' fees and litigation expenses are for defense of that party against a civil or alternative dispute resolution proceeding in which damages to which this insurance applies are alleged.

c. Liquor Liability

"Bodily injury" or "property damage" for which any insured may be held liable by reason of:

- (1) Causing or contributing to the intoxication of any person;
- (2) The furnishing of alcoholic beverages to a person under the legal drinking age or under the influence of alcohol; or
- (3) Any statute, ordinance or regulation relating to the sale, gift, distribution or use of alcoholic beverages.

This exclusion applies only if you are in the business of manufacturing, distributing, selling, serving or furnishing alcoholic beverages.

d. Workers' Compensation And Similar Laws

Any obligation of the insured under a workers' compensation, disability benefits or unemployment compensation law or any similar law.

e. Employer's Liability

"Bodily injury" to:

- (1) An "employee" of the insured arising out of and in the course of:
 - (a) Employment by the insured; or

(b) Performing duties related to the conduct of the insured's business, or

- (2) The spouse, child, parent, brother or sister of that "employee" as a consequence of (1) above.

This exclusion applies:

- (1) Whether the insured may be liable as an employer or in any other capacity; and
- (2) To any obligation to share damages with or repay someone else who must pay damages because of the injury.

This exclusion does not apply to liability assumed by the insured under an "insured contract".

f. Pollution

(1) "Bodily injury", "property damage" or "personal and advertising injury" arising out of the actual, alleged or threatened discharge, dispersal, seepage, migration, release or escape of "pollutants":

(a) At or from any premises, site or location which is or was at any time owned or occupied by, or rented or loaned to any insured. However, this subparagraph does not apply to:

(i) "Bodily injury" if sustained within a building and caused by smoke, fumes, vapor or soot produced by or originating from equipment that is used to heat, cool or dehumidify the building, or equipment that is used to heat water for personal use, by the building's occupants or their guests;

(ii) "Bodily injury" or "property damage" for which you may be held liable, if you are a contractor and the owner or lessee of such premises, site or location has been added to your policy as an additional insured with respect to your ongoing operations performed for that additional insured at that premises, site or location and such premises, site or location is not and never was owned or occupied by, or rented or loaned to, any insured, other than that additional insured; or

BUSINESS LIABILITY COVERAGE FORM

- (iii) "Bodily injury" or "property damage" arising out of heat, smoke or fumes from a "hostile fire";
- (b) At or from any premises, site or location which is or was at any time used by or for any insured or others for the handling, storage, disposal, processing or treatment of waste;
- (c) Which are or were at any time transported, handled, stored, treated, disposed of, or processed as waste by or for:
- (i) Any insured; or
- (ii) Any person or organization for whom you may be legally responsible;
- (d) At or from any premises, site or location on which any insured or any contractors or subcontractors working directly or indirectly on any insured's behalf are performing operations if the "pollutants" are brought on or to the premises, site or location in connection with such operations by such insured, contractor or subcontractor. However, this subparagraph does not apply to:
- (i) "Bodily injury" or "property damage" arising out of the escape of fuels, lubricants or other operating fluids which are needed to perform the normal electrical, hydraulic or mechanical functions necessary for the operation of "mobile equipment" or its parts, if such fuels, lubricants or other operating fluids escape from a vehicle part designed to hold, store or receive them. This exception does not apply if the "bodily injury" or "property damage" arises out of the intentional discharge, dispersal or release of the fuels, lubricants or other operating fluids, or if such fuels, lubricants or other operating fluids are brought on or to the premises, site or location with the intent that they be discharged, dispersed or released as part of the operations being performed by such insured, contractor or subcontractor;
- (ii) "Bodily injury" or "property damage" sustained within a building and caused by the release of gases, fumes or vapors from materials brought into that building in connection with operations being performed by you or on your behalf by a contractor or subcontractor; or
- (iii) "Bodily injury" or "property damage" arising out of heat, smoke or fumes from a "hostile fire"; or
- (e) At or from any premises, site or location on which any insured or any contractors or subcontractors working directly or indirectly on any insured's behalf are performing operations if the operations are to test for, monitor, clean up, remove, contain, treat, detoxify or neutralize, or in any way respond to, or assess the effects of, "pollutants".
- (2) Any loss, cost or expense arising out of any:
- (a) Request, demand, order or statutory or regulatory requirement that any insured or others test for, monitor, clean up, remove, contain, treat, detoxify or neutralize, or in any way respond to, or assess the effects of, "pollutants"; or
- (b) Claim or suit by or on behalf of a governmental authority for damages because of testing for, monitoring, cleaning up, removing, containing, treating, detoxifying or neutralizing, or in any way responding to, or assessing the effects of, "pollutants".
- However, this paragraph does not apply to liability for damages because of "property damage" that the insured would have in the absence of such request, demand, order or statutory or regulatory requirement, or such claim or "suit" by or on behalf of a governmental authority.

BUSINESS LIABILITY COVERAGE FORM**g. Aircraft, Auto Or Watercraft**

"Bodily injury" or "property damage" arising out of the ownership, maintenance, use or entrustment to others of any aircraft, "auto" or watercraft owned or operated by or rented or loaned to any insured. Use includes operation and "loading or unloading".

This exclusion applies even if the claims against any insured allege negligence or other wrongdoing in the supervision, hiring, employment, training or monitoring of others by that insured, if the "occurrence" which caused the "bodily injury" or "property damage" involved the ownership, maintenance, use or entrustment to others of any aircraft, "auto" or watercraft that is owned or operated by or rented or loaned to any insured.

This exclusion does not apply to:

- (1) A watercraft while ashore on premises you own or rent;
- (2) A watercraft you do not own that is:
 - (a) Less than 51 feet long; and
 - (b) Not being used to carry persons for a charge;
- (3) Parking an "auto" on, or on the ways next to, premises you own or rent, provided the "auto" is not owned by or rented or loaned to you or the insured;
- (4) Liability assumed under any "insured contract" for the ownership, maintenance or use of aircraft or watercraft;
- (5) "Bodily injury" or "property damage" arising out of the operation of any of the equipment listed in Paragraph f.(2) or f.(3) of the definition of "mobile equipment"; or
- (6) An aircraft that is not owned by any insured and is hired, chartered or loaned with a paid crew. However, this exception does not apply if the insured has any other insurance for such "bodily injury" or "property damage", whether the other insurance is primary, excess, contingent or on any other basis.

h. Mobile Equipment

"Bodily injury" or "property damage" arising out of:

- (1) The transportation of "mobile equipment" by an "auto" owned or operated by or rented or loaned to any insured; or

- (2) The use of "mobile equipment" in, or while in practice or preparation for, a prearranged racing, speed or demolition contest or in any stunting activity.

i. War

"Bodily injury", "property damage" or "personal and advertising injury", however caused, arising, directly or indirectly, out of:

- (1) War, including undeclared or civil war;
- (2) Warlike action by a military force, including action in hindering or defending against an actual or expected attack, by any government, sovereign or other authority using military personnel or other agents; or
- (3) Insurrection, rebellion, revolution, usurped power, or action taken by governmental authority in hindering or defending against any of these.

j. Professional Services

"Bodily injury", "property damage" or "personal and advertising injury" arising out of the rendering of or failure to render any professional service. This includes but is not limited to:

- (1) Legal, accounting or advertising services;
- (2) Preparing, approving, or failing to prepare or approve maps, shop drawings, opinions, reports, surveys, field orders, change orders, designs or drawings and specifications;
- (3) Supervisory, inspection, architectural or engineering activities;
- (4) Medical, surgical, dental, x-ray or nursing services treatment, advice or instruction;
- (5) Any health or therapeutic service treatment, advice or instruction;
- (6) Any service, treatment, advice or instruction for the purpose of appearance or skin enhancement, hair removal or replacement or personal grooming;
- (7) Optical or hearing aid services including the prescribing, preparation, fitting, demonstration or distribution of ophthalmic lenses and similar products or hearing aid devices;

BUSINESS LIABILITY COVERAGE FORM

- (8) Optometry or optometric services including but not limited to examination of the eyes and the prescribing, preparation, fitting, demonstration or distribution of ophthalmic lenses and similar products;
- (9) Any:
 - (a) Body piercing (not including ear piercing);
 - (b) Tattooing, including but not limited to the insertion of pigments into or under the skin; and
 - (c) Similar services;
- (10) Services in the practice of pharmacy; and
- (11) Computer consulting, design or programming services, including web site design.

Paragraphs (4) and (5) of this exclusion do not apply to the Incidental Medical Malpractice coverage afforded under Paragraph 1.e. in Section A. - Coverages.

k. Damage To Property

"Property damage" to:

- (1) Property you own, rent or occupy, including any costs or expenses incurred by you, or any other person, organization or entity, for repair, replacement, enhancement, restoration or maintenance of such property for any reason, including prevention of injury to a person or damage to another's property;
- (2) Premises you sell, give away or abandon, if the "property damage" arises out of any part of those premises;
- (3) Property loaned to you;
- (4) Personal property in the care, custody or control of the insured;
- (5) That particular part of real property on which you or any contractors or subcontractors working directly or indirectly on your behalf are performing operations, if the "property damage" arises out of those operations; or
- (6) That particular part of any property that must be restored, repaired or replaced because "your work" was incorrectly performed on it.

Paragraphs (1), (3) and (4) of this exclusion do not apply to "property damage" (other than damage by fire) to premises, including the contents of such premises, rented to you for a period of 7 or fewer consecutive days. A separate Limit of Insurance applies to Damage To Premises Rented To You as described in Section D. - Limits Of Insurance.

Paragraph (2) of this exclusion does not apply if the premises are "your work" and were never occupied, rented or held for rental by you.

Paragraphs (3) and (4) of this exclusion do not apply to the use of elevators.

Paragraphs (3), (4), (5) and (6) of this exclusion do not apply to liability assumed under a sidetrack agreement.

Paragraphs (3) and (4) of this exclusion do not apply to "property damage" to borrowed equipment while not being used to perform operations at a job site.

Paragraph (6) of this exclusion does not apply to "property damage" included in the "products-completed operations hazard".

l. Damage To Your Product

"Property damage" to "your product" arising out of it or any part of it.

m. Damage To Your Work

"Property damage" to "your work" arising out of it or any part of it and included in the "products-completed operations hazard".

This exclusion does not apply if the damaged work or the work out of which the damage arises was performed on your behalf by a subcontractor.

n. Damage To Impaired Property Or Property Not Physically Injured

"Property damage" to "impaired property" or property that has not been physically injured, arising out of:

- (1) A defect, deficiency, inadequacy or dangerous condition in "your product" or "your work"; or
- (2) A delay or failure by you or anyone acting on your behalf to perform a contract or agreement in accordance with its terms.

This exclusion does not apply to the loss of use of other property arising out of sudden and accidental physical injury to "your product" or "your work" after it has been put to its intended use.

BUSINESS LIABILITY COVERAGE FORM**o. Recall Of Products, Work Or Impaired Property**

Damages claimed for any loss, cost or expense incurred by you or others for the loss of use, withdrawal, recall, inspection, repair, replacement, adjustment, removal or disposal of:

- (1) "Your product";
- (2) "Your work"; or
- (3) "Impaired property";

if such product, work or property is withdrawn or recalled from the market or from use by any person or organization because of a known or suspected defect, deficiency, inadequacy or dangerous condition in it.

p. Personal And Advertising Injury

"Personal and advertising injury":

- (1) Arising out of oral, written or electronic publication of material, if done by or at the direction of the insured with knowledge of its falsity;
- (2) Arising out of oral, written or electronic publication of material whose first publication took place before the beginning of the policy period;
- (3) Arising out of a criminal act committed by or at the direction of the insured;
- (4) Arising out of any breach of contract, except an implied contract to use another's "advertising idea" in your "advertisement";
- (5) Arising out of the failure of goods, products or services to conform with any statement of quality or performance made in your "advertisement";
- (6) Arising out of the wrong description of the price of goods, products or services;
- (7) Arising out of any violation of any intellectual property rights such as copyright, patent, trademark, trade name, trade secret, service mark or other designation of origin or authenticity.

However, this exclusion does not apply to infringement, in your "advertisement", of

- (a) Copyright;
- (b) Slogan, unless the slogan is also a trademark, trade name, service mark or other designation of origin or authenticity; or

(c) Title of any literary or artistic work;

(8) Arising out of an offense committed by an insured whose business is:

- (a) Advertising, broadcasting, publishing or telecasting;
- (b) Designing or determining content of web sites for others; or
- (c) An internet search, access, content or service provider.

However, this exclusion does not apply to Paragraphs a., b. and c. under the definition of "personal and advertising injury" in Section G. – Liability And Medical Expenses Definitions.

For the purposes of this exclusion, placing an "advertisement" for or linking to others on your web site, by itself, is not considered the business of advertising, broadcasting, publishing or telecasting;

- (9) Arising out of an electronic chat room or bulletin board the insured hosts, owns, or over which the insured exercises control;
- (10) Arising out of the unauthorized use of another's name or product in your e-mail address, domain name or metatags, or any other similar tactics to mislead another's potential customers;
- (11) Arising out of the violation of a person's right of privacy created by any state or federal act.

However, this exclusion does not apply to liability for damages that the insured would have in the absence of such state or federal act;

(12) Arising out of:

- (a) An "advertisement" for others on your web site;
- (b) Placing a link to a web site of others on your web site;
- (c) Content from a web site of others displayed within a frame or border on your web site. Content includes information, code, sounds, text, graphics or images; or
- (d) Computer code, software or programming used to enable:
 - (i) Your web site; or
 - (ii) The presentation or functionality of an "advertisement" or other content on your web site;

BUSINESS LIABILITY COVERAGE FORM

- (13) Arising out of a violation of any anti-trust law;
- (14) Arising out of the fluctuation in price or value of any stocks, bonds or other securities; or
- (15) Arising out of discrimination or humiliation committed by or at the direction of any "executive officer", director, stockholder, partner or member of the insured.

q. Electronic Data

Damages arising out of the loss of, loss of use of, damage to, corruption of, inability to access, or inability to manipulate "electronic data".

r. Employment-Related Practices

"Bodily injury" or "personal and advertising injury" to:

- (1) A person arising out of any:
 - (a) Refusal to employ that person;
 - (b) Termination of that person's employment; or
 - (c) Employment-related practices, policies, acts or omissions, such as coercion, demotion, evaluation, reassignment, discipline, defamation, harassment, humiliation or discrimination directed at that person; or
- (2) The spouse, child, parent, brother or sister of that person as a consequence of "bodily injury" or "personal and advertising injury" to the person at whom any of the employment-related practices described in Paragraphs (a), (b), or (c) above is directed.

This exclusion applies:

- (1) Whether the insured may be liable as an employer or in any other capacity; and
- (2) To any obligation to share damages with or repay someone else who must pay damages because of the injury.

s. Asbestos

- (1) "Bodily injury", "property damage" or "personal and advertising injury" arising out of the "asbestos hazard".
- (2) Any damages, judgments, settlements, loss, costs or expenses that:

(a) May be awarded or incurred by reason of any claim or suit alleging actual or threatened injury or damage of any nature or kind to persons or property which would not have occurred in whole or in part but for the "asbestos hazard";

(b) Arise out of any request, demand, order or statutory or regulatory requirement that any insured or others test for, monitor, clean up, remove, encapsulate, contain, treat, detoxify or neutralize or in any way respond to or assess the effects of an "asbestos hazard"; or

(c) Arise out of any claim or suit for damages because of testing for, monitoring, cleaning up, removing, encapsulating, containing, treating, detoxifying or neutralizing or in any way responding to or assessing the effects of an "asbestos hazard".

t. Violation Of Statutes That Govern E-Mails, Fax, Phone Calls Or Other Methods Of Sending Material Or Information

"Bodily injury", "property damage", or "personal and advertising injury" arising directly or indirectly out of any action or omission that violates or is alleged to violate:

- (1) The Telephone Consumer Protection Act (TCPA), including any amendment of or addition to such law;
- (2) The CAN-SPAM Act of 2003, including any amendment of or addition to such law; or
- (3) Any statute, ordinance or regulation, other than the TCPA or CAN-SPAM Act of 2003, that prohibits or limits the sending, transmitting, communicating or distribution of material or information.

Damage To Premises Rented To You – Exception For Damage By Fire, Lightning or Explosion

Exclusions c. through h. and k. through o. do not apply to damage by fire, lightning or explosion to premises rented to you or temporarily occupied by you with permission of the owner. A separate Limit of Insurance applies to this coverage as described in Section D. - Liability And Medical Expenses Limits Of Insurance.

BUSINESS LIABILITY COVERAGE FORM**2. Applicable To Medical Expenses Coverage**

We will not pay expenses for "bodily injury":

- a. **Any Insured**
To any insured, except "volunteer workers".
- b. **Hired Person**
To a person hired to do work for or on behalf of any insured or a tenant of any insured.
- c. **Injury On Normally Occupied Premises**
To a person injured on that part of premises you own or rent that the person normally occupies.
- d. **Workers' Compensation And Similar Laws**
To a person, whether or not an "employee" of any insured, if benefits for the "bodily injury" are payable or must be provided under a workers' compensation or disability benefits law or a similar law.
- e. **Athletics Activities**
To a person injured while practicing, instructing or participating in any physical exercises or games, sports or athletic contests.
- f. **Products-Completed Operations Hazard**
Included with the "products-completed operations hazard".
- g. **Business Liability Exclusions**
Excluded under Business Liability Coverage.

C. WHO IS AN INSURED

- 1. If you are designated in the Declarations as:
 - a. An individual, you and your spouse are insureds, but only with respect to the conduct of a business of which you are the sole owner.
 - b. A partnership or joint venture, you are an insured. Your members, your partners, and their spouses are also insureds, but only with respect to the conduct of your business.
 - c. A limited liability company, you are an insured. Your members are also insureds, but only with respect to the conduct of your business. Your managers are insureds, but only with respect to their duties as your managers.
 - d. An organization other than a partnership, joint venture or limited liability company, you are an insured. Your "executive officers" and directors are insureds, but only with respect to their duties as your officers or directors. Your stockholders are also insureds, but only with respect to their liability as stockholders.

- e. A trust, you are an insured. Your trustees are also insureds, but only with respect to their duties as trustees.

2. Each of the following is also an insured:**a. Employees And Volunteer Workers**

Your "volunteer workers" only while performing duties related to the conduct of your business, or your "employees", other than either your "executive officers" (if you are an organization other than a partnership, joint venture or limited liability company) or your managers (if you are a limited liability company), but only for acts within the scope of their employment by you or while performing duties related to the conduct of your business.

However, none of these "employees" or "volunteer workers" are insureds for:

- (1) "Bodily injury" or "personal and advertising injury":
 - (a) To you, to your partners or members (if you are a partnership or joint venture), to your members (if you are a limited liability company), or to a co-"employee" while in the course of his or her employment or performing duties related to the conduct of your business, or to your other "volunteer workers" while performing duties related to the conduct of your business;
 - (b) To the spouse, child, parent, brother or sister of that co-"employee" or that "volunteer worker" as a consequence of Paragraph (1)(a) above;
 - (c) For which there is any obligation to share damages with or repay someone else who must pay damages because of the injury described in Paragraphs (1)(a) or (b) above; or
 - (d) Arising out of his or her providing or failing to provide professional health care services.

If you are not in the business of providing professional health care services, Paragraph (d) does not apply to any nurse, emergency medical technician or paramedic employed by you to provide such services.

(2) "Property damage" to property:

- (a) Owned, occupied or used by,

BUSINESS LIABILITY COVERAGE FORM

(b) Rented to, in the care, custody or control of, or over which physical control is being exercised for any purpose by you, any of your "employees", "volunteer workers", any partner or member (if you are a partnership or joint venture), or any member (if you are a limited liability company).

b. Real Estate Manager

Any person (other than your "employee" or "volunteer worker"), or any organization while acting as your real estate manager.

c. Temporary Custodians Of Your Property

Any person or organization having proper temporary custody of your property if you die, but only:

- (1) With respect to liability arising out of the maintenance or use of that property; and
- (2) Until your legal representative has been appointed.

d. Legal Representative If You Die

Your legal representative if you die, but only with respect to duties as such. That representative will have all your rights and duties under this insurance.

e. Unnamed Subsidiary

Any subsidiary and subsidiary thereof, of yours which is a legally incorporated entity of which you own a financial interest of more than 50% of the voting stock on the effective date of this Coverage Part.

The insurance afforded herein for any subsidiary not shown in the Declarations as a named insured does not apply to injury or damage with respect to which an insured under this insurance is also an insured under another policy or would be an insured under such policy but for its termination or upon the exhaustion of its limits of insurance.

3. Newly Acquired Or Formed Organization

Any organization you newly acquire or form, other than a partnership, joint venture or limited liability company, and over which you maintain financial interest of more than 50% of the voting stock, will qualify as a Named Insured if there is no other similar insurance available to that organization. However:

- a. Coverage under this provision is afforded only until the 180th day after you acquire or form the organization or the end of the policy period, whichever is earlier; and

b. Coverage under this provision does not apply to:

- (1) "Bodily injury" or "property damage" that occurred; or
- (2) "Personal and advertising injury" arising out of an offense committed before you acquired or formed the organization.

4. Operator Of Mobile Equipment

With respect to "mobile equipment" registered in your name under any motor vehicle registration law, any person is an insured while driving such equipment along a public highway with your permission. Any other person or organization responsible for the conduct of such person is also an insured, but only with respect to liability arising out of the operation of the equipment, and only if no other insurance of any kind is available to that person or organization for this liability. However, no person or organization is an insured with respect to:

- a. "Bodily injury" to a co-"employee" of the person driving the equipment; or
- b. "Property damage" to property owned by, rented to, in the charge of or occupied by you or the employer of any person who is an insured under this provision.

5. Operator of Nonowned Watercraft

With respect to watercraft you do not own that is less than 51 feet long and is not being used to carry persons for a charge, any person is an insured while operating such watercraft with your permission. Any other person or organization responsible for the conduct of such person is also an insured, but only with respect to liability arising out of the operation of the watercraft, and only if no other insurance of any kind is available to that person or organization for this liability.

However, no person or organization is an insured with respect to:

- a. "Bodily injury" to a co-"employee" of the person operating the watercraft; or
- b. "Property damage" to property owned by, rented to, in the charge of or occupied by you or the employer of any person who is an insured under this provision.

6. Additional Insureds When Required By Written Contract, Written Agreement Or Permit

The person(s) or organization(s) identified in Paragraphs a. through f. below are additional insureds when you have agreed, in a written

BUSINESS LIABILITY COVERAGE FORM

contract, written agreement or because of a permit issued by a state or political subdivision, that such person or organization be added as an additional insured on your policy, provided the injury or damage occurs subsequent to the execution of the contract or agreement, or the issuance of the permit.

A person or organization is an additional insured under this provision only for that period of time required by the contract, agreement or permit.

However, no such person or organization is an additional insured under this provision if such person or organization is included as an additional insured by an endorsement issued by us and made a part of this Coverage Part, including all persons or organizations added as additional insureds under the specific additional insured coverage grants in Section F. – Optional Additional Insured Coverages.

a. Vendors

Any person(s) or organization(s) (referred to below as vendor), but only with respect to "bodily injury" or "property damage" arising out of "your products" which are distributed or sold in the regular course of the vendor's business and only if this Coverage Part provides coverage for "bodily injury" or "property damage" included within the "products-completed operations hazard".

- (1) The insurance afforded to the vendor is subject to the following additional exclusions:

This insurance does not apply to:

- (a) "Bodily injury" or "property damage" for which the vendor is obligated to pay damages by reason of the assumption of liability in a contract or agreement. This exclusion does not apply to liability for damages that the vendor would have in the absence of the contract or agreement;
- (b) Any express warranty unauthorized by you;
- (c) Any physical or chemical change in the product made intentionally by the vendor;
- (d) Repackaging, except when unpacked solely for the purpose of inspection, demonstration, testing, or the substitution of parts under instructions from the manufacturer, and then repackaged in the original container;

(e) Any failure to make such inspections, adjustments, tests or servicing as the vendor has agreed to make or normally undertakes to make in the usual course of business, in connection with the distribution or sale of the products;

(f) Demonstration, installation, servicing or repair operations, except such operations performed at the vendor's premises in connection with the sale of the product;

(g) Products which, after distribution or sale by you, have been labeled or relabeled or used as a container, part or ingredient of any other thing or substance by or for the vendor; or

(h) "Bodily injury" or "property damage" arising out of the sole negligence of the vendor for its own acts or omissions or those of its employees or anyone else acting on its behalf. However, this exclusion does not apply to:

- (i) The exceptions contained in Subparagraphs (d) or (f); or
- (ii) Such inspections, adjustments, tests or servicing as the vendor has agreed to make or normally undertakes to make in the usual course of business, in connection with the distribution or sale of the products.

- (2) This insurance does not apply to any insured person or organization from whom you have acquired such products, or any ingredient, part or container, entering into, accompanying or containing such products.

b. Lessors Of Equipment

- (1) Any person or organization from whom you lease equipment; but only with respect to their liability for "bodily injury", "property damage" or "personal and advertising injury" caused, in whole or in part, by your maintenance, operation or use of equipment leased to you by such person or organization.

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- (2) With respect to the insurance afforded to these additional insureds, this insurance does not apply to any "occurrence" which takes place after you cease to lease that equipment.

c. Lessors Of Land Or Premises

- (1) Any person or organization from whom you lease land or premises, but only with respect to liability arising out of the ownership, maintenance or use of that part of the land or premises leased to you.
- (2) With respect to the insurance afforded to these additional insureds, this insurance does not apply to:
- (a) Any "occurrence" which takes place after you cease to lease that land or be a tenant in that premises; or
- (b) Structural alterations, new construction or demolition operations performed by or on behalf of such person or organization.

d. Architects, Engineers Or Surveyors

- (1) Any architect, engineer, or surveyor, but only with respect to liability for "bodily injury", "property damage" or "personal and advertising injury" caused, in whole or in part, by your acts or omissions or the acts or omissions of those acting on your behalf:
- (a) In connection with your premises; or
- (b) In the performance of your ongoing operations performed by you or on your behalf.
- (2) With respect to the insurance afforded to these additional insureds, the following additional exclusion applies:
- This insurance does not apply to "bodily injury", "property damage" or "personal and advertising injury" arising out of the rendering of or the failure to render any professional services by or for you, including:
- (a) The preparing, approving, or failure to prepare or approve, maps, shop drawings, opinions, reports, surveys, field orders, change orders, designs or drawings and specifications; or
- (b) Supervisory, inspection, architectural or engineering activities.

e. Permits Issued By State Or Political Subdivisions

- (1) Any state or political subdivision, but only with respect to operations performed by you or on your behalf for which the state or political subdivision has issued a permit.
- (2) With respect to the insurance afforded to these additional insureds, this insurance does not apply to:
- (a) "Bodily injury", "property damage" or "personal and advertising injury" arising out of operations performed for the state or municipality; or
- (b) "Bodily injury" or "property damage" included within the "products-completed operations hazard".

f. Any Other Party

- (1) Any other person or organization who is not an insured under Paragraphs a. through e. above, but only with respect to liability for "bodily injury", "property damage" or "personal and advertising injury" caused, in whole or in part, by your acts or omissions or the acts or omissions of those acting on your behalf:
- (a) In the performance of your ongoing operations;
- (b) In connection with your premises owned by or rented to you; or
- (c) In connection with "your work" and included within the "products-completed operations hazard", but only if
- (i) The written contract or written agreement requires you to provide such coverage to such additional insured; and
- (ii) This Coverage Part provides coverage for "bodily injury" or "property damage" included within the "products-completed operations hazard".
- (2) With respect to the insurance afforded to these additional insureds, this insurance does not apply to:
- "Bodily injury", "property damage" or "personal and advertising injury" arising out of the rendering of, or the failure to render, any professional architectural, engineering or surveying services, including:

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(a) The preparing, approving, or failure to prepare or approve, maps, shop drawings, opinions, reports, surveys, field orders, change orders, designs or drawings and specifications; or

(b) Supervisory, inspection, architectural or engineering activities.

The limits of insurance that apply to additional insureds are described in Section D. – Limits Of Insurance.

How this insurance applies when other insurance is available to an additional insured is described in the Other Insurance Condition in Section E. – Liability And Medical Expenses General Conditions.

No person or organization is an insured with respect to the conduct of any current or past partnership, joint venture or limited liability company that is not shown as a Named Insured in the Declarations.

D. LIABILITY AND MEDICAL EXPENSES LIMITS OF INSURANCE**1. The Most We Will Pay**

The Limits of Insurance shown in the Declarations and the rules below fix the most we will pay regardless of the number of:

- a. Insureds;
- b. Claims made or "suits" brought; or
- c. Persons or organizations making claims or bringing "suits".

2. Aggregate Limits

The most we will pay for:

- a. Damages because of "bodily injury" and "property damage" included in the "products-completed operations hazard" is the Products-Completed Operations Aggregate Limit shown in the Declarations.
- b. Damages because of all other "bodily injury", "property damage" or "personal and advertising injury", including medical expenses, is the General Aggregate Limit shown in the Declarations.

This General Aggregate Limit applies separately to each of your "locations" owned by or rented to you.

"Location" means premises involving the same or connecting lots, or premises whose connection is interrupted only by a street, roadway or right-of-way of a railroad.

This General Aggregate limit does not apply to "property damage" to premises while rented to you or temporarily occupied by you with permission of the owner, arising out of fire, lightning or explosion.

3. Each Occurrence Limit

Subject to 2.a. or 2.b. above, whichever applies, the most we will pay for the sum of all damages because of all "bodily injury", "property damage" and medical expenses arising out of any one "occurrence" is the Liability and Medical Expenses Limit shown in the Declarations.

The most we will pay for all medical expenses because of "bodily injury" sustained by any one person is the Medical Expenses Limit shown in the Declarations.

4. Personal And Advertising Injury Limit

Subject to 2.b. above, the most we will pay for the sum of all damages because of all "personal and advertising injury" sustained by any one person or organization is the Personal and Advertising Injury Limit shown in the Declarations.

5. Damage To Premises Rented To You Limit

The Damage To Premises Rented To You Limit is the most we will pay under Business Liability Coverage for damages because of "property damage" to any one premises, while rented to you, or in the case of damage by fire, lightning or explosion, while rented to you or temporarily occupied by you with permission of the owner.

In the case of damage by fire, lightning or explosion, the Damage to Premises Rented To You Limit applies to all damage proximately caused by the same event, whether such damage results from fire, lightning or explosion or any combination of these.

6. How Limits Apply To Additional Insureds

The most we will pay on behalf of a person or organization who is an additional insured under this Coverage Part is the lesser of:

- a. The limits of insurance specified in a written contract, written agreement or permit issued by a state or political subdivision; or
- b. The Limits of Insurance shown in the Declarations.

Such amount shall be a part of and not in addition to the Limits of Insurance shown in the Declarations and described in this Section.

BUSINESS LIABILITY COVERAGE FORM

If more than one limit of insurance under this policy and any endorsements attached thereto applies to any claim or "suit", the most we will pay under this policy and the endorsements is the single highest limit of liability of all coverages applicable to such claim or "suit". However, this paragraph does not apply to the Medical Expenses limit set forth in Paragraph 3. above.

The Limits of Insurance of this Coverage Part apply separately to each consecutive annual period and to any remaining period of less than 12 months, starting with the beginning of the policy period shown in the Declarations, unless the policy period is extended after issuance for an additional period of less than 12 months. In that case, the additional period will be deemed part of the last preceding period for purposes of determining the Limits of Insurance.

E. LIABILITY AND MEDICAL EXPENSES GENERAL CONDITIONS

1. Bankruptcy

Bankruptcy or insolvency of the insured or of the insured's estate will not relieve us of our obligations under this Coverage Part.

2. Duties In The Event Of Occurrence, Offense, Claim Or Suit

a. Notice Of Occurrence Or Offense

You or any additional insured must see to it that we are notified as soon as practicable of an "occurrence" or an offense which may result in a claim. To the extent possible, notice should include:

- (1) How, when and where the "occurrence" or offense took place;
- (2) The names and addresses of any injured persons and witnesses; and
- (3) The nature and location of any injury or damage arising out of the "occurrence" or offense.

b. Notice Of Claim

If a claim is made or "suit" is brought against any insured, you or any additional insured must:

- (1) Immediately record the specifics of the claim or "suit" and the date received; and
- (2) Notify us as soon as practicable.

You or any additional insured must see to it that we receive a written notice of the claim or "suit" as soon as practicable.

c. Assistance And Cooperation Of The Insured

You and any other involved insured must:

- (1) Immediately send us copies of any demands, notices, summonses or legal papers received in connection with the claim or "suit";
- (2) Authorize us to obtain records and other information;
- (3) Cooperate with us in the investigation, settlement of the claim or defense against the "suit"; and
- (4) Assist us, upon our request, in the enforcement of any right against any person or organization that may be liable to the insured because of injury or damage to which this insurance may also apply.

d. Obligations At The Insured's Own Cost

No insured will, except at that insured's own cost, voluntarily make a payment, assume any obligation, or incur any expense, other than for first aid, without our consent.

e. Additional Insured's Other Insurance

If we cover a claim or "suit" under this Coverage Part that may also be covered by other insurance available to an additional insured, such additional insured must submit such claim or "suit" to the other insurer for defense and indemnity.

However, this provision does not apply to the extent that you have agreed in a written contract, written agreement or permit that this insurance is primary and non-contributory with the additional insured's own insurance.

f. Knowledge Of An Occurrence, Offense, Claim Or Suit

Paragraphs a. and b. apply to you or to any additional insured only when such "occurrence", offense, claim or "suit" is known to:

- (1) You or any additional insured that is an individual;
- (2) Any partner, if you or an additional insured is a partnership;
- (3) Any manager, if you or an additional insured is a limited liability company;
- (4) Any "executive officer" or insurance manager, if you or an additional insured is a corporation;
- (5) Any trustee, if you or an additional insured is a trust; or
- (6) Any elected or appointed official, if you or an additional insured is a political subdivision or public entity.

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This Paragraph f. applies separately to you and any additional insured.

3. Financial Responsibility Laws

- a. When this policy is certified as proof of financial responsibility for the future under the provisions of any motor vehicle financial responsibility law, the insurance provided by the policy for "bodily injury" liability and "property damage" liability will comply with the provisions of the law to the extent of the coverage and limits of insurance required by that law.
- b. With respect to "mobile equipment" to which this insurance applies, we will provide any liability, uninsured motorists, underinsured motorists, no-fault or other coverage required by any motor vehicle law. We will provide the required limits for those coverages.

4. Legal Action Against Us

No person or organization has a right under this Coverage Form:

- a. To join us as a party or otherwise bring us into a "suit" asking for damages from an insured; or
- b. To sue us on this Coverage Form unless all of its terms have been fully complied with.

A person or organization may sue us to recover on an agreed settlement or on a final judgment against an insured; but we will not be liable for damages that are not payable under the terms of this insurance or that are in excess of the applicable limit of insurance. An agreed settlement means a settlement and release of liability signed by us, the insured and the claimant or the claimant's legal representative.

5. Separation Of Insureds

Except with respect to the Limits of Insurance, and any rights or duties specifically assigned in this policy to the first Named Insured, this insurance applies:

- a. As if each Named Insured were the only Named Insured; and
- b. Separately to each insured against whom a claim is made or "suit" is brought.

6. Representations**a. When You Accept This Policy**

By accepting this policy, you agree:

- (1) The statements in the Declarations are accurate and complete;
- (2) Those statements are based upon representations you made to us; and

- (3) We have issued this policy in reliance upon your representations.

b. Unintentional Failure To Disclose Hazards

If unintentionally you should fail to disclose all hazards relating to the conduct of your business at the inception date of this Coverage Part, we shall not deny any coverage under this Coverage Part because of such failure.

7. Other Insurance

If other valid and collectible insurance is available for a loss we cover under this Coverage Part, our obligations are limited as follows:

a. Primary Insurance

This insurance is primary except when **b.** below applies. If other insurance is also primary, we will share with all that other insurance by the method described in **c.** below.

b. Excess Insurance

This insurance is excess over any of the other insurance, whether primary, excess, contingent or on any other basis:

(1) Your Work

That is Fire, Extended Coverage, Builder's Risk, Installation Risk or similar coverage for "your work";

(2) Premises Rented To You

That is fire, lightning or explosion insurance for premises rented to you or temporarily occupied by you with permission of the owner;

(3) Tenant Liability

That is insurance purchased by you to cover your liability as a tenant for "property damage" to premises rented to you or temporarily occupied by you with permission of the owner;

(4) Aircraft, Auto Or Watercraft

If the loss arises out of the maintenance or use of aircraft, "autos" or watercraft to the extent not subject to Exclusion **g.** of Section **A.** – Coverages.

(5) Property Damage To Borrowed Equipment Or Use Of Elevators

If the loss arises out of "property damage" to borrowed equipment or the use of elevators to the extent not subject to Exclusion **k.** of Section **A.** – Coverages.

BUSINESS LIABILITY COVERAGE FORM

(6) When You Are Added As An Additional Insured To Other Insurance

That is other insurance available to you covering liability for damages arising out of the premises or operations, or products and completed operations, for which you have been added as an additional insured by that insurance; or

(7) When You Add Others As An Additional Insured To This Insurance

That is other insurance available to an additional insured.

However, the following provisions apply to other insurance available to any person or organization who is an additional insured under this Coverage Part:

(a) Primary Insurance When Required By Contract

This insurance is primary if you have agreed in a written contract, written agreement or permit that this insurance be primary. If other insurance is also primary, we will share with all that other insurance by the method described in c. below.

(b) Primary And Non-Contributory To Other Insurance When Required By Contract

If you have agreed in a written contract, written agreement or permit that this insurance is primary and non-contributory with the additional insured's own insurance, this insurance is primary and we will not seek contribution from that other insurance.

Paragraphs (a) and (b) do not apply to other insurance to which the additional insured has been added as an additional insured.

When this insurance is excess, we will have no duty under this Coverage Part to defend the insured against any "suit" if any other insurer has a duty to defend the insured against that "suit". If no other insurer defends, we will undertake to do so, but we will be entitled to the insured's rights against all those other insurers.

When this insurance is excess over other insurance, we will pay only our share of the amount of the loss, if any, that exceeds the sum of:

- (1) The total amount that all such other insurance would pay for the loss in the absence of this insurance; and
- (2) The total of all deductible and self-insured amounts under all that other insurance.

We will share the remaining loss, if any, with any other insurance that is not described in this Excess Insurance provision and was not bought specifically to apply in excess of the Limits of Insurance shown in the Declarations of this Coverage Part.

c. Method Of Sharing

If all the other insurance permits contribution by equal shares, we will follow this method also. Under this approach, each insurer contributes equal amounts until it has paid its applicable limit of insurance or none of the loss remains, whichever comes first.

If any of the other insurance does not permit contribution by equal shares, we will contribute by limits. Under this method, each insurer's share is based on the ratio of its applicable limit of insurance to the total applicable limits of insurance of all insurers.

8. Transfer Of Rights Of Recovery Against Others To Us

a. Transfer Of Rights Of Recovery

If the insured has rights to recover all or part of any payment, including Supplementary Payments, we have made under this Coverage Part, those rights are transferred to us. The insured must do nothing after loss to impair them. At our request, the insured will bring "suit" or transfer those rights to us and help us enforce them. This condition does not apply to Medical Expenses Coverage.

b. Waiver Of Rights Of Recovery (Waiver Of Subrogation)

If the insured has waived any rights of recovery against any person or organization for all or part of any payment, including Supplementary Payments, we have made under this Coverage Part, we also waive that right, provided the insured waived their rights of recovery against such person or organization in a contract, agreement or permit that was executed prior to the injury or damage.

BUSINESS LIABILITY COVERAGE FORM**F. OPTIONAL ADDITIONAL INSURED COVERAGES**

If listed or shown as applicable in the Declarations, one or more of the following Optional Additional Insured Coverages also apply. When any of these Optional Additional Insured Coverages apply, Paragraph 6. (Additional Insureds When Required by Written Contract, Written Agreement or Permit) of Section C., Who Is An Insured, does not apply to the person or organization shown in the Declarations. These coverages are subject to the terms and conditions applicable to Business Liability Coverage in this policy, except as provided below:

1. Additional Insured - Designated Person Or Organization

WHO IS AN INSURED under Section C. is amended to include as an additional insured the person(s) or organization(s) shown in the Declarations, but only with respect to liability for "bodily injury", "property damage" or "personal and advertising injury" caused, in whole or in part, by your acts or omissions or the acts or omissions of those acting on your behalf:

- a. In the performance of your ongoing operations; or
- b. In connection with your premises owned by or rented to you.

2. Additional Insured - Managers Or Lessors Of Premises

a. WHO IS AN INSURED under Section C. is amended to include as an additional insured the person(s) or organization(s) shown in the Declarations as an Additional Insured - Designated Person Or Organization; but only with respect to liability arising out of the ownership, maintenance or use of that part of the premises leased to you and shown in the Declarations.

b. With respect to the insurance afforded to these additional insureds, the following additional exclusions apply:

This insurance does not apply to:

- (1) Any "occurrence" which takes place after you cease to be a tenant in that premises; or
- (2) Structural alterations, new construction or demolition operations performed by or on behalf of such person or organization.

3. Additional Insured - Grantor Of Franchise

WHO IS AN INSURED under Section C. is amended to include as an additional insured the person(s) or organization(s) shown in the Declarations as an Additional Insured - Grantor Of Franchise, but only with respect to their liability as grantor of franchise to you.

4. Additional Insured - Lessor Of Leased Equipment

a. WHO IS AN INSURED under Section C. is amended to include as an additional insured the person(s) or organization(s) shown in the Declarations as an Additional Insured - Lessor of Leased Equipment, but only with respect to liability for "bodily injury", "property damage" or "personal and advertising injury" caused, in whole or in part, by your maintenance, operation or use of equipment leased to you by such person(s) or organization(s).

b. With respect to the insurance afforded to these additional insureds, this insurance does not apply to any "occurrence" which takes place after you cease to lease that equipment.

5. Additional Insured - Owners Or Other Interests From Whom Land Has Been Leased

a. WHO IS AN INSURED under Section C. is amended to include as an additional insured the person(s) or organization(s) shown in the Declarations as an Additional Insured - Owners Or Other Interests From Whom Land Has Been Leased, but only with respect to liability arising out of the ownership, maintenance or use of that part of the land leased to you and shown in the Declarations.

b. With respect to the insurance afforded to these additional insureds, the following additional exclusions apply:

This insurance does not apply to:

- (1) Any "occurrence" that takes place after you cease to lease that land; or
- (2) Structural alterations, new construction or demolition operations performed by or on behalf of such person or organization.

6. Additional Insured - State Or Political Subdivision - Permits

a. WHO IS AN INSURED under Section C. is amended to include as an additional insured the state or political subdivision shown in the Declarations as an Additional

BUSINESS LIABILITY COVERAGE FORM

Insured – State Or Political Subdivision - Permits, but only with respect to operations performed by you or on your behalf for which the state or political subdivision has issued a permit.

- b. With respect to the insurance afforded to these additional insureds, the following additional exclusions apply:

This insurance does not apply to:

- (1) "Bodily injury", "property damage" or "personal and advertising injury" arising out of operations performed for the state or municipality; or
- (2) "Bodily injury" or "property damage" included in the "product-completed operations" hazard.

7. Additional Insured – Vendors

- a. WHO IS AN INSURED under Section C. is amended to include as an additional insured the person(s) or organization(s) (referred to below as vendor) shown in the Declarations as an Additional Insured - Vendor, but only with respect to "bodily injury" or "property damage" arising out of "your products" which are distributed or sold in the regular course of the vendor's business and only if this Coverage Part provides coverage for "bodily injury" or "property damage" included within the "products-completed operations hazard".
- b. The insurance afforded to the vendor is subject to the following additional exclusions:

- (1) This insurance does not apply to:
 - (a) "Bodily injury" or "property damage" for which the vendor is obligated to pay damages by reason of the assumption of liability in a contract or agreement. This exclusion does not apply to liability for damages that the vendor would have in the absence of the contract or agreement;
 - (b) Any express warranty unauthorized by you;
 - (c) Any physical or chemical change in the product made intentionally by the vendor;
 - (d) Repackaging, unless unpacked solely for the purpose of inspection, demonstration, testing, or the substitution of parts under instructions from the manufacturer, and then repackaged in the original container;

(e) Any failure to make such inspections, adjustments, tests or servicing as the vendor has agreed to make or normally undertakes to make in the usual course of business, in connection with the distribution or sale of the products;

(f) Demonstration, installation, servicing or repair operations, except such operations performed at the vendor's premises in connection with the sale of the product;

(g) Products which, after distribution or sale by you, have been labeled or relabeled or used as a container, part or ingredient of any other thing or substance by or for the vendor; or

(h) "Bodily injury" or "property damage" arising out of the sole negligence of the vendor for its own acts or omissions or those of its employees or anyone else acting on its behalf. However, this exclusion does not apply to:

(i) The exceptions contained in Subparagraphs (d) or (f); or

(ii) Such inspections, adjustments, tests or servicing as the vendor has agreed to make or normally undertakes to make in the usual course of business, in connection with the distribution or sale of the products.

(2) This insurance does not apply to any insured person or organization from whom you have acquired such products, or any ingredient, part or container, entering into, accompanying or containing such products.

8. Additional Insured – Controlling Interest

WHO IS AN INSURED under Section C. is amended to include as an additional insured the person(s) or organization(s) shown in the Declarations as an Additional Insured – Controlling Interest, but only with respect to their liability arising out of:

- a. Their financial control of you; or
- b. Premises they own, maintain or control while you lease or occupy these premises.

BUSINESS LIABILITY COVERAGE FORM

This insurance does not apply to structural alterations, new construction and demolition operations performed by or for that person or organization.

9. Additional Insured – Owners, Lessees Or Contractors – Scheduled Person Or Organization

a. WHO IS AN INSURED under Section C. is amended to include as an additional insured the person(s) or organization(s) shown in the Declarations as an Additional Insured – Owner, Lessees Or Contractors, but only with respect to liability for "bodily injury", "property damage" or "personal and advertising injury" caused, in whole or in part, by your acts or omissions or the acts or omissions of those acting on your behalf:

(1) In the performance of your ongoing operations for the additional insured(s); or

(2) In connection with "your work" performed for that additional insured and included within the "products-completed operations hazard", but only if this Coverage Part provides coverage for "bodily injury" or "property damage" included within the "products-completed operations hazard".

b. With respect to the insurance afforded to these additional insureds, this insurance does not apply to "bodily injury", "property damage" or "personal an advertising injury" arising out of the rendering of, or the failure to render, any professional architectural, engineering or surveying services, including:

(1) The preparing, approving, or failure to prepare or approve, maps, shop drawings, opinions, reports, surveys, field orders, change orders, designs or drawings and specifications; or

(2) Supervisory, inspection, architectural or engineering activities.

10. Additional Insured – Co-Owner Of Insured Premises

WHO IS AN INSURED under Section C. is amended to include as an additional insured the person(s) or Organization(s) shown in the Declarations as an Additional Insured – Co-Owner Of Insured Premises, but only with respect to their liability as co-owner of the premises shown in the Declarations.

The limits of insurance that apply to additional insureds are described in Section D. – Limits Of Insurance.

How this insurance applies when other insurance is available to an additional insured is described in the Other Insurance Condition in Section E. – Liability And Medical Expenses General Conditions.

G. LIABILITY AND MEDICAL EXPENSES DEFINITIONS

1. "Advertisement" means the widespread public dissemination of information or images that has the purpose of inducing the sale of goods, products or services through:

- a. (1) Radio;
- (2) Television;
- (3) Billboard;
- (4) Magazine;
- (5) Newspaper;

b. The Internet, but only that part of a web site that is about goods, products or services for the purposes of inducing the sale of goods, products or services; or

c. Any other publication that is given widespread public distribution.

However, "advertisement" does not include:

a. The design, printed material, information or images contained in, on or upon the packaging or labeling of any goods or products; or

b. An interactive conversation between or among persons through a computer network.

2. "Advertising idea" means any idea for an "advertisement".

3. "Asbestos hazard" means an exposure or threat of exposure to the actual or alleged properties of asbestos and includes the mere presence of asbestos in any form.

4. "Auto" means a land motor vehicle, trailer or semi-trailer designed for travel on public roads, including any attached machinery or equipment. But "auto" does not include "mobile equipment".

5. "Bodily injury" means physical:

- a. Injury;
- b. Sickness; or
- c. Disease

sustained by a person and, if arising out of the above, mental anguish or death at any time.

6. "Coverage territory" means:

BUSINESS LIABILITY COVERAGE FORM

- a. The United States of America (including its territories and possessions), Puerto Rico and Canada;
 - b. International waters or airspace, but only if the injury or damage occurs in the course of travel or transportation between any places included in a. above;
 - c. All other parts of the world if the injury or damage arises out of:
 - (1) Goods or products made or sold by you in the territory described in a. above;
 - (2) The activities of a person whose home is in the territory described in a. above, but is away for a short time on your business; or
 - (3) "Personal and advertising injury" offenses that take place through the Internet or similar electronic means of communication
- provided the insured's responsibility to pay damages is determined in the United States of America (including its territories and possessions), Puerto Rico or Canada, in a "suit" on the merits according to the substantive law in such territory, or in a settlement we agree to.
- 7. "Electronic data" means information, facts or programs:
 - a. Stored as or on;
 - b. Created or used on; or
 - c. Transmitted to or from computer software, including systems and applications software, hard or floppy disks, CD-ROMS, tapes, drives, cells, data processing devices or any other media which are used with electronically controlled equipment.
 - 8. "Employee" includes a "leased worker". "Employee" does not include a "temporary worker".
 - 9. "Executive officer" means a person holding any of the officer positions created by your charter, constitution, by-laws or any other similar governing document.
 - 10. "Hostile fire" means one which becomes uncontrollable or breaks out from where it was intended to be.
 - 11. "Impaired property" means tangible property, other than "your product" or "your work", that cannot be used or is less useful because:
 - a. It incorporates "your product" or "your work" that is known or thought to be defective, deficient, inadequate or dangerous; or

- b. You have failed to fulfill the terms of a contract or agreement;
- if such property can be restored to use by:
- a. The repair, replacement, adjustment or removal of "your product" or "your work"; or
 - b. Your fulfilling the terms of the contract or agreement.
- 12. "Insured contract" means:
 - a. A contract for a lease of premises. However, that portion of the contract for a lease of premises that indemnifies any person or organization for damage by fire, lightning or explosion to premises while rented to you or temporarily occupied by you with permission of the owner is subject to the Damage To Premises Rented To You limit described in Section D. – Liability and Medical Expenses Limits of Insurance.
 - b. A sidetrack agreement;
 - c. Any easement or license agreement, including an easement or license agreement in connection with construction or demolition operations on or within 50 feet of a railroad;
 - d. Any obligation, as required by ordinance, to indemnify a municipality, except in connection with work for a municipality;
 - e. An elevator maintenance agreement; or
 - f. That part of any other contract or agreement pertaining to your business (including an indemnification of a municipality in connection with work performed for a municipality) under which you assume the tort liability of another party to pay for "bodily injury" or "property damage" to a third person or organization, provided the "bodily injury" or "property damage" is caused, in whole or in part, by you or by those acting on your behalf. Tort liability means a liability that would be imposed by law in the absence of any contract or agreement.
- Paragraph f. includes that part of any contract or agreement that indemnifies a railroad for "bodily injury" or "property damage" arising out of construction or demolition operations within 50 feet of any railroad property and affecting any railroad bridge or trestle, tracks, road-beds, tunnel, underpass or crossing.
- However, Paragraph f. does not include that part of any contract or agreement:

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- (1) That indemnifies an architect, engineer or surveyor for injury or damage arising out of:
- (a) Preparing, approving or failing to prepare or approve maps, shop drawings, opinions, reports, surveys, field orders, change orders, designs or drawings and specifications; or
 - (b) Giving directions or instructions, or failing to give them, if that is the primary cause of the injury or damage; or
- (2) Under which the insured, if an architect, engineer or surveyor, assumes liability for an injury or damage arising out of the insured's rendering or failure to render professional services, including those listed in (1) above and supervisory, inspection, architectural or engineering activities.
13. "Leased worker" means a person leased to you by a labor leasing firm under an agreement between you and the labor leasing firm, to perform duties related to the conduct of your business. "Leased worker" does not include a "temporary worker".
14. "Loading or unloading" means the handling of property:
- a. After it is moved from the place where it is accepted for movement into or onto an aircraft, watercraft or "auto";
 - b. While it is in or on an aircraft, watercraft or "auto"; or
 - c. While it is being moved from an aircraft, watercraft or "auto" to the place where it is finally delivered;
- but "loading or unloading" does not include the movement of property by means of a mechanical device, other than a hand truck, that is not attached to the aircraft, watercraft or "auto".
15. "Mobile equipment" means any of the following types of land vehicles, including any attached machinery or equipment:
- a. Bulldozers, farm machinery, forklifts and other vehicles designed for use principally off public roads;
 - b. Vehicles maintained for use solely on or next to premises you own or rent;
 - c. Vehicles that travel on crawler treads;
 - d. Vehicles, whether self-propelled or not, on which are permanently mounted:
- (1) Power cranes, shovels, loaders, diggers or drills; or
 - (2) Road construction or resurfacing equipment such as graders, scrapers or rollers;
- e. Vehicles not described in a., b., c., or d. above that are not self-propelled and are maintained primarily to provide mobility to permanently attached equipment of the following types:
- (1) Air compressors, pumps and generators, including spraying, welding, building cleaning, geophysical exploration, lighting and well servicing equipment; or
 - (2) Cherry pickers and similar devices used to raise or lower workers;
- f. Vehicles not described in a., b., c., or d. above maintained primarily for purposes other than the transportation of persons or cargo.
- However, self-propelled vehicles with the following types of permanently attached equipment are not "mobile equipment" but will be considered "autos":
- (1) Equipment, of at least 1,000 pounds gross vehicle weight, designed primarily for:
 - (a) Snow removal;
 - (b) Road maintenance, but not construction or resurfacing; or
 - (c) Street cleaning;
 - (2) Cherry pickers and similar devices mounted on automobile or truck chassis and used to raise or lower workers; and
 - (3) Air compressors, pumps and generators, including spraying, welding, building cleaning, geophysical exploration, lighting and well servicing equipment.
16. "Occurrence" means an accident, including continuous or repeated exposure to substantially the same general harmful conditions.
17. "Personal and advertising injury" means injury, including consequential "bodily injury", arising out of one or more of the following offenses:
- a. False arrest, detention or imprisonment;
 - b. Malicious prosecution;

BUSINESS LIABILITY COVERAGE FORM

- c. The wrongful eviction from, wrongful entry into, or invasion of the right of private occupancy of a room, dwelling or premises that the person occupies, committed by or on behalf of its owner, landlord or lessor;
 - d. Oral, written or electronic publication of material that slanders or libels a person or organization or disparages a person's or organization's goods, products or services;
 - e. Oral, written or electronic publication of material that violates a person's right of privacy;
 - f. Copying, in your "advertisement", a person's or organization's "advertising idea" or style of "advertisement";
 - g. Infringement of copyright, slogan, or title of any literary or artistic work, in your "advertisement"; or
 - h. Discrimination or humiliation that results in injury to the feelings or reputation of a natural person.
18. "Pollutants" means any solid, liquid, gaseous or thermal irritant or contaminant, including smoke, vapor, soot, fumes, acids, alkalis, chemicals and waste. Waste includes materials to be recycled, reconditioned or reclaimed.
19. "Products-completed operations hazard";
- a. Includes all "bodily injury" and "property damage" occurring away from premises you own or rent and arising out of "your product" or "your work" except:
 - (1) Products that are still in your physical possession; or
 - (2) Work that has not yet been completed or abandoned. However, "your work" will be deemed to be completed at the earliest of the following times:
 - (a) When all of the work called for in your contract has been completed.
 - (b) When all of the work to be done at the job site has been completed if your contract calls for work at more than one job site.
 - (c) When that part of the work done at a job site has been put to its intended use by any person or organization other than another contractor or subcontractor working on the same project.

Work that may need service, maintenance, correction, repair or replacement, but which is otherwise complete, will be treated as completed.

The "bodily injury" or "property damage" must occur away from premises you own or rent, unless your business includes the selling, handling or distribution of "your product" for consumption on premises you own or rent.

- b. Does not include "bodily injury" or "property damage" arising out of:
 - (1) The transportation of property, unless the injury or damage arises out of a condition in or on a vehicle not owned or operated by you, and that condition was created by the "loading or unloading" of that vehicle by any insured; or
 - (2) The existence of tools, uninstalled equipment or abandoned or unused materials.
20. "Property damage" means:
- a. Physical injury to tangible property, including all resulting loss of use of that property. All such loss of use shall be deemed to occur at the time of the physical injury that caused it; or
 - b. Loss of use of tangible property that is not physically injured. All such loss of use shall be deemed to occur at the time of "occurrence" that caused it.
- As used in this definition, "electronic data" is not tangible property.
21. "Suit" means a civil proceeding in which damages because of "bodily injury", "property damage" or "personal and advertising injury" to which this insurance applies are alleged. "Suit" includes:
- a. An arbitration proceeding in which such damages are claimed and to which the insured must submit or does submit with our consent; or
 - b. Any other alternative dispute resolution proceeding in which such damages are claimed and to which the insured submits with our consent.
22. "Temporary worker" means a person who is furnished to you to substitute for a permanent "employee" on leave or to meet seasonal or short-term workload conditions.
23. "Volunteer worker" means a person who:
- a. Is not your "employee";

BUSINESS LIABILITY COVERAGE FORM

- b. Donates his or her work;
 - c. Acts at the direction of and within the scope of duties determined by you; and
 - d. Is not paid a fee, salary or other compensation by you or anyone else for their work performed for you.
24. "Your product":
- a. Means:
 - (1) Any goods or products, other than real property, manufactured, sold, handled, distributed or disposed of by:
 - (a) You;
 - (b) Others trading under your name; or
 - (c) A person or organization whose business or assets you have acquired; and
 - (2) Containers (other than vehicles), materials, parts or equipment furnished in connection with such goods or products.
 - b. Includes:
 - (1) Warranties or representations made at any time with respect to the fitness, quality, durability, performance or use of "your product"; and
 - (2) The providing of or failure to provide warnings or instructions.
25. "Your work":
- a. Means:
 - (1) Work or operations performed by you or on your behalf; and
 - (2) Materials, parts or equipment furnished in connection with such work or operations.
 - b. Includes:
 - (1) Warranties or representations made at any time with respect to the fitness, quality, durability, performance or use of "your work"; and
 - (2) The providing of or failure to provide warnings or instructions.



**ADDENDUM #1 to RFB 28-06JUN19
COMPUTER HARDWARE MAINTENANCE and REPAIR
– Term and Supply**

Boone County Purchasing

613 E. Ash Street, Room 109

Columbia, MO 65201

Liz Palazzolo, Senior Buyer

Phone: (573) 886-4392 – Fax: (573) 886-4390

Email: lpalazzolo@boonecountymo.org

BOONE COUNTY, MISSOURI

Request for Bid #28-06JUN19 – Computer Hardware Maintenance and Repair – Term and Supply

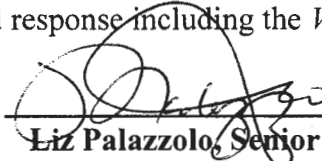
ADDENDUM # 1 - Issued May 30, 2019

Prospective bidders are hereby notified of the following revisions to Request for Bid 04-15FEB19:

- (1) Services bid under this RFB have not previously been under contract. Current pricing the County is paying is contained in Attachment One and is presented as historical information only.

This addendum is issued in accordance with the RFB paragraph 1.3.3 and is hereby incorporated into and made a part of the Request for Bid Documents. Bidders are reminded that receipt of this addendum should be acknowledged and submitted with bid response including the *Vendor Response and Pricing Pages*.

By:



**Liz Palazzolo, Senior Buyer
Boone County Purchasing**

The bidder has examined **Addendum #1 to Request for Bid #28-06JUN19 – Computer Hardware Maintenance and Repair, Term and Supply**, receipt of which is hereby acknowledged:

Company Name: _____

Address: _____

Telephone: _____ Fax: _____

Federal Tax ID (or Social Security #): _____

Print Name: _____ Title: _____

Authorized Signature: _____ Date: _____

Contact Name and E-Mail Address to receive documents for electronic signature:

Boone County's most recent maintenance cost, per month.

Attachment One - RFB 28-06JUN19
Historical Pricing Information

ITEM ID	ITEM DESCRIPTION	COST
Colortrac/CX 40e	Large Format Scanner	\$ 96.90
DELL-Poweredge SC430	Poweredge SC430	\$ 30.60
DELL-Poweredge T620	Coming off warranty / Manufacture Coverage	NA
Fujitisu 5750C Document Scanner	Coming off warranty / Manufacture Coverage	NA
HP - Proliant DL160	HP-DL160 - ALL Models	\$ 30.60
HP - Proliant DL380	HP-DL380 - ALL Models	\$ 30.60
HP - Proliant ML350	HP-ML350 - ALL Models	\$ 30.60
HP DesignJet 4500	PLOTTER	\$ 56.10
HP- Proliant DL360	HP-DL360 - ALL Models	\$ 30.60
HP-DesignJet Z6100ps	PLOTTER	\$ 56.10
Panasonic CF 19 Notebook	Panasonic CF 19 Notebook	\$ 12.24
Panasonic CF 31 Notebook	Panasonic CF 31 Notebook	\$ 12.24
Panasonic CF 54 Notebook	Panasonic CF 54 Notebook	\$ 12.24

Boone County's most recent maintenance cost, per month.

1. Introduction and General Conditions of Bidding

1.1. Invitation: This document is a Request for Bid for Boone County conducted by the Boone County Purchasing Department. Vendors are invited to respond by sealed bid by the indicated bid submission deadline on page 1 of this document. Bids received will be read shortly after the official bid submission deadline. Vendors responding to this request must comply with all technical specifications and requirements stated herein.

1.1.1. Request for Bids are available in the Purchasing Office and requests for copies may be made by phone (573) 886-4392; fax (573) 886-4390 or e-mail: lpalazzolo@boonecountymmo.org.

1.1.2. Vendors may obtain further information on the Boone County Web Page at <https://www.showmeboone.com/purchasing/bids/>

1.1.3. The County requests bids for provision of **Computer Hardware Maintenance and Repair – Term and Supply** for the Boone County Information Technology Department as further specified in greater detail in Section 2.

1.2. Definitions:

1.2.1. **County:** This term refers to the County of Boone, a duly organized public entity. It may also be used as a pronoun for various subsets of the County organization, including, as the context will indicate:

Purchasing - The Purchasing Department, including its Purchasing Director and staff.

Department(s) or Office(s) - The County Department(s) or Office(s) for which this RFB is prepared, and which will be the end user(s) of the goods and/or services sought.

Designee - The County employee(s) assigned as your primary contact(s) for interaction regarding Contract performance.

1.2.2. **Bidder, Contractor, Supplier/Vendor:** These terms refer generally to businesses having some sort of relationship to or with Boone County. The term may apply differently to different classes of entities, as the context will indicate.

Bidder - Any business entity submitting a response to this RFB. Suppliers, which may be invited to respond, or which express interest in this bid, but which do not submit a response, have no obligations with respect to the bid requirements.

Contractor- The bidder whose response to this RFB is found by Purchasing to meet the best interests of the County. The contractor is the “successful bidder” who has been selected for award, and will enter into a contract for provision of the goods and/or services described in the RFB.

Supplier/Vendor - All business(s) entities which may provide the subject goods and/or services.

1.2.3. **Request for Bid (RFB):** This entire document, including attachments, is considered a “Request for Bid.” A Request for Bid (RFB) may be used to solicit various kinds of information. The kind of information this RFB seeks is indicated by the title appearing at the top of the first page. A “Request for Bid” is used when the need is well defined. A

“Request for Proposal” is used when the County will consider solutions, which may vary significantly from each other or from the County’s initial expectations.

1.2.4. **Response/Bid:** The written, sealed document submitted by the bidder/vendor/supplier according to the RFB instructions.

1.3. **Bid Clarification:** Questions regarding this RFB should be directed in writing, preferably by e-mail, to the identified Buyer in the Purchasing Department. Answers, citing the question asked but not identifying the questioner, will be distributed simultaneously to all known prospective Bidders. Note: Written requirements in the RFB or its Amendments are binding, but any oral communications between the County and Bidder are not binding.

Bid/Clarification Contact: Liz Palazzolo, Senior Buyer, Boone County Purchasing, 613 E. Ash, Room 109, Columbia, MO 65202. Telephone: (573) 886-4392; Fax: (573) 886-4390; E-mail: lpalazzolo@boonecountymo.org.

1.3.1. **Bidder Responsibility:** The bidder is expected to be thoroughly familiar with all specifications and requirements of this RFB. The bidder’s failure or omission to examine any relevant form, article, site or document will not relieve the bidder from any obligation regarding this RFB. By submitting a response/bid, the bidder is presumed to concur with all terms, conditions and specifications of this RFB.

1.3.2. **Inspection of Equipment:** If the bidder requires inspection of equipment prior to submission of a bid to perform maintenance and repair services, the bidder must contact the Buyer, Liz Palazzolo at 573-864-8823 or lpalazzolo@boonecountymo.org in order to schedule an on-site inspection. Impromptu, unscheduled visits to inspect equipment shall not be allowed. All requests for inspection must be made prior to 5/30/19. The bidder shall be responsible for all costs to inspect equipment; the County shall assume no obligation for any costs the bidder incurs in order to inspect the equipment prior to submitting a bid. The parameters of inspection shall be determined by the County; the bidder’s inspection shall not be allowed to disrupt County business operations.

1.3.3. **Bid Addendum:** If it becomes evident that this RFB must be amended, the Purchasing Department will issue a formal written Addendum to all known prospective bidders. If necessary, a new due date will be established.

1.4. **Award:** Award will be made to the bidder(s) whose bid(s) provides the greatest value to the County from the standpoint of suitability to purpose, quality, service, previous experience, price, lifecycle cost (as applicable), ability to deliver, or for any other reason deemed by Purchasing to be in the best interest of the County. That is, the award will not be determined by price alone. The County will be seeking the least costly outcome that meets the County’s needs as interpreted by the County.

1.4.1. The County prefers to award maintenance and repair of all items shown on the Vendor Response and Pricing Pages to one vendor.

1.4.2. The County of Boone reserves the right to accept or reject any and all bids in the best interest of the County. The County also reserves the right to not award any item or group of items if

the services can be obtained from state contract or other governmental entities under more favorable terms.

- 1.5. **Contract Execution**: This RFB and the Vendor’s Response will be made part of any resulting contract and will be incorporated in the contract as set forth, verbatim.
- 1.5.1. **Precedence**: In the event of any contradiction or conflict between the provisions of the documents comprising the contract, the following order of precedence shall apply:
 - a. the provisions of the Contract (as it may be amended);
 - b. the provisions of the RFB, including any addenda;
 - c. the provisions of the Vendor’s Response, including any clarification.
- 1.6. **Compliance With Standard Terms And Conditions**: The bidder shall hereby agree to be bound by the County’s standard “boilerplate” terms and conditions for contracts as attached hereto.

2. **Scope of Work**

2.1. The contractor shall provide repair services and replace failed non-repairable computer hardware equipment identified on the Vendor Response and Pricing Pages in adherence to the terms and conditions stated herein. In addition to these required services, the contractor may choose to perform preventive maintenance of the computer hardware identified on the Vendor Response and Pricing Pages at the firm, fixed pricing quoted under the same terms.

2.2. **“As Is” Equipment**: The contractor shall be responsible for repairing all equipment listed on the Vendor Response and Pricing Pages. If the equipment cannot be repaired to full functionality, the contractor shall replace the equipment with a fully functional equivalent unit. The contractor shall understand and agree that the condition of equipment at the time of award is “as is.” The contractor shall assume responsibility for ensuring the on-going operation, and, if provided, any preventive maintenance of existing equipment. The County Information Technology Department shall approve all equipment replacements and reserves the right to deny any failed device replacement that does not fully meet the County’s needs. Final acceptance of any replacement equipment shall be based on successful testing for County business operations and system integration as needed. If replacement is deemed necessary, then all equipment shall remain the County’s property.

2.2.1 The County reserves the right to increase or decrease equipment listed on the Vendor Response and Pricing Pages. Additional equipment shall be covered by the contractor upon receipt of written notification from the County. The contractor shall honor contract pricing bid for additional equipment that is like or equal to other equipment already identified on the Vendor Response and Pricing Pages. In the event new equipment is added to the contract that has no associated pricing, additional pricing will be requested of the contractor for coverage of the equipment. Pricing information shall be submitted to the County Information Technology Department, and it shall be incorporated into the contract by formal amendment by the County

Purchasing Department subsequent to approval and direction from the Information Technology Department, and approval by the Boone County Commission. No billing shall occur without amending the contract to incorporate additional pricing. The County will provide written notice to the contractor for the deletion of any equipment. The contractor shall not invoice for deleted equipment past fifteen (15) calendar days of the County's notice.

- 2.3. **Warranty:** The contractor shall warranty all labor performed and parts provided for a period of ninety (90) calendar days after the County's acceptance. All work performed and parts provided shall be consistent with accepted industry standards applicable to computer hardware maintenance and repair specific to the equipment identified herein.
- 2.4. **Service Times and Response Requirements:** Repair and equipment replacement work shall be performed on an as needed basis upon request of the County. All service shall be performed during regular County workdays and hours, Mondays through Fridays, 8:00 A.M. through 5:00 P.M.
- 2.4.1. If the contractor is providing preventive maintenance services, then the contractor shall perform preventive scheduled maintenance service during regular County workdays and hours, Mondays through Fridays, 8:00 A.M. through 5:00 P.M. Scheduled service time must be approved by the Boone County Information Technology Department.
- 2.4.2. Any service performed outside the County's regular workdays and hours shall be specifically requested by the County and have the prior authorization of the Boone County Information Technology Department. The contractor shall coordinate with the County Information Technology Department to schedule preventive maintenance and all repair/replacement service.
- 2.4.3. **Service Desk:** The contractor must staff a service desk during business hours of 8:00 A.M. through 5:00 P.M., Monday – Friday, twelve months of the year and provide the County with a holiday schedule. The contractor shall provide a single point of contact for the County to include at minimum the contact's phone number, and email address or website to place service requests to their service desk.
- 2.4.4. **Call-Back/E-Mail Response Time Guarantee:** The contractor must respond to initial inquiries for unscheduled service within two (2) hours of the request by contacting the County Information Technology Department requesting repair service to schedule an on-site visit. If the initial request for service is made after 3:00 P.M., the contractor shall respond before 10:00 A.M. the following business day.
- 2.4.5. **Repair/Replacement Time Requirements:** The contractor shall make every effort to make timely repairs/replacements as needed. The County shall be kept apprised of developments that impact timely resolution of any repair or replacement service. The contractor shall comply with the following time response requirements:

- a. The contractor shall perform maintenance/repair within a maximum of eight (8) business hours for scanners, MDT's (Mobile Terminal Devices) and plotter-related computer equipment.
- b. The contractor shall perform maintenance/repair within a maximum of four (4) hours response time for all server equipment.
- c. If servers cannot be serviced within that time frame, the contractor must provide loaner equipment until the County's equipment is repaired and in full service.
- d. If MDT units cannot be repaired in the field with parts, then replacement depot repair is acceptable with a maximum five (5) business day turn around.
- e. The contractor shall understand and agree that all hard drives in existing and replacement equipment shall be considered the property of the Boone County Information Technology Department. All hard drives must be in the control of and disposed by the Boone County Information Technology Department in all instances.

2.5. **Spare-Parts**: The contractor has the option of stocking a limited amount of spare parts. In this case, the contractor shall work with the County Information Technology Department to stock spare parts on-site to meet response times. The contractor shall be responsible for maintaining inventory and tracking use of these parts if the contractor chooses to assume this responsibility. The County shall not be responsible for loss or damage to spare parts inventory.

2.6. **Documentation**: The contractor must maintain records of all maintenance, repairs, and replacement including date and times of service calls and identifying equipment repaired or replaced. The contractor must also document all steps and actions taken to maintain the equipment or repair the problem. The contractor must provide said written records and documentation for review only when request by the County, at no additional charge.

2.7. **Billing And Payment**: The contractor shall be paid the monthly price quoted on the Vendor Response and Pricing Pages for the identified equipment. The monthly price must include all costs for preventive maintenance and repair service including all parts, labor, and travel to and from the County equipment site. Payment will be made within thirty (30) calendar days from physical receipt of a correct statement. All pricing shall conform to pricing quoted on the Vendor Response and Pricing Pages. Pricing shall be firm and fixed for the specific contract period.

- a. No other costs shall be paid by the County. Pricing shall be quoted **FOB Destination Freight Prepaid and Allowed** (all freight, transportation and insurance costs shall be included in the quoted price to the County). The contractor shall understand and agree that Boone County is tax exempt.

b. The contractor must provide a detailed invoice on a monthly basis for services performed. At minimum, the invoice must contain the following information for each item: County defined Tag #, Serial #, Make/Model, and Device Type, (i.e., laptop, server).

c. Itemized invoices shall be sent on a monthly basis to:

Boone County Information Technology Department
801 E. Walnut Street, Room 220
Columbia, MO 65201

2.8. Estimated Quantities: The quantities indicated in this Request for Bid are estimates that pertain to the total aggregate quantities that may be ordered throughout the stated contract period. The estimates do not indicate single order amounts unless otherwise stated. The County makes no guarantees about single order quantities or total aggregate order quantities.

2.9. Contract Period: The contract period shall be from **Date of Award through One Year**. The contract may be renewed at the sole option of the County for an additional **four (4)** one-year periods, or any portion thereof. The County reserves the right to terminate the contract at any time, for the convenience of the County, without penalty or recourse, by giving written notice to the contractor at least thirty (30) calendar days prior to the effective date of such termination. The contractor shall be entitled to receive compensation for services and/or supplies delivered to and accepted by the County pursuant to the contract prior to the effective date of termination.

2.10. Pricing: Contract pricing shall be considered firm, fixed for the entirety of the initial/original contract period. Prices are subject to adjustment only upon renewal of the contract period, subject to quotations on the Vendor Response and Pricing Pages for the specific renewal period; adjusted pricing must be effective on the renewal date and must remain firm through the entirety of the specific renewal period.

2.10.1. Price Increase: It shall be the responsibility of the contractor to notify the County sixty (60) calendar days prior to the end of the current contract period of any pending price increase which will take effect at the beginning of the ensuing renewal period.

2.10.2. If the option for renewal is exercised by the County, the contractor must agree that the prices for the renewal period must not exceed the maximum percent of increase for the applicable renewal period stated on the Vendor Response and Pricing Pages of the contract.

2.10.3. If renewal percentages are not provided, then prices for the renewal period(s) shall be the same as during the initial/original contract period. All pricing adjustments shall be calculated using the initial/original pricing.

2.10.4. All prices shall be as indicated on the Vendor Response and Pricing Pages. The County shall not pay nor be liable for any other additional costs including but not limited to taxes, shipping charges, insurance, interest, penalties, termination payments, attorney fees, liquidated damages, etc.

- 2.11. Contract Extension:** The County Purchasing Director may exercise the option to extend the contract on a month-to-month basis for a maximum of six (6) months from the end-date of the last renewal period, if it is deemed to be in the best interest of Boone County.
- 2.12. Contract Documents:** The successful bidder shall be obligated to enter into a written contract with the County within thirty (30) calendar days of the notice of award/contract forms provided by the County through *DocuSign*. If the bidder desires to contract under the bidder's written agreement, any such proposed agreement must be submitted in blank with the bid for the County's consideration as part of the evaluation of bids; in the absence of such submission with the bidder's response, the County's forms shall be used. The County reserves the right to modify any proposed form agreement or withdraw its award to a successful bidder if any proposed agreement contains terms and conditions inconsistent with the County's RFB or are unacceptable to County legal counsel.
- 2.13. Insurance Requirements:** The contractor must not commence work under the contract until they have obtained all insurance required under this paragraph and such insurance has been approved by the County, nor must the contractor allow any subcontractor to commence work on their subcontract until all similar insurance required of the subcontractor has been so obtained and approved. All policies must be in amount(s), form(s) and company(ies) satisfactory to the County which must carry an A-6 or better rating as listed in the A.M. Best or equivalent rating guide. Insurance limits indicated below may be lowered at the discretion of the County. The contractor must purchase and maintain in force, at its own expense, property insurance covering any loss or damage of the County owned records.
- 2.13.1. Compensation Insurance:** The contractor must take out and maintain during the life of the contract, Employee's Liability and Worker's Compensation Insurance for all of their employees employed at the site of work, and in case any work is sublet, the contractor must require the subcontractor similarly to provide Worker's Compensation Insurance for all of the latter's employees unless such employees are covered by the protection afforded by the contractor. Worker's Compensation coverage must meet Missouri statutory limits. Employers' Liability limits must be \$500,000.00 each employee, \$500,000.00 each accident, and \$500,000.00 policy limit. In case any class of employees engaged in hazardous work under the contract at the site of the work is not protected under the Worker's Compensation Statute, the contractor must provide and must cause each subcontractor to provide Employers' Liability Insurance for the protection of their employees not otherwise protected.
- 2.13.2. Compensation General Liability Insurance:** The contractor must take out and maintain during the life of the contract, such comprehensive general liability insurance as must protect them and any subcontractor performing work covered by the contract, from claims for damages for personal injury including accidental death, as well as from claims for property damages, which may arise from operations under this contract, whether such operations be by themselves or for any subcontractor or by anyone directly or indirectly employed by them. The amounts of insurance must be not less than \$2,000,000.00 combined single limit for any one occurrence covering both bodily injury and property damage, including accidental death. If the contract involves any underground/digging operations, the general liability certificate must include X, C, and U (Explosion, Collapse, and Underground) coverage. If providing Comprehensive

General Liability Insurance, then the Proof of Coverage of Insurance must also be included.

- 2.13.3. The contractor may satisfy the minimum liability limits required for Commercial General Liability or Business Auto Liability under an Umbrella or Excess Liability policy. There is no minimum per occurrence limit of liability under the umbrella or Excess Liability; however, the Annual Aggregate limit shall not be less than the highest “Each Occurrence” limit for either Commercial General Liability or Business Auto Liability. **Contractor agrees to include the County as an Additional Insured on the umbrella or Excess Liability, unless the Certificate of Insurance states that the Umbrella or Excess Liability provides coverage on a “Follow-Form” basis.**
- 2.13.4. **Business Automobile Liability** – The contractor shall maintain during the life of the contract, automobile liability insurance in the amount of not less than \$2,000,000.00 combined single limit for any one occurrence, covering both bodily injury, including accidental death, and property damage, to protect themselves from any and all claims arising from the use of the Contractor’s own automobiles, teams and trucks; hired automobiles, teams and trucks; non-owned and both on and off the site of work.
- 2.13.5. **Subcontractors:** The contractor shall cause each subcontractor to purchase and maintain insurance of the types and amounts specified herein. Limits of such coverage may be reduced only upon written agreement of the County. The contractor shall provide to the County copies of certificates of insurance evidencing coverage for each subcontractor. Subcontractors’ commercial general liability and business automobile liability insurance shall name the County as an Additional Insured and have the Waiver of Subrogation endorsements added.
- 2.13.6. **Proof of Carriage of Insurance:** The contractor shall furnish the County with Certificate(s) of Insurance which name the County as an Additional Insured in an amount as required in the contract. The Certificate of Insurance shall provide that there will be no cancellation, non-renewal or reduction of coverage without 30 days prior written notice to the County. In addition, such insurance shall be on an occurrence basis and shall remain in effect until such time as the County has made final acceptance of the services provided.
- 2.13.7. **Indemnity Agreement:** To the fullest extent permitted by law, the contractor must indemnify, hold harmless and defend the County, its directors, officers, agents, and employees from and against all claims, damages, losses and expenses (including but not limited to attorney’s fees) arising by reason of any act or failure to act, negligent or otherwise, of the contractor, of any subcontractor (meaning anyone, including but not limited to consultants having a contract with contractor or a subcontract for part of the services), of anyone directly or indirectly employed by contractor or by any subcontractor, or of anyone for whose acts the contractor or its subcontractor may be liable, in connection with providing these services. This provision does not, however, require the contractor to indemnify, hold harmless, or defend the County of Boone from its own negligence.

- a. Nothing in these requirements shall be construed as a waiver of any governmental immunity of the County, its officials nor any of its employees in the course of their official duties.
- b. Failure to maintain the required insurance in force may be cause for contract termination. In the event the Agency/Service fails to maintain and keep in force the required insurance or to obtain coverage from its subcontractors, the County shall have the right to cancel and terminate the contract without notice.

Certificate Holder address:

County of Boone, Missouri
C/O Purchasing Department
613 E. Ash Street
Columbia, MO 65201

3. BIDDER'S INSTRUCTIONS AND EVALUATION

- 3.1 Response Content:** It is the bidder's responsibility to submit a bid response that strictly conforms to the requirements stated in the RFB. Failure to adhere to all requirements may result in the bidder's response being disqualified as non-responsive. All bid responses must be submitted using the provided Vendor Response and Pricing Pages provided herein. Every question on the Vendor Response and Pricing Pages should be answered by the bidder, and if not applicable, the bidder should indicate "N/A."
- 3.2 Submittal of Responses:** Responses MUST be received by the date and time noted on the title page under "Bid Submission Address and Deadline." NO EXCEPTIONS. The County is not responsible for late or incorrect deliveries from the US Postal Service or any other mail carrier.
- a. **Submittal Package:** Submit, to the location specified on the title page, **three (3) complete copies** of the bid response in a single sealed envelope, clearly marked on the outside with the bidder's company name and return address, the County RFB number, due date and time.
 - b. **Advice of Award:** The County's Bids, Bid Tabulations, and Bid Awards may be viewed on the County's web page at <https://www.showmeboone.com/purchasing/bids/>
- 3.3. Bid Opening:** On the date and time and at the location specified on the title page under "Bid Opening," all bids will be opened in public. Brief summary information from each response will be read aloud.
- 3.4. Removal From Vendor Database:** If any prospective bidder currently in the County's Vendor Database to whom the RFB was sent elects not to submit a bid and fails to reply in writing stating reasons for not bidding, that bidder's name may be removed from the County's Purchasing database. Other reasons for removal include unwillingness or inability to show financial responsibility, reported poor performance, unsatisfactory service, or repeated inability to meet delivery requirements.
- 3.5. Response Clarification:** The County reserves the right to request additional written or oral information from bidders in order to obtain clarification of their Responses.
- a. **Rejection or Correction of Responses:** The County reserves the right to reject any or all bids. Minor irregularities or informalities in any bid which are immaterial or inconsequential in nature and are neither affected by law nor at substantial variance with RFB conditions, may be waived at the County's discretion whenever it is determined to be in the County's best interest.
- 3.6. Evaluation Process:** The County's sole purpose in the evaluation process is to determine from among the bid responses received which one is best suited to meet the County's needs at the lowest possible cost. The County's choice of a contractor(s) does not imply that one bidder is superior to another, but simply that in the County's judgment the vendor(s) selected appears to offer the best overall solution for the County's current and

anticipated needs at the lowest possible cost. See also paragraph 1.4 regarding “Award” herein.

- 3.6.1. **Method of Evaluation:** The County will evaluate submitted bid responses for responsiveness to requirements of the RFB, and in terms of cost to the County as well as other factors stated in the RFB.
- a. The cost evaluation shall be conducted by multiplying the quoted price per item by one. The subtotals from all extended line item prices shall be added together to develop a total price for the contract period. The cost evaluation shall consider pricing totals for the original contract period plus the renewal contract periods; a grand total will be developed adding together the totals for all contract periods. The cost evaluation shall include all mandatory requirements. However, the County reserves the right to evaluate optional items, if deemed necessary.
 - b. **Acceptability:** The County reserves the sole right to determine whether goods and/or services offered are acceptable for the County’s use.
- 3.7. **Validity of Bid and Pricing:** The bidder’s response including pricing must remain valid for ninety (90) calendar days or until award, whichever comes first. If the bid response is accepted, the entire bid response including all pricing shall be held firm for the duration of the indicated contract period.
- 3.8. **Right To Reject, Waive Informalities, And/Or Clarify Bids:** Boone County reserves the right to reject all bids, to waive informalities in bids, and to request clarification of bidders regarding their bid response.
- 3.9. **Sovereign Immunity:** The County of Boone, due to its status as a public entity in the State of Missouri and its entitlement to sovereign immunity, is unable to accept contract provisions which require the County to indemnify another party (RSMo §537.600). Any indemnity language in proposed terms and conditions will be modified to conform to language that the County is able to accept.
- 3.10. **Open Competition:** Any manufacturer’s name, trade names, brand names, information and/or catalog numbers listed in a specification and/or requirement are for informational purposes only and are not intended to limit competition.
- a. The vendor may offer any brand of product that meets or exceeds the specifications. In addition to identifying the manufacturer’s name and model number, the vendor must explain in detail how their product meets or exceed the specifications. Bids, which do not comply with the requirement and the specifications, are subject to rejection without clarification.

4.



Vendor's Response and Pricing Pages

The bidder should submit three (3) complete copies of the bidder's bid response in a single-sealed envelope, clearly marked on the outside, left corner with the bidder's company name and return address, the Request for Bid number and the bid opening due date and time. In addition, the bidder shall complete the following as indicated below and submit said completed form with each copy of the bid response.

In compliance with this Request for Bid and subject to all the conditions thereof, the bidder agrees to furnish the services/equipment/supplies requested and proposed and certifies he/she has read, understands, and agrees to all terms, conditions, and requirements of this proposal and is authorized to contract on behalf of the firm named below. (Note: This form must be signed. All signatures must be original and not photocopies. In addition, the County uses *DocuSign* when making a contract award. When providing a Contact Name and E-Mail Address below, the Contact and E-Mail address provided must be a person who has the legal authority to contractually bind the offeror's/bidder's company in a contract with the County.)

4.1. Company Name: _____

4.2. Address: _____

4.3. City/Zip: _____

4.4. Phone Number: _____

4.5. Fax Number: _____

4.6. Contact Name and E-Mail Address to receive documents for electronic signature:

4.7. Federal Tax ID or Social Security #:

4.8. The undersigned offers to furnish and deliver the articles or services as specified at the prices and terms stated and in strict accordance with all requirements contained in the Request for Bid, including Boone County's Terms and Conditions, FOB Destination Freight Prepaid and Allowed. Further, the undersigned has read and understood all requirements, terms and conditions, and agrees that all of which are made part of the contract and any orders resulting thereunder. By submission of this bid response, the vendor certifies their compliance with

Section 34.353 and, if applicable, Section 34.359 (“Missouri Domestic Products Procurement Act”) of the Revised Statutes of Missouri.

4.8.1. Authorized Representative (Sign By Hand):

4.8.2. Type or Print Signed Name:

4.8.3. Today’s Date: _____

4.9. Cooperative Procurement: Will the bidder honor the submitted prices and terms for purchase by other entities in Boone County, Missouri that participate in cooperative purchasing with Boone County, Missouri?

_____ Yes _____ No

NOTE: The bidder must clearly state in writing any restrictions or deviations from specifications and requirements stated herein. In the absence of such statement, the County will assume that all items/services offered are in strict compliance with specifications stated in the RFP, including all technical and cost requirements, terms and conditions. The vendor must agree that the proposal if selected for award by the County will be included as part of the final contract with the County.

Vendor Response and Pricing Pages Continued on Next Page

4.10. PRICING:

The bidder must bid repair and failed-device replacement pricing for all line items shown below. In addition, if the bidder chooses to include preventive maintenance in quoted pricing, then pricing for preventive maintenance shall also be included in the pricing quoted below.

All pricing shall be firm and fixed. Pricing shall be quoted **FOB Destination Freight Prepaid and Allowed** (all freight, transportation and insurance costs shall be included in the quoted price to the County).

Line Item Number	Item	Tag #	Item Description	Serial Number	Firm, Fixed Monthly Service Price for the Initial Contract Period
4.10.1	Document Scanner	16174	SmartLF Cx 40e	C2610067R	\$
4.10.2	Document Scanner	16083	Fujitsu 5750C	102162	\$
4.10.3	Document Scanner	16082	Fujitsu 5750C	102086	\$
4.10.4	Document Scanner	16081	Fujitsu 5750C	102156	\$
4.10.5	Server	15575	Dell PowerEdge SC430	96FQ6B1	\$
4.10.6	Server	14844	HP ProLiant DL360 G4	EA00MSGZ48	\$
4.10.7	Server	14845	HP ProLiant DL360 G4	USE514A3K5	\$
4.10.8	Server	15356	HP ProLiant ML350 G4p	USE607N2B9	\$
4.10.9	Server	16173	HP ProLiant DL360 G5	USE716N0T1	\$
4.10.10	Server	16418	HP ProLiant DL360 G5	USE806N096	\$
4.10.11	Server	17478	HP ProLiant DL360 G7	USE032N461	\$
4.10.12	Server	18564	HP ProLiant DL360 G7	USE330ACNA	\$
4.10.13	Server	18588	HP ProLiant DL360 G7	USE334CDMC	\$
4.10.14	Server	17985	HP ProLiant DL380 G7	USE2161SWP	\$
4.10.15	Server	17903	HP ProLiant DL380 G7	USE208WE9B	\$
4.10.16	Server	18062	HP ProLiant DL380 G7	USE22688WP	\$
4.10.17	Server	18615	Dell PowerEdge T620	7ZXV8Z1	\$
4.10.18	Server	19380	HP ProLiant DL360e G8	MXQ43700PM	\$
4.10.19	Plotter	16414	HP DesignJet Z6100 42"	SG7B52900N	\$
4.10.20	Notebook	18028	Panasonic Toughbook CF-19	2DKYA45192	\$

4.10.21	Notebook	19119	Panasonic Toughbook CF-31	3LTYA75599	\$
4.10.22	Notebook	18454	Panasonic Toughbook CF-31	3CTYB32915	\$
4.10.23	Notebook	19152	Panasonic Toughbook CF-31	3LTYA75596	\$
4.10.24	Notebook	19121	Panasonic Toughbook CF-31	4BTYA87471	\$
4.10.25	Notebook	19116	Panasonic Toughbook CF-31	3LTYA75531	\$
4.10.26	Notebook	19149	Panasonic Toughbook CF-31	4CTYA92840	\$
4.10.27	Notebook	19153	Panasonic Toughbook CF-31	3LTYA75527	\$
4.10.28	Notebook	19335	Panasonic Toughbook CF-31	4CTYA97443	\$
4.10.29	Notebook	18453	Panasonic Toughbook CF-31	3CTYB33091	\$
4.10.30	Notebook	19150	Panasonic Toughbook CF-31	4CTYA91791	\$
4.10.31	Notebook	19339	Panasonic Toughbook CF-31	4CTYA96317	\$
4.10.32	Notebook	18455	Panasonic Toughbook CF-31	3CTYB32615	\$
4.10.33	Notebook	19336	Panasonic Toughbook CF-31	4CTYA97405	\$
4.10.34	Notebook	19334	Panasonic Toughbook CF-31	4DTYA03089	\$
4.10.35	Notebook	19147	Panasonic Toughbook CF-31	4CTYA93132	\$
4.10.36	Notebook	19337	Panasonic Toughbook CF-31	4DTYA03060	\$
4.10.37	Notebook	19118	Panasonic Toughbook CF-31	3LTYA75676	\$
4.10.38	Notebook	18456	Panasonic Toughbook CF-31	3CTYB33073	\$
4.10.39	Notebook	19155	Panasonic Toughbook CF-31	3LTYA75551	\$
4.10.40	Notebook	18452	Panasonic Toughbook CF-31	3CTYB32879	\$
4.10.41	Notebook	19113	Panasonic Toughbook CF-31	3LTYA75868	\$
4.10.42	Notebook	19148	Panasonic Toughbook CF-31	3LTYA75563	\$
4.10.43	Notebook	19120	Panasonic Toughbook CF-31	4BTYA87757	\$
4.10.44	Notebook	19112	Panasonic Toughbook CF-31	3LTYA75786	\$
4.10.45	Notebook	19154	Panasonic Toughbook CF-31	3LTYA75602	\$
4.10.46	Notebook	19151	Panasonic Toughbook CF-31	3LTYA75515	\$
4.10.47	Notebook	19114	Panasonic Toughbook CF-31	3LTYA75566	\$
4.10.48	Notebook	19122	Panasonic Toughbook CF-31	4BTYA87620	\$
4.10.49	Notebook	19338	Panasonic Toughbook CF-31	4CTYA96263	\$
4.10.50	Notebook	19117	Panasonic Toughbook CF-31	3LTYA75749	\$
4.10.51	Notebook	19115	Panasonic Toughbook CF-31	3LTYA75744	\$
4.10.52	Notebook	19123	Panasonic Toughbook CF-31	4BTYA87548	\$

4.10.53	Notebook	19124	Panasonic Toughbook CF-31	4CYTA92693	\$
4.10.54	Notebook	19676	Panasonic Toughbook CF-54	5ATSA01257	\$
4.10.55	Notebook	19675	Panasonic Toughbook CF-54	5ATSA01242	\$

Vendor Response and Pricing Pages Continued on the Next Page

4.11. Renewal Options Price Adjustments – Applies to all line items:

The County shall have the sole option to renew the contract in one-year increments, or any portion thereof, for a total accumulated period of four (4) additional years following the initial term. If the options are exercised, pricing must be the same as quoted for the initial contract period subject to the specific percentage of price adjustment quoted below for the applicable renewal contract period. Prices for the renewal period must not exceed the maximum percent of increase for the applicable renewal period stated on the Pricing Page of the contract.

The vendor must respond with a firm, fixed percentage of increase or decrease. Do not quote BOTH a Maximum Increase and a Minimum Decrease – quote one or the other. Statements such as "a percentage of the then-current price" or "consumer price index" are NOT ACCEPTABLE i.e., reference to a CPI adjustment shall be deemed unacceptable.

If the bidder quotes 0% percentage or leaves the line blank, the County shall have the right to execute the option at the same price(s) proposed for the initial contract period.

In conducting the cost evaluation, Boone County will evaluate pricing that determines the potential maximum financial liability to the County.

All percentages must be applied to the firm pricing quoted for the initial contract period. The offeror is cautioned that percentages that are the same value for successive renewal options must be calculated against original, not compounded, pricing.

**4.11.1. Renewal Option Percentage Price Adjustment
1st Renewal Period:**

_____ % Applied to original bid pricing

Vendor must identify below by checking appropriately as an INCREASE OR DECREASE percentage adjustment to original bid pricing:

Maximum Increase: _____
OR Minimum Decrease: _____

**4.11.2 Renewal Option Percentage Price Adjustment
2nd Renewal Period:**

_____ % Applied to original bid pricing

Vendor must identify below by checking appropriately as an INCREASE OR DECREASE percentage adjustment to original bid pricing:

Maximum Increase: _____
OR Minimum Decrease: _____

**4.11.3 Renewal Option Percentage Price Adjustment
3rd Renewal Period:**

_____ % Applied to original bid pricing

Vendor must identify below by checking appropriately as an INCREASE OR DECREASE percentage adjustment to original bid pricing:

Maximum Increase: _____
OR Minimum Decrease: _____

**4.11.4 Renewal Option Percentage Price Adjustment
4th Renewal Period:**

_____ % Applied to original bid pricing

Vendor must identify below by checking appropriately as an INCREASE OR DECREASE percentage adjustment to original bid pricing:

Maximum Increase: _____
OR Minimum Decrease: _____

4.12. Proposed Service: Check the “Yes” box below if the bidder’s service will include performing preventive maintenance, or the “No” box if service will not include preventive maintenance:

Yes

No

4.12.1 If preventive maintenance will be provided, then detail in the available space the days and times, and the frequency of routine the bidder intends to perform scheduled preventive maintenance service:

4.12.2 In the space provided, identify the bidder's normal business hours (days/times) and availability for performing on-call repair service:

4.12.3 Identify in the space provided the bidder's regular holidays:

4.12.4 Provide detail about the bidder's capabilities and options to replace equipment as shown in the list of equipment shown in the pricing section of this exhibit:

4.12.5 **Single Point of Contact:** Provide the contact name, phone number, fax-number, and E-mail of the staff person the County may contact to schedule service or to ask account or other service-related questions:

4.13. Warranty:

The vendor should state the warranty period which shall cover parts and labor. The warranty shall commence upon acceptance of the service and parts by the County.

Warranty on Parts: _____

Warranty on Labor (Minimum 90-day Required):

Vendor's References:

Provide at least three (3) references for whom the vendor has performed computer hardware preventive maintenance and repair services, preferably for the same equipment as listed herein, in the past twelve (12) months:

• **Reference 1**

Company/Entity Name: _____

Contact Name: _____

Contact's Title: _____

City: _____ State: _____

Telephone Number and Area Code: _____

E-mail Address: _____

Description of Equipment/Services Furnished: _____

Availability of Reference: _____

=====

• **Reference 2**

Company/Entity Name: _____

Contact Name: _____

Contact's Title: _____

City: _____ State: _____

Telephone Number and Area Code: _____

E-mail Address: _____

Description of Equipment/Services Furnished: _____

Availability of Reference: _____

=====

• **Reference 3**

Company/Entity Name: _____

Contact Name: _____

Contact's Title: _____

City: _____ State: _____

Telephone Number and Area Code: _____

E-mail Address: _____

Description of Equipment/Services Furnished: _____

Availability of Reference: _____

End of Vendor Response and Pricing Pages – Other Forms Follow – Please Continue

(Please complete and return with Bid Response)

**Certification Regarding
Debarment, Suspension, Ineligibility and Voluntary Exclusion
Lower Tier Covered Transactions**

This certification is required by the regulations implementing Executive Order 12549, Debarment and Suspension, and implemented at 28 CFR Part 67, for prospective participants in primary Covered transactions, as defined at 28 CFR Part 67, Section 67.510.

(BEFORE COMPLETING CERTIFICATION, READ INSTRUCTIONS FOR CERTIFICATION)

- (1) The prospective recipient of Federal assistance funds certifies that it and its principles:
 - a) Are not presently debarred, suspended, proposed for debarment, declared ineligible, sentenced to a denial of Federal benefits by a State or Federal court, or voluntarily excluded from covered transactions by any Federal department or agency;
 - b) Have not within a three-year period preceding this application been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State, or local) transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements or receiving stolen property;
 - c) Are not presently indicted for or otherwise criminally or civilly charged by a governmental entity (Federal, State, or Local) with commission of any of the offenses enumerated in paragraph (1) (b) of this certification; and
 - d) Have not within a three-year period preceding this application had one or more public transactions (Federal, State, or Local) terminated for cause of default; and
- (2) Where the prospective recipient of Federal assistance funds is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal.

Name and Title of Authorized Representative

Signature

Date

CERTIFICATION REGARDING LOBBYING

Certification for Contracts, Grants, Loans, and Cooperative Agreements

The undersigned certifies, to the best of his or her knowledge and belief, that:

(1) No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.

(2) If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.

(3) The undersigned shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loan, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by section 1352, title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

Vendor Signature

Date

Boone County Purchasing



Liz Palazzolo, Senior Buyer
613 E. Ash St., Room 109
Columbia, MO 65201
Phone: (573) 886-4392
Fax: (573) 886-4390

INSTRUCTIONS FOR COMPLIANCE WITH HOUSE BILL 1549

House Bill 1549 addresses the Department of Homeland Security's and the Social Security Administration's E-Verify Program (Employment Eligibility Verification Program) that requires the County to verify "lawful presence" of individuals when we contract for work/service; verify that contractor has programs to verify lawful presence of their employees when contracts exceed \$5,000; and a requirement for OSHA safety training for public works projects.

The County is required to obtain certification that the bidder awarded the attached contract participates in a federal work authorization program. To obtain additional information on the Department of Homeland Security's E-Verify program, go to:

<http://www.uscis.gov/portal/site/uscis/menuitem.eb1d4c2a3e5b9ac89243c6a7543f6d1a/?vgnextoid=75bce2e261405110VgnVCM1000004718190aRCRD&vgnnextchannel=75bce2e261405110VgnVCM1000004718190aRCRD>

Please complete and return form *Work Authorization Certification Pursuant to 285.530 RSMo* if your contract amount is in excess of \$5,000. **Attach to this form the first and last page of the *E-Verify Memorandum of Understanding* that you completed when enrolling for proof of enrollment.**

If you are an Individual/Proprietorship, then you must return the attached *Certification of Individual Bidder*. On that form, choose one of the three options that applies. Be sure to attach any required information for those options as detailed on the *Certification of Individual Bidder*. If you choose option number two, then you will also need to complete and return the attached form *Affidavit*.

CERTIFICATION OF INDIVIDUAL BIDDER

Pursuant to Section 208.009 RSMo, any person applying for or receiving any grant, contract, loan, retirement, welfare, health benefit, post secondary education, scholarship, disability benefit, housing benefit or food assistance who is over 18 must verify their lawful presence in the United States. Please indicate compliance below. Note: A parent or guardian applying for a public benefit on behalf of a child who is citizen or permanent resident need not comply.

Option

- ____ 1. I have provided a copy of documents showing citizenship or lawful presence in the United States. (Such proof may be a Missouri driver’s license, U.S. passport, birth certificate, or immigration documents). Note: If the applicant is an alien, verification of lawful presence must occur prior to receiving a public benefit.
- ____ 2. I do not have the above documents but provide an affidavit (copy attached – *see following page*) which may allow for temporary 90-day qualification.
- ____ 3. I have provided a completed application for a birth certificate pending in the State of _____. Qualification shall terminate upon receipt of the birth certificate or determination that a birth certificate does not exist because I am not a United States citizen.

Applicant

Date

Printed Name

AFFIDAVIT

(Only Required for Certification of Individual Bidder (Option #2)

(see previous page)

State of Missouri)
)SS.
County of _____)

I, the undersigned, being at least eighteen years of age, swear upon my oath that I am either a United States citizen or am classified by the United States government as being lawfully admitted for permanent residence.

Date

Signature

Social Security Number
or Other Federal I.D. Number

Printed Name

On the date above written _____ appeared before me and swore that the facts contained in the foregoing affidavit are true according to his/her best knowledge, information and belief.

Notary Public

My Commission Expires:



Boone County Purchasing
613 E. Ash Street, Room 109
Columbia, MO 65201

Liz Palazzolo, Senior Buyer
Phone: (573) 886-4392 - Fax (573) 886-4390

Standard Terms and Conditions

STANDARD TERMS AND CONDITIONS - BOONE COUNTY, MISSOURI

1. Contractor shall comply with all applicable federal, state, and local laws and failure to do so, in County's sole discretion, shall give County the right to terminate this Contract.
2. Responses shall include all charges for packing, delivery, installation, etc., (unless otherwise specified) to the Boone County Department identified in the Request for Bid and/or Proposal.
3. The Boone County Commission has the right to accept or reject any part or parts of all bids, to waive technicalities, and to accept the offer the County Commission considers the most advantageous to the County. Boone County reserves the right to award this bid on an item-by-item basis, or an "all or none" basis, whichever is in the best interest of the County.
4. Bidders must use the bid forms provided for the purpose of submitting bids, must return the bid and bid sheets comprised in this bid, give the unit price, extended totals, and sign the bid. The Purchasing Director reserves the right, when only one bid has been received by the bid closing date, to delay the opening of bids to another date and time in order to revise specifications and/or establish further competition for the commodity or service required. The one (1) bid received will be retained unopened until the new Closing date, or at request of bidder, returned unopened for re-submittal at the new date and time of bid closing.
5. When products or materials of any particular producer or manufacturer are mentioned in our specifications, such products or materials are intended to be descriptive of type or quality and not restricted to those mentioned.
6. Do not include Federal Excise Tax or Sales and Use Taxes in bid process, as law exempts the County from them.
7. The delivery date shall be stated in definite terms, as it will be taken into consideration in awarding the bid.
8. The County Commission reserves the right to cancel all or any part of orders if delivery is not made or work is not started as guaranteed. In case of delay, the Contractor must notify the Purchasing Department.
9. In case of default by the Contractor, the County of Boone will procure the articles or services from other sources and hold the Bidder responsible for any excess cost occasioned thereby.
10. Failure to deliver as guaranteed may disqualify Bidder from future bidding.

11. Prices must be as stated in units of quantity specified, and must be firm. Bids qualified by escalator clauses may not be considered unless specified in the bid specifications.
12. No bid transmitted by fax machine or e-mail will be accepted.
13. The County of Boone, Missouri expressly denies responsibility for, or ownership of any item purchased until same is delivered to the County and is accepted by the County.
14. The County reserves the right to award to one or multiple respondents. The County also reserves the right to not award any item or group of items if the services can be obtained from a state or other governmental entities contract under more favorable terms. The resulting contract will be considered "Non-Exclusive". The County reserves the right to purchase from other vendors.
15. The County, from time to time, uses federal grant funds for the procurement of goods and services. Accordingly, the provider of goods and/or services shall comply with federal laws, rules and regulations applicable to the funds used by the County for said procurement, and contract clauses required by the federal government in such circumstances are incorporated herein by reference. These clauses can generally be found in the *Federal Transit Administration's Best Practices Procurement Manual – Appendix A*. Any questions regarding the applicability of federal clauses to a particular bid should be directed to the Purchasing Department prior to bid opening.
16. In the event of a discrepancy between a unit price and an extended line item price, the unit price shall govern.
17. Should an audit of Contractor's invoices during the term of the Agreement, and any renewals thereof, indicate that the County has remitted payment on invoices that constitute an over-charging to the County above the pricing terms agreed to herein, the Contractor shall issue a refund check to the County for any over-charges within 30-days of being notified of the same.
18. For all bid responses over \$25,000, if any manufactured goods or commodities proposed with bid/proposal response are manufactured or produced outside the United States, this MUST be noted on the Bid/Proposal Response Form or a Memo attached.
19. **For all titled vehicles and equipment the dealer must use the actual delivery date to the County on all transfer documents** including the Certificate of Origin (COO,) Manufacturer's Statement of Origin (MSO,) Bill of Sale (BOS,) and Application for Title.
20. **Equipment and serial and model numbers** - The contractor is strongly encouraged to include equipment serial and model numbers for all amounts invoiced to the County. If equipment serial and model numbers are not provided on the face of the invoice, such information may be required by the County before issuing payment.

Revised 1/17/2018



Boone County Purchasing
613 E. Ash St., Room 110
Columbia, MO 65201

“No Bid” Response Form

Liz Palazzolo, CPPO, Senior Buyer
(573) 886-4392 – Fax: (573) 886-4390
lpalazzolo@boonecountymo.org

“NO BID RESPONSE FORM”

**NOTE: COMPLETE AND RETURN THIS FORM ONLY IF YOU DO NOT WANT TO
SUBMIT A BID**

If the vendor does not wish to respond to this bid request but would like to remain on the Boone County vendor list **for this service/commodity**, please remove this form and return it to the Purchasing Department by mail, e-mail or fax.

**Bid: 28-06JUN19 – Computer Hardware Maintenance and Repair –
Term and Supply**

Business Name: _____

Address: _____

Telephone: _____

Contact: _____

Date: _____

Reason(s) for Not Bidding:

CERTIFIED COPY OF ORDER

STATE OF MISSOURI

} ea.

July Session of the July Adjourned

Term. 20 19

County of Boone

In the County Commission of said county, on the

25th

day of

July

20 19

the following, among other proceedings, were had, viz:

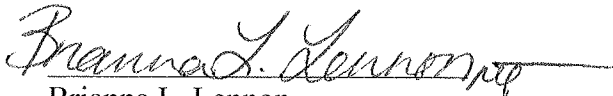
Now on this day, the County Commission of the County of Boone does hereby approve the attached Contract Amendment Number One to Contract 04-15FEB19 for Inmate Hygiene and Other Supplies for the Boone County Sheriff's Department with the following vendors:

Bob Barker Company
Victory Supply LLC

The terms of the amendment are stipulated in the attached Amendments. It is further ordered the Presiding Commissioner is hereby authorized to sign said Contract Amendment Number One for each vendor listed above.

Done this 25th day of July 2019.

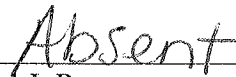
ATTEST:



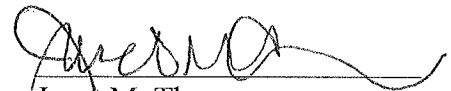
Brianna L. Lennon
Clerk of the County Commission



Daniel K. Atwill
Presiding Commissioner



Fred J. Parry
District I Commissioner



Janet M. Thompson
District II Commissioner

Boone County Purchasing

Liz Palazzolo
Senior Buyer



613 E. Ash, Room 109
Columbia, MO 65201
Phone: (573) 886-4392
Fax: (573) 886-4390

MEMORANDUM

TO: Boone County Commission
FROM: Liz Palazzolo, CPPO, C.P.M.
DATE: July 11, 2019
RE: Amendment #1 to Contract 04-15FEB19 for Inmate Hygiene and Other Supplies (Bob Barker Company Contract) for the Boone County Sheriff's Department

Amendment #1 to contract 04-15FEB19 with Bob Barker Company for Inmate Hygiene and Other Supplies for the Boone County Sheriff's Department that was awarded April 25, 2019 (Commission Order 180-2019) is being amended to add line item 4.10.4 for unwrapped antibacterial deodorant bar soap.

All other terms, conditions and prices of the original agreement remain unchanged.

Payments will be paid from the following funds/accounts:

- Fund 1255 Corrections/Account 23025 – Resident Supplies: \$ 30,200.00
- Fund 1255 Corrections/Account 23026 – Intake/Indigent Supplies: \$ 8,744.00

/lp

cc: Gary German, Sheriff's Department
Contract File

Boone County Purchasing

Liz Palazzolo
Senior Buyer



613 E. Ash, Room 109
Columbia, MO 65201
Phone: (573) 886-4392
Fax: (573) 886-4390

MEMORANDUM

TO: Boone County Commission
FROM: Liz Palazzolo, CPPO, C.P.M.
DATE: July 11, 2019
RE: Amendment #1 to Contract 04-15FEB19 for Inmate Hygiene and Other Supplies
(Victory Supply LLC Contract) for the Boone County Sheriff's Department

Amendment #1 to contract 04-15FEB19 with Victory Supply LLC for Inmate Hygiene and Other Supplies for the Boone County Sheriff's Department that was awarded April 25, 2019 (Commission Order 180-2019) is being amended to add line item 4.10.30 for women's underwear.

All other terms, conditions and prices of the original agreement remain unchanged.

Payments will be paid from the following funds/accounts:

- Fund 1255 Corrections/Account 23025 – Resident Supplies: \$ 30,200.00
- Fund 1255 Corrections/Account 23026 – Intake/Indigent Supplies: \$ 8,744.00

/lp

cc: Gary German, Sheriff's Department
Contract File

Commission Order: _____

Date: 7/25/2019

**CONTRACT AMENDMENT NUMBER ONE TO CONTRACT 04-15FEB19
FOR
INMATE HYGIENE AND OTHER SUPPLIES FOR THE BOONE COUNTY JAIL**

The Agreement dated the 25th day of April, 2019 (Boone County Commission Order 180-2019) made by and between Boone County, Missouri and **Bob Barker Company** for and in consideration of the performance of the respective obligations of the parties set forth herein, is amended as follows:

1. **ADD 1.5# Unwrapped, Antibacterial Deodorant Soap, average minimum 1.2 oz./bar with no animal fats or byproducts (product code BBC AU-15C, NDC/FDA Code: 53247-113-OZ) to the contract at the firm, fixed per case price of \$64.02/case of 500 bars. This shall be added to the contract as line item 4.10.4.**
2. All other terms, conditions and prices of the original contract shall remain the same and apply hereto.

IN WITNESS WHEREOF the parties through their duly authorized representatives have executed this agreement on the day and year first above written.

BOB BARKER COMPANY

BOONE COUNTY, MISSOURI

DocuSigned by:
By: Melody Ballard
9011822DDADA4B0...
Title: Contract Specialist

By: Boone County Commission
DocuSigned by:
Daniel K. Atwill
BA45934CED6E4EB...
Daniel K. Atwill, Presiding Commissioner

APPROVED AS TO FORM:

ATTEST:

DocuSigned by:
[Signature]
7041DEAE69074D...
County Counselor

DocuSigned by:
Brianna L Lennon by MT
7D82DA988BF6493...
Brianna Lennon, Boone County Clerk

AUDITOR CERTIFICATION: In accordance with §RSMo 50.660, I hereby certify that a sufficient unencumbered appropriation balance exists and is available to satisfy the obligation(s) arising from this contract. (Note: Certification of this contract is not required if the terms of this contract do not create a measurable county obligation at this time.)

Fund: 1255 - Account: 23025 \$30,200.00
Fund: 1255 - Account: 23026: \$8,744.00

DocuSigned by:
[Signature]
487B4E31FC847D...
Signature Date Appropriation Account

Commission Order: 310-2019

Date: 7/25/2019

**CONTRACT AMENDMENT NUMBER ONE TO CONTRACT 04-15FEB19
FOR
INMATE HYGIENE AND OTHER SUPPLIES FOR THE BOONE COUNTY JAIL**

The Agreement dated the 25th day of April, 2019 (Boone County Commission Order 180-2019) made by and between Boone County, Missouri and **Victory Supply, LLC** for and in consideration of the performance of the respective obligations of the parties set forth herein, is amended as follows:

1. **ADD** Women's Underwear, poly/cotton blend, brief-style with double-panel crotch with soft knitted leg and waistband for snug, comfortable fit, shall withstand several washings/dryings, and must include all sizes 5-18 (S-3XL), product code VSI PNTYWH, 60% polyester/40% cotton to the contract at the firm, fixed per case price of \$7.77/dozen. This shall be added to the contract as line item 4.10.30.

2. All other terms, conditions and prices of the original contract shall remain the same and apply hereto.

IN WITNESS WHEREOF the parties through their duly authorized representatives have executed this agreement on the day and year first above written.

VICTORY SUPPLY LLC

BOONE COUNTY, MISSOURI

DocuSigned by:
By: *[Signature]*
7F4DB96DCC1D4FD...
Title: Bids Administrator

By: Boone County Commission

DocuSigned by:
[Signature]
5A1B934CED6E7EB...
Daniel K. Atwill, Presiding Commissioner

APPROVED AS TO FORM:

ATTEST:

DocuSigned by:
[Signature]
7B71DEAE9074D...
County Counselor

DocuSigned by:
[Signature]
7D51204388F04...
Brianna Lennon, Boone County Clerk

AUDITOR CERTIFICATION: In accordance with §RSMo 50.660, I hereby certify that a sufficient unencumbered appropriation balance exists and is available to satisfy the obligation(s) arising from this contract. (Note: Certification of this contract is not required if the terms of this contract do not create a measurable county obligation at this time.)

Fund: 1255 - Account: 23025 \$30,200.00

Fund: 1255 - Account: 23026: \$8,744.00

DocuSigned by:
[Signature] 7/17/2019
Signature Date Appropriation Account

311 -2019

CERTIFIED COPY OF ORDER

STATE OF MISSOURI

July Session of the July Adjourned

Term. 2019

County of Boone

} ea.

In the County Commission of said county, on the 25th day of July 2019

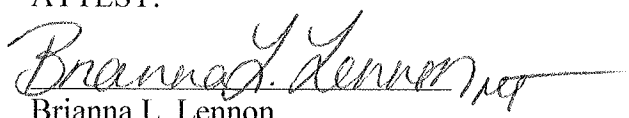
the following, among other proceedings, were had, viz:

Now on this day, the County Commission of the County of Boone does hereby appoint the following:

Name	Board	Period
Chris Cox	Mid-MO Regional Planning Commission	July 1, 2019 thru June 30, 2021
Lynelle Phillips	Board of Health	September 1, 2019 thru August 31, 2022

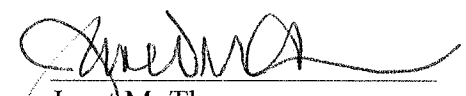
Done this 25th day of July 2019.

ATTEST:


 Brianna L. Lennon
 Clerk of the County Commission


 Daniel K. Atwill
 Presiding Commissioner

Absent
 Fred J. Parry
 District I Commissioner


 Janet M. Thompson
 District II Commissioner

Dan Atwill, Presiding Commissioner
Fred J. Parry, District I Commissioner
Janet Thompson, District II Commissioner



Boone County Government Center
801 E. Walnut, Room 333
Columbia, MO 65201
573-886-4305 - FAX 573-886-4311
E-mail: commission@boonecountymo.org

Boone County Commission

BOONE COUNTY BOARD OR COMMISSION APPLICATION FORM

Board or Commission: Board of Health

Name: Lynelle Phillips

Home Address: 800 South Johnmeyer

City: Columbia **Zip Code:** 65203

Business Address: _____

City: Columbia **Zip Code:** 65203

At which address would you prefer to be contacted?

E-mail: phillipslm@health.missouri.edu

Phone (Home): 5738848976 **Phone (Work):** 5738848976

Fax: _____

Qualifications:

I have served on the Board of Health for 10+ years as a city representative. I recently moved outside the city limits (800 South Johnmeyer). I am very passionate about public health and would like to continue to serve.

Past Community Service:

I have lived in Columbia for 20+ years and have been an active citizen. This past year I was involved with the Climate Change Action and Adaption Plan by attending strategic planning meetings and testifying at City Council. I also testified in support of Tobacco 21 and Tobacco Retail Licensing. I am Vice-Chair of the Missouri Public Health Association and Vice Chair of Woodhaven's Board. I attend region F Local Public Health Agency meetings as a representative of MU's Dept of Public Health.

References:

Please feel free to contact the current Chair of the Board of Health, Mahree Skala. She resides at 5201 Gasconade Drive, Columbia, 65202 and her phone is 573-474-2195. You can also contact Stephanie Browning or Scott Clardy at the Columbia Boone County Department of Public Health and Human Services 874-7355.

I have no objections to the information in this application being made public. To the best of my knowledge at this time I can serve a full term if appointed. I do hereby certify that the above information is true and accurate.

Applicant Signature

**Return Application
To:**

**Boone County Commission Office
Boone County Government Center
801 East Walnut, Room 333
Columbia, MO 65201
Fax: 573-886-4311**

An Affirmative Action/Equal Opportunity Institution

Past Community Service: _____

References: _____

I have no objections to the information in this application being made public. To the best of my knowledge at this time I can serve a full term if appointed. I do hereby certify that the above information is true and accurate.

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